

# ICE PAGE

Making it Happen! - Support Social Inclusion

**ECAT**

Employee & Client Assistance Team  
403-819-0583

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 2023 FOR ALL SHIFTS WORKED BETWEEN FEBRUARY 1ST AND FEBRUARY 15TH.

FEBRUARY 28TH 2023 FOR ALL SHIFTS WORKED BETWEEN FEBRUARY 16TH AND FEBRUARY 28TH.

**UPCOMING**

HEALTH AND SAFETY MEETING  
Feb 7th/ Mar 7th  
2023 at 9:00 AM.

RPAC MEETING  
Feb 1st/ Mar 1st 2023  
at 2:00 PM.

UNIT MEETING  
Feb 15th/ Mar 15th  
2023 at 2:00 PM.

## ON SPOTLIGHT

**AMANDA C**

Amanda has been with ICE Edmonton since 2012. Amanda is a happy woman, and very independent in her decision-making. Staff have been working closely with Amanda and help her utilize both DATS and ETS to access the community, depending on what they have planned for the day. Amanda enjoys accessing the community and going out for coffee with her staff. They accompany Amanda on trips to the mall to shop and they also visit Value Village and Goodwill for items that allow Amanda to work on any art projects at home. Amanda also likes to explore parks and loves to attend city events and festivals to people watch. Amanda and her staff often go to the Edmonton Zoo and have a nice coffee break at the cafeteria when visiting. Staff assist Amanda in gathering information on the City of Edmonton website for events and recreational centers that may interest Amanda.

Amanda often helps her family members complete household chores like setting the table, putting recyclables away, and preparing meals. When Amanda is at home, she loves playing strategy-based video games on her PS4 console, watching TV, and talking to her friends, staff, and her family. Amanda has a great appreciation for the arts. During her free time, she likes coloring book activities and sketching abstract designs. Amanda is looking forward to connecting with the Nina Haggerty Center for the Arts this year to enhance her love of the arts.



**GLORIA A**

Gloria has been with ICE Edmonton and supporting Amanda since 2017. Gloria has been very supportive of Amanda, and they have developed a strong relationship. Gloria is a very reliable support staff and gives extra effort to help Amanda accomplish her goals. Her dedication to supporting Amanda, collaborative nature, and leadership skills truly exemplify the values of the agency. Thank you for your commitment to providing excellent service to our client.



**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 20, 2023  
FAMILY DAY



Please direct all calls to the Employee Client Assistance Team for that day.  
780.461.7236

# POLICY REVIEW

\*(Please note that selected sections of ICE Policies 2.3.15 and 3.3.4 are reproduced here. Please refer to the Policy Manual for the complete policy).

## **2.3.15 WATER TEMPERATURE MONITORING AND SAFE PRACTICES – OVERALL FACILITY**

*Failure by the employee to perform water temperature monitoring and documentation as per the policies outlined below will warrant disciplinary action.*

**A. Thermometers:** Each residential home operated by I.C.E. will have two thermometers and an extra set of batteries. Support home operators are responsible for purchasing their own thermometer to monitor water temperatures. Specifications for thermometer type are provided by the program supervisor.

**B. Plumbing Hardware – Installation:** Installation of plumbing hardware (e.g., pressure balance valve, thermostatic valve) is mandatory in residential and support homes. The extent of the modifications varies between the two program types. Installation sites may include at the hot water tank to control overall facility hot water, all potential bath/shower sites, kitchen sink taps and in apartment complexes at the bathroom plumbing fixtures as access to the hot water tank for the facility is not possible. See below for program specifics.

**C. Safe Water Temperatures:** Overall facility: overall facility acceptable water temperature is not to exceed 49 degrees Celsius. If the overall facility water temperature is less than 45 degrees or greater than 49, water tanks are to be adjusted. Follow up will be required to achieve the acceptable water temperature. This temperature is measured at the kitchen plumbing fixture and the procedure is outlined below.

