

JULY 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

July 15th 2020

For all shifts worked between July 1 and July 15.

July 16th 2020

For all shifts worked between July 16 and July 31.

UPCOMING

- **HEALTH AND SAFETY MEETING**
- July 8, 2020 @9AM
- **RPAC MEETING-**
July 15, 2020 @1:30PM
- **UNIT Meeting** - July 22, 2020 @2:30PM (teleconference only)

Charles

Charles started services with ICE in March of 2006 and currently lives in Grande Prairie with a roommate.

Charles is friendly and talkative and is well known in the community.

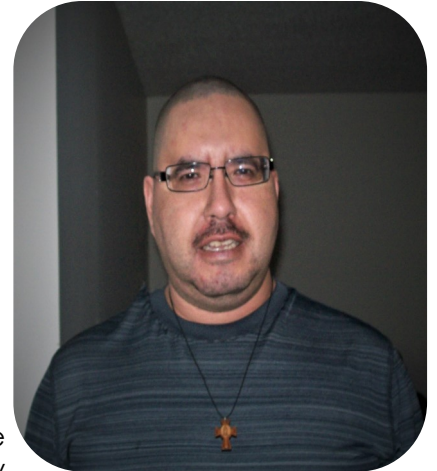
Charles enjoys swimming and occasionally using the gym at Eastlink Centre. He also likes going out weekly to meet up with friends for coffee and meals at Tim Hortons.

Charles' staff assist him in using the computers at the library to access employment information and apply for jobs. He also researches classes he would like to attend to gain new life skills. He is interested in studying courses to help him obtain his learners license. With the skills and guidance Charles has learned, he has been able to be gainfully employed at Ricky's All-Day Grill. He works one day a week as a kitchen helper doing prep work, dishes, mopping floors and doing light cleaning.

Charles has expressed interest in his Indigenous culture and talks about learning from his elders and attending Pow Wows and native circles. Charles attends the native drumming and elders' group at St. Clements School weekly and participates in cultural activities.

Charles, with the support of his staff, has been able to make trips to events such as Local Pow Wows and round dances. With guidance from his staff, Charles attends social groups and is learning to interact appropriately with his peers. Charles has shown tremendous growth in this area!

Charles has a strong team supporting him to do the things he enjoys, and he is gaining further independence as a result.



Employee Spotlight

Chris has been employed with ICE since 2017. Chris is very polite, outgoing and reliable. Chris supports Charles by helping him build the skills he needs to achieve his goals. Chris helps Charles access courses in the community. Through these courses Charles is gaining life skills and receiving work related training. Chris also supports Charles with his cultural activities by ensuring he is able to attend native classes and events that are ongoing in the local area.



ICE OFFICES WILL BE CLOSED WEDNESDAY, JULY 1st 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**

Evans O received a thank you card from his supervisor for his great communication with the office and for willing to help out with CET. Thank you for all your hard work!

He received a Shoppers Drug Mart Gift Card.

Congratulations!



Virtual Training

Incident Investigations Training

July 24, 2020
9:30AM to 1:30PM

Hazard Assessment and Control Training

July 29, 2020
9:30AM to 1:30PM

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/>

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
June 9, 2020
(Minutes edited for publication)

3.0 Standing Items

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

Calgary – May 29, 2020 Meeting Minutes:
No completed incident investigations to review

Edmonton – May 29, 2020- Meeting Minutes
January 13, 2020

Staff injured their finger when their hand slipped trying to open a frozen window. Incident Investigation Recommendations: Review available resources and controls on site for opening of frozen windows safely; staff provided with a demonstration and explanation of how to utilize available hair dryer and safe way to complete task. Review of Section 2 of the Health and Safety Binder (preventing frozen windows)

January 29, 2020

Support Home Operator (SHO) prompted a client to do their laundry. The client became upset by this, stating they were fired. The SHO went upstairs to give the client space. The client followed the SHO upstairs and hit and kicked them, then punched the wall with their fist. Follow-up: SHO reminded client to take frequent breaks to avoid getting too tired. Incident Investigation Recommendations: Review Client's Positive Approaches Document; Review Policy 2.7.3 Critical and General Incidents

February 2, 2020

A client became upset because their regular staff was away and the relief staff mentioned the regular staff's name. The client became verbally aggressive and punched a hole in the wall. Incident Investigation Recommendations: Re-training of PRP and Lifeline use; discussion regarding client expectations and behaviour

February 4, 2020

Staff was cleaning and bent down; they then felt a sharp pain in their lower back. Follow-up: Staff to review HACD and follow proper procedures for washing/mopping floors. Incident Investigation Recommendations: Review Section C Back Care in the Health and Safety Manual.

