

MARCH 2021

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

• **MARCH 15th 2021**

For all shifts worked between MARCH 1 and MARCH 15.

• **March 31st 2021**

For all shifts worked between MARCH 16 and MARCH 31.

UPCOMING

- **Health and Safety Meeting** – MARCH 2, 2021 @9:00AM
- **RPAC MEETING**— MARCH 3, 2021 @1:30PM
- **UNIT Meeting**— MARCH 24, 2021 @2:00pm (teleconference only)

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Adam S.

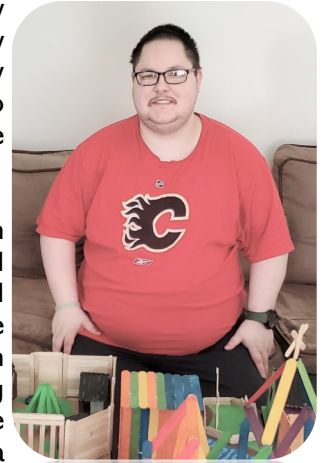
Adam has been with ICE Grande Prairie since 2017. He is a soft spoken young man who is interested in movies and video games. He loves board games and puzzles that he works on with his roommate and staff. Adam loves action/adventure and mystery movies, and his favorite video games are strategy puzzle type games.

With the COVID-19 restrictions, Adam and his staff have found creative ways to stay busy. Together, they work on crafts and have made a model city from popsicle sticks.

When talking about his goals, Adam enthusiastically talks about how much he enjoys the pool and gym with staff supports. He is excited to access these activities once the COVID-19 restrictions lift. Adam specifically enjoys the lazy river and shallow pools. Adam

enjoys the company of his staff and they continuously encourage him to stay active and have fun doing so!

Adam is working on a newly developed goal to research and create a plan to take courses on becoming a dog trainer. Staff are helping him create a list of places he can take these courses locally. Adam hopes he is able to volunteer and work towards creating a career working with animals.



Employee Spotlight



Josh has worked with ICE in Grande Prairie Since the fall of 2020. Josh is a calm and quiet young man, who uses his talents in arts and drama to come up with creative ideas to help his clients stay busy with the covid19 restrictions. He encourages Adam to join in with crafts and to play board games with staff and roommate to keep them socially engaged.

Important Information about your TD Future Builder Group Retirement Savings Plan Account

Effective **March 19, 2021**, TD Future Builder will no longer be providing or administering group retirement saving plans to ICE and the new provider will be Canada Life. This was not a decision chosen by ICE, rather TD has decided they no longer wish to be our provider for this service. Please note this **DOES NOT** change your retirement plan and you are NOT required to do anything for these changes. Canada Life has extensive experience in the Group RSP carriers and will provide a comprehensive financial wellness program to help all our employees reach their retirement goals. You will receive a letter from TD Future Builder notifying you of these changes. ***If you have any questions or concerns, please contact: Independent Counselling Enterprises at: 780-453-9664.***

IMPORTANT TIME CHANGE REMINDER

Clocks “Spring” ahead on Sunday

March 14, 2021 @ 2:00AM



VIRTUAL TRAININGS

PET Training

MARCH 2-3, 16-17, 30-31, 2021 (9:00AM to 4:00PM)

Abuse Prevention Training

MARCH 9 & 16, 2021 (8:00AM to 10:00AM)
MARCH 16, 2021 (1:00PM to 3:00PM)

Schizophrenia Training

MARCH 9, 2021 (10:00AM to 12:00PM)

Cerebral Palsy Training

MARCH 10, 2021 (1:00PM to 3:00PM)

CN PBI Training

MARCH 26, 2021 (1:00PM to 3:00PM)

Covid—19 Prevention Training

MARCH 12 & 17, 2021 (2:00PM to 4:00PM)

Epilepsy Training

MARCH 1, 2021 (10:00AM to 12:00PM)

CPI Training

MARCH 5 & 18, 2021 (9:00AM to 5:00PM)

Hoarding Training

MARCH 12, 2021 (10:00AM to 12:00PM)

Oppositional Defiance Disorder Training

MARCH 15, 2021 (1:30PM to 3:30PM)

Anxiety/Depression Training

MARCH 16, 2021 (10:00AM to 12:00PM)

Communication and Teamwork Training

MARCH 16, 2021 (2:00PM to 5:00PM)
MARCH 29, 2021 (1:00PM to 4:00PM)

Compassion Fatigue/ Burnout Training

MARCH 17, 2021 (1:00PM to 3:00PM)

Medication Administration Training

MARCH 19, 2021 (1:30PM to 4:30PM)

Harm Reduction Training

MARCH 30, 2021 (10:00AM to 12:00PM)

Complex Needs Training

MARCH 31, 2021 (10:00AM to 3:00PM)

ICE THANK YOU CARD

INCENTIVE WINNER

Leanne Higa received a thank you card from her supervisor for reliability, acceptance of feedback and initiative to being a great team player during this pandemic. She won a cozy Winter Gift Set.