**D. Corrective Action:** If the recorded temperature exceeds the standards cited above then follow the procedure listed below to lower the reading. Turn down the hot water tank if accessible, re-take the temperature after a period of 2 hours and report the reading to your supervisor. Your supervisor will instruct you as to whether a plumber needs to be contacted or household routines altered. When temperatures exceed the acceptable values by 5 degrees or more a GI will need to be completed and policies followed for this process.

## **3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING**

Water temperature monitoring for bath/shower and of the overall home training is mandatory for all field employees. Prior to employment, all employees must attend either an in-service (PET) or one to one training with their supervisor. All employees must pass the in-service written exam and be shadowed before being able to provide bath/shower assists. The shadow is to be administered annually thereafter in accordance to a general date for the agency which is February. Note that support home operators and their respite receive this training, must be shadowed, sign participation forms and be re-shadowed annually as above. Refer to Policy 2.3.14 - Bath/Shower Safe Water Temperature Monitoring and 2.3.15 Overall Facility Water Temperature Monitoring and Safe Practices

# ICE THANK YOU CARD INCENTIVE WINNERS



**Carrie Coyne** has been consistent in visiting and providing supports for a client in the hospital. She has also taken on an additional client as staff have been away. Thank you, Carrie!



**Alexi Vera Fernandez** has accepted last minute relief shifts in a non-residential program to cover staff illness. You rock!



## 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.

<http://www.icenterprises.com/>

The ICE website has some important links on the main page for your reference as well as posted job opportunities and access to the ICE Page.

## February Virtual Trainings

### **Pre-Employment Training**

February 1, 7, 8, 14, 15, 21, 22, 28 2023

### **Somatization Training**

February 1, 2023 (1 PM- 2 PM)

### **Diabetes Training**

February 1, 2023 (2:30 PM- 3:30 PM)

### **Documentation and Reporting Practices Training**

February 6, 2023 (1 PM- 3 PM)

### **Abuse Prevention Training**

February 7, 2023 (10 AM- 12 PM)

### **Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training**

February 8, 2023 (10 AM- 12 PM)

### **Osteoporosis/Idiopathic Pulmonary Fibrosis Training**

February 8, 2023 (1 PM- 2:30 PM)

### **Client Lifts and Transfers (Power Point) Training**

February 8, 2023 (1 PM- 4 PM)

### **Trauma Informed Care Training**

February 13, 2023 (10 AM- 12 PM)

### **Sleep Apnea Training**

February 13, 2023 (1 PM- 3 PM)

### **Cerebral Palsy Training**

February 13, 2023 (3 PM- 5 PM)

### **Conduct Disorder Training**

February 15, 2023 ( 9 AM- 11 AM)

### **Autism/Pervasive Developmental Disorder Training**

February 15, 2023 (3 PM- 5 PM)

### **Anxiety/ Depression Training**

February 17, 2023 (10 AM- 12 PM)

### **Borderline Personality Disorder Training**

February 21, 2023 ( 10 AM- 11:30 AM)

### **Epilepsy Training**

February 21, 2023 (1 PM- 3 PM)

### **ADHD Training**

February 22, 2023 ( 10 AM- 12 PM)

### **Due Diligence for Supervisors and Managers Training**

February 24, 2023 ( 9:30 AM- 12:30 PM)

### **Alzheimer's/Dementia Training Training**

February 24, 2023 ( 10 AM- 12 PM)

### **PBI Training**

February 27, 2023 ( 10 AM- 12 PM)

### **Brain Injury Training**

February 27, 2023 ( 1:30 PM- 2:30 PM)

### **Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training**

February 28, 2023 ( 10 AM- 12 PM)



## March Virtual Trainings

### **Pre-Employment Training**

March 1, 7, 8, 14, 15, 21, 22, 28, 29 2023

### **Workplace Diversity Training**

March 6, 2023 (10 AM- 12 PM))

### **WVBH for Supervisors Training**

March 7, 2023 ( 10 AM- 12 PM)

### **Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training**

March 8, 2023 ( 10 AM- 12 PM)