February 5, 2020

Staff was assembling a table and cut their thumb. Follow Up: Reviewed with staff to be cautious and use work gloves to prevent injury in future. Incident Investigation Recommendations: Work gloves will be purchases for staff use

February 7, 2020

Staff was going to their car when they slipped on a patch of ice and fell. Follow up included staff going for medical assessment/treatment; review with staff wearing proper PPE when walking in winter conditions. Incident Investigation Recommendations: Reviewed "Winter Safety" section of the Health and Safety Manual

Feb 11, 2020

Staff sprained their hand while shoveling snow at a program. Follow up: staff was transported to a medical clinic for treatment/assessment. Manager discussed with staff that snow shoveling is a shared responsibility and show not completed by only one staff during a heavy snow fall. Incident Investigation Recommendations: Staff to review "Winter Safety" section of the Health and Safety Manual, which includes a section on safety while shoveling snow

February 11, 2020

A client threatened a staff with a butter knife. Follow up: Police called and talked with the client at the residence. Client stated that they were hearing voices saying they should kill someone. Police Officers were able to deescalate the situation. Staff locked up all butter knives. Follow up appointment made with the client's psychiatrist and physician. Incident Investigation Recommendations: Life line to be installed at the program, butter knives to be locked up, Team Coordinator to review client protocols at the team meeting

February 29, 2020

Staff fell while walking with a client in the community. It was snowing and staff could not see the ice under the snow. Incident Investigation Recommendations: Purchase proper size ice cleats for client and staff; discuss with both the client and staff the importance of wearing ice cleats

Northwest – May 26, 2020 Meeting Minutes

March 25, 2020

A staff and a client were driving on a secondary highway. They hit a patch of ice causing them to enter the ditch and rollover. The vehicle's airbags deployed and no injuries were noted. Incident Investigation Recommendations: Staff were reminded to stay on well-traveled roads especially in winter as they are better maintained.

March 30, 2020

An employee was attempting to re-engage with a client after they had been escalated. The client was seated on the floor and as staff approached, they grabbed their leg, causing them to trip and fall on their knee. Incident Investigation Recommendations: Staff to take PBI refresher and reminded to continue to give space after an escalation. Staff also to review Risk Assessment and PRP.

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

Calgary – May 29, 2020 Meeting Minutes:

No completed incident investigations to review

Edmonton – May, 2020 Meeting Minutes:

No complete near miss investigations for review

Northwest – May, 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 May as a result of concerns brought forward.

3.4 B) Inspections completed:

May 2020:

Monthly Safety Inspection Checklists completed: 0

Random Inspections completed: 0 – due to pandemic restrictions no random inspections occurred

EQA's Completed: 0 – due to pandemic restrictions no EQA's occurred

3.5 COR Audit Review

Review of the COR Report Recommendations 2020 document. Reviewed some auditor's suggestions and recommendations and ICE's progress on these action items. Reviewed some policy changes that have been made (3.5.10, 3.5.15, 3.6.4).

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

Review section (and provide recommendation(s) for changes if needed) South Committee Reviewed: Office Related Work Page 2 and 3 "Meetings/ Communication (clients, funders, or other persons associated with service delivery" and discussed this hazard and how things may be affected by the COVID-19 pandemic prevention protocol. The committee felt that "surgical/ procedure masks are available" should be added to the standard precautions section. Also, site specific controls could have a point about the agency's adherence to AB Public Health advisories (i.e. physical distancing, increased cleaning and disinfecting protocols, etc.).

Policy review

3.5.15 Pandemic Response COVID-19

COVID-19 Pandemic Response

Employee, Client, Contractor and Visitor COVID-19 Questionnaires and Protocols continue to be updated regularly to ensure compliance with latest Public Health Orders. Staff are currently required to continuously mask while working with clients. Discussion at the meeting about how supervisors are following up with this to ensure compliance. Spoke about some conversations that have occurred to reinforce the safety reasons behind this requirement.