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>

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Stay up to date on the most frequent information on COVID-19 in the province of Alberta.

PAYROLL



2020 T-4's

In addition to being mailed through Canada Post to the address on file in Dayforce at the time of production, your **2020 T-4 is available by logging into a desktop version of Dayforce**. Unfortunately, there is **no mobile version of the employee tax forms** available within the Dayforce mobile application. Alternately, on a mobile device, enter can59.dayforcehcm.com into your browser to log in.

Your Dayforce credentials:

Company: ice

User Name:

For Employees employed prior July 16, 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.

For employees employed July 16, 2020 onward:

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.

Password:

If you have not previously logged into Dayforce 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.

Health and Safety Committee Meeting Minutes February 2, 2021 (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

Edmonton – January 20, 2021- Meeting Minutes:

August 17, 2020

Staff notified CR Manager that they had tested positive for COVID-19 Follow-up: Initiate RMP, provided 40 PPE kits and reviewed program to ensure there were adequate supplies and follow-up inspection by HS Specialist and HSC co-chair occurred August 25, 2020.

Incident Investigation Recommendations: Team training on all COVID-19 guidelines and documents; Ensure all COVID documentation including posters and protocols are at the program. Staff to continually monitor postings to ensure that they are not being removed by client; increased supervision of the home – regular phone calls to the program to assess health and safety status of employees and clients.

October 25, 2020

Staff was cleaning the kitchen when client asked him to stop. Staff tried to reason with client by saying he was just doing his duties which angered client - he started shouting profanities towards staff. Client then started to threaten staff with physical violence. Staff pressed lifeline; EPS arrived on site. This calmed the client down. CRM advised staff to keep his distance for the rest of the shift and to not hesitate to press the lifeline if he feels that he is in a compromised situation.

Incident Investigation Recommendations: manager will review client positive approaches document and Risk Assessment with staff, and complete staff participation form.

November 15, 2020

Incident at a program where client had contact with their mother and family did not notify staff that mother had tested positive for Covid 19 until 5 days passed.

Incident Investigation Recommendations: COVID-19 Training developed and conducted with employees; incorporated into Pre-Employment Training and rolled out provincially; Eye Protection Protocol developed and distributed provincially for clients posing additional risk factors. Additional eye protection supplies distributed to homes with clients deemed to have a higher risk of unknown exposure; Retrain staff on site regarding communication procedures and Prevention Protocols; Training/ Review of new Eye Protection Protocol with staff on site.

December 19, 2020

Client was advised by staff that he needed to put all movies back in the drawer. Client then became aggressive and accused staff of stealing his movies and that he would call police. Staff were able to redirect client to his room, but he emerged and kicked staff in the knee.

Incident Investigation Recommendations: manager will review client positive approaches document and Risk Assessment with staff, and complete staff participation form.



3.8.15 SOCIAL MEDIA



**(Please note that selected sections of ICE Policy 3.8.15 are reproduced here. Please refer to the Policy manual for the complete policy).*

The agency acknowledges the rights of employees to use after-hours social media accounts, however, employees must be aware that what they post on personal social media accounts such as Facebook and Twitter, may negatively impact the agency, its employees and/or other stakeholders, including clients, guardians, family members, funding bodies and contractors.

The following are examples of unacceptable conduct on social media:

1. Posting content that is contrary to the agency's current policies and procedures, including its mission statement, philosophy, and values.
2. Posting content that involves bullying, harassment, intimidation, discrimination, or threats of any type towards the agency, its employees, or other stakeholders.
3. Posting negative or derogatory content, including comments about, or statements deemed defamatory or detrimental to the welfare of the agency, its employees, clients, or other stakeholders.
4. Posting content divulging confidential information that is in violation of the Freedom of Information and Protection of Privacy Act, Health Information Act, and/or Personal Information and Protection Act.

Any infringement of the above regulations will result in corrective action.

**Calgary – January 26, 2021 - Meeting Minutes:
November 19, 2020**

Staff was dropping client off at home when they got out of their vehicle, slipped and fell on icy parking lot. Staff felt immediate pain in their left shoulder. Staff called the ICE