### **Promoting Safety Training**

March 8, 2023 ( 1 PM- 4 PM)

### **Epilepsy Training**

March 10, 2023 ( 1:30 PM- 2:30 PM)

### **Abuse Prevention Training**

March 13, 2023 ( 10 AM- 12 PM)

### **HACD Training**

March 14, 2023 ( 1 PM- 5 PM)

### **Musculoskeletal Injury Prevention- Manual Materials Handling Training**

March 17, 2023 (9:30 AM- 12:30 PM)

### **Harm Reduction Training**

March 17, 2023 (10 AM- 12 PM)

### **PBI Training**

March 21, 2023 ( 1 PM- 3 PM)

### **Northern Report Writing Training**

March 22, 2023 ( 10 AM- 12 PM)

### **Schizophrenia Training**

March 23, 2023 (1:30- 3:30 PM)

### **Workplace Inspections Training**

March 24, 2023 ( 9 AM- 4 PM)

### **Borderline Personality Disorder/ Somatization Disorder Training**

March 27, 2023 (1:30 PM- 3:30 PM)

### **Incident Investigations Training**

March 30, 2023 ( 1 PM- 5 PM)

## **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.**

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## **REFERRAL INCENTIVE RECIPIENT**

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!

### **ICE Referral Incentive Winners**

**Hillary Songok  
Noah Sawe  
Collins Kirwa  
Elfis Kibichii**

**HEALTH AND SAFETY MEETING MINUTES****DECEMBER 6, 2022**

(MINUTES EDITED FOR PUBLICATION)

**3.1 Review of 'Regional Health and Safety Meeting Minutes (sections 3.2 and 3.3).****A) Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage****Edmonton Meeting Minutes:**

**August 14, 2022:** Client became aggressive to staff after they asked for a receipt. **Incident Investigation Recommendations:** Client met with his psychiatrist; a medication review was completed. **HSC Recommendations:** No additional recommendations.

**August 24, 2022:** Client's stepfather became verbally aggressive towards staff after learning of them needing to attend training. **Incident Investigation Recommendations:** Review employees right to safe work environment with staff. Report incidents of perceived bullying to office. **Health and Safety Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** No meeting held in November.

**Northwest Meeting Minutes:** No incidents to be reviewed.

**B) Section 3.3 Completed Near Miss Incident Investigations****Edmonton Meeting Minutes:**

**July 28, 2022:** SHO was knocked by client when he jumped into the backseat of a car before the staff had time to back up. **Incident Investigation Recommendations:** Continue to assess and report program hazards as per ICE policy. Review and update client's positive approaches and personal profile in consultation with Client Behaviour Services Consultant. **HSC Recommendations:** No additional recommendations.

**August 28, 2022:** Client pushed staff after staff stopped them from taking another client's food. **Incident Investigation Recommendations:** Collect information about preceding behaviours and triggers for physical aggression. Update personal profile and booking notes. **HSC Recommendations:** No additional recommendations.

**August 31, 2022:** Staff tried to wake client for medication. When client was unresponsive staff turned on the light startling the client and causing them to become aggressive towards staff. **Incident Investigation Recommendations:** Team Coordinator reviewed client's Positive Approaches and Risk Assessment with staff and complete staff participation form. **HSC Recommendations:** No additional recommendations.

**September 7, 2022:** Staff reversed their car without properly shoulder checking and was alerted to stop by another cars horn. **Incident Investigation Recommendations:** Review Transportation Safety in Health and Safety Manual.

**HSC Recommendations:** No additional recommendations.

**September 8, 2022:** Security door was left open by a doorstop being in the jam. **Incident Investigation Recommendations:** Email sent to all staff reminding them of security risks for leaving doors open. **HSC Recommendations:** No additional recommendations.

**Calgary November 2022, Meeting Minutes:** No meeting held in November.

**Northwest Meeting Minutes:** No investigations reviewed.

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

**September 30, 2022:** Staff was supporting client to build model airplanes, they experienced dizziness and confusion. **Incident Investigation Recommendations:** Immediate safe disposal of glue from program. Inform all staff verbally and document in the staff communication log regarding the hazard. **HSC Recommendations:** No additional recommendations.