4.0 Other Business

4.1 Health and Safety Committee Membership – Ali F has left her position with ICE so she is no longer a member of the health and safety committee. Barb W is no longer working as much front line work so we should elect a new member of the committee to take her place. 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. 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 – Food Safety in the Summer

NEXT MEETING DATE: July 7th, 2020 at 9am

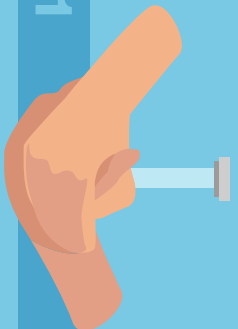
HOW TO WEAR A NON-MEDICAL MASK

Non-medical masks, including homemade cloth masks, can help prevent the spread of COVID-19. They are another tool to use in places where it's difficult to keep two metres from other people for extended periods of time – such as public transit, grocery stores, pharmacies, hair salons, airplanes and some retail shops.

Masks do not replace proper hygiene, physical distancing or isolation to prevent the spread.

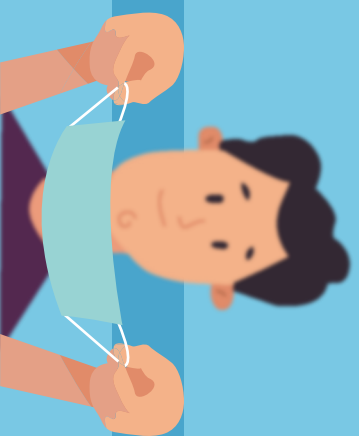


1



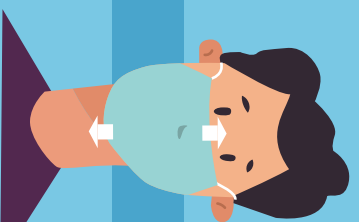
Wash/sanitize your hands.

2



Inspect the mask, holding it by the ties or loops. Discard if damaged or dirty.

3



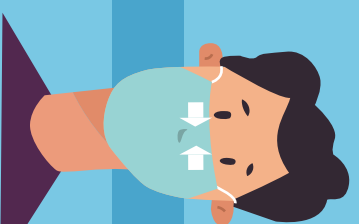
Open fully to cover from the bridge of your nose to your chin.

4



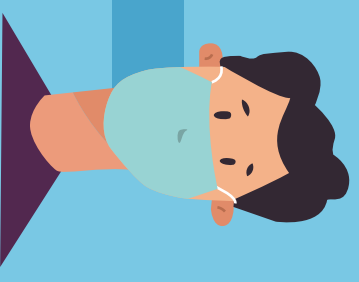
Adjust the mask to your face so there are no gaps on the side.

5



If mask has stiff edge, pinch to close gaps between nose and mask.

6

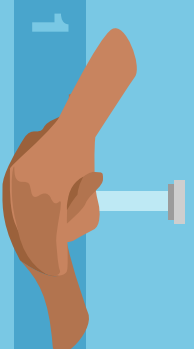


Keep your nose, mouth and chin covered at all times. **Avoid touching the mask.**

SAFELY PUTTING A MASK ON

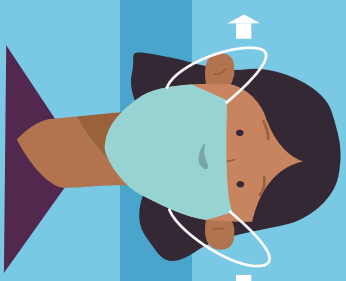


SAFELY TAKING OFF A MASK



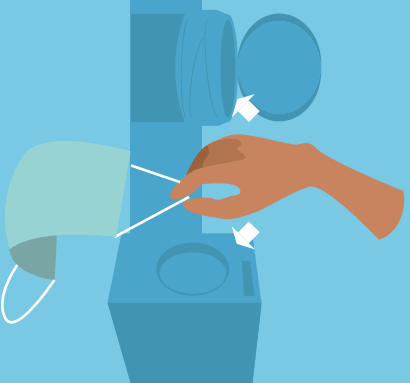
Wash/sanitize your hands.

2



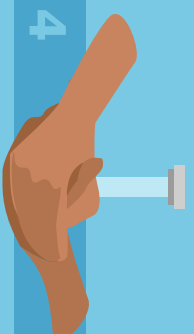
Remove it from the back by releasing ties or loops. Do not touch the front of the mask.

3



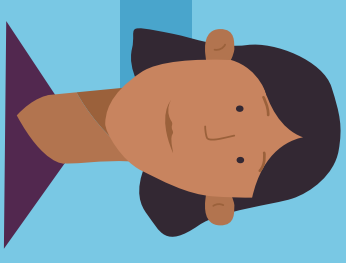
Discard the mask immediately if disposable. Wash thoroughly if reusable.

4



Wash/sanitize your hands.

5



FOR MORE INFORMATION ON WEARING AND CARING FOR YOUR MASK

alberta.ca/masks