**3.3 Evaluation of completed near miss investigations (South):** No investigations reviewed.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed pgs. 81-82 Assisting Persons Who Use/Have Matches, Lighters, etc. **HSC Recommendations:** No additional recommendations. Reviewed pgs. 83-84 Supporting Clients Who Use Cannabis/Tobacco/Vaping Products. **HSC Recommendations:** No additional recommendations.

**3.7 Policy Review: Reviewed updated policies 2.3.12, 3.1.2 and 3.3.4. Discussed discontinued policies 3.1.7 and 3.1.8, effective November 30, 2022.**

**3.8 COVID 19 Pandemic Response:** Vaccine bookings can be made using the following link:  
<https://www.albertahealthservices.ca/topics/page17295.aspx>  
or by calling 811.

**3.10 Emergency Response Plan Review:** Reviewed Action Plan Template #14 – Snow Storm, Blizzard, Ice Storm. **HSC Recommendations:** No additional recommendations.

**Next Meeting Date: January 10, 2023 @ 9am**

**HEALTH AND SAFETY MEETING MINUTES****JANUARY 10, 2023**

(MINUTES EDITED FOR PUBLICATION)

**3.1 Review of 'Regional Health and Safety Meeting Minutes (sections 3.2 and 3.3).****A) Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage**

**Edmonton Meeting Minutes:** September 28, 2022 – Staff experienced pain in left side of neck and shoulder. **Incident Investigation Recommendations:** Staff will review Section C Back Care in the health and safety manual. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes: May 16, 2022-** Staff experienced intense shoulder pain and muscle weakness for over a week. **Incident Investigation Recommendations:** Seek medical consultation, complete ergonomic check at workstation and risk assessment for workstation at home. **HSC Recommendations:** No additional recommendations.

**September 15, 2022** – Staff was experiencing dizziness and the next day tested positive for Covid-19. **Incident Investigation Recommendations:** Reviewed reporting procedures with staff and Policy 3.5.5 Employee Work Related Injury, Illness, and Near Miss. **HSC Recommendations:** No additional recommendations.

**Northwest Meeting Minutes:** No investigations to be reviewed.

**B) Section 3.3 Completed Near Miss Incident Investigations**

**Edmonton Meeting Minutes:** October 21, 2022- Client became aggressive when staff tried to give client medication in community. **Incident Investigation Recommendations:** Manager offered a debriefing session to client's respite provider. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** November 1, 2022 – Staff forgot to put on safety goggles while completing high touch cleaning. **Incident Investigation Recommendations:** Placed poster for use of eye protection in the custodial closet to prompt staff to don PPE and sent email to employees as reminder to wear safety glasses while using Purexall. **HSC Recommendations:** No additional recommendations.

**Northwest Meeting Minutes:** No investigations to be reviewed

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (South):**  
No investigations to be reviewed.

**3.3 Evaluation of completed near miss investigations (South):**  
No investigations to be reviewed.

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

Reviewed pgs. 85-86 Client Support for Seizures

**HSC Recommendations:** To include if necessary or if required or remove completely the information about COVID screening and continuous masking under administrative controls. Reviewed pgs. 87-88 Contact with Unknown Visitors, Contractors, Community Persons at Office or Residences. **HSC Recommendations:** To include if necessary or if required or remove completely the information about COVID screening and continuous masking under administrative controls.

**Edmonton Meeting Minutes:** Reviewed pages 5-6. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** Reviewed the High Behaviours HACD pages 1-7 Potential for Verbal Aggression, property damage, and harassment & bullying. **HSC Recommendations:** Consider placing CPI training requirements under client specific training and WVBH training for supervisors in admin controls.

**Northwest Meeting Minutes:** Northwest reviewed pages 47-52 Vacuuming - **HSC Recommendations:** No additional recommendations. Laundry Tasks - **HSC Recommendations:** No additional recommendations. Garbage Handling and Disposal - **HSC Recommendations:** No additional recommendations.

**3.7 Policy Review: Reviewed Policy 3.5.12-Fire Safety**

**3.8 COVID 19 Pandemic Response:** Vaccine bookings can be made using the following link:  
<https://www.albertahealthservices.ca/topics/page17295.aspx> or by calling 811. Please ensure you are following the most updated protocols.

**3.10 Emergency Response Plan Review:** Reviewed Action Plan Template #3 -Workplace Violence- Domestic Situation for an Employee. **HSC Recommendations:** No additional recommendations.

**Next Meeting Date: February 7, 2023 @ 9am**

# January is Violence & Harrassment Prevention Month

## Workplace violence can be defined as:

- Physical attack or aggression (hitting, shoving, pushing)
- Threatening behaviour (shaking a fist in a worker's face, wielding a weapon at work)
- Verbal or written threats (leaving threatening notes, verbally threatening a worker)

## It is not harassment when:

- An employer or supervisor takes responsible action when managing and directing workers:
- When there are differences of opinion or minor disagreements between coworkers;
- Different conditions of employment such as professional practice limitations, organizational changes, financial restrictions etc.

**Harrassment as defined in the Alberta OHS Act is a "single or repeated incident of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affect the worker's health and safety."**

## Ways you can help prevent workplace violence, bullying and harrassment:

- Review ICE Policy 3.8.1 Professional Conduct.
- Use effective communication and be open to feedback about your approach.
- Be kind, show empathy and respect to others.
- Build your communication skills. (Eg. through training)

Employees will not be punished for reporting any acts of workplace violence, bullying and harassment. For more information speak to your supervisor, and review Policy 3.6.4 Workplace Violence and Bullying/Harassment.



# EYE STRAIN

Though they may be one of our most used organs, our eyes can be easily forgotten about. Through our daily interactions involving driving, glare from the sun, lowlight or looking at a computer/cell phone screen our eyes can easily become tired. Once our eyes have become tired from over usage, they will begin to get strained.

## THE MOST COMMON SIGNS OF EYE STRAIN ARE:

- HEADACHES
- PROBLEMS WITH FOCUSING
- RED, WATERY, IRRITATED EYES
- INABILITY TO KEEP EYES OPEN
- MUSCLE SPASMS OF THE EYE OR EYELID

There are a few simple things we can do for prevention of eye strain. This includes:

- taking periodic rests and shift your focus to something else altogether,
- keep blinking this will ensure your eyes stay moist,
- maintain good neck and shoulder posture,
- adjusting your screen settings or lighting in your area.

If you require glasses ensure you are seeing an optometrist a minimum of every two years to keep prescriptions up to date.

FOR MORE INFORMATION ON HOW TO PREVENT EYE STRAIN PLEASE SEE THE CANADIAN CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY'S WEBSITE.

[HTTPS://WWW.CCOHS.CA/OSHANSWERS/ERGONOMICS/OFFICE/EYE\\_DISCOMFORT.HTML](https://www.ccohs.ca/oshanswers/ergonomics/office/eye_discomfort.html)



Headaches



Blurry vision



Irritated eyes that may be red or feel dry



Pain or strain in the neck, shoulders, or back

# The Fight Against COVID-19

Why your shots count!



## Did you know?

More than 50,000 Canadians have died after contracting COVID-19 since the pandemic emerged nearly three years ago, the Public Health Agency of Canada (PHAC) confirmed — a sobering reminder that the virus remains a deadly concern.



## Did you also know?

The country is seeing an average of 38 deaths per day as of January 24, 2023.



## What can you do?

Get your booster, especially if you work with vulnerable people.



## Where to go?

Visit:

<https://bookvaccine.alberta.ca/vaccine/s/>  
online or call your local pharmacy to find out eligibility.

### References

<https://globalnews.ca/news/9414775/covid-canada-deaths-50-thousand/>  
<https://globalnews.ca/news/6649164/canada-coronavirus-cases/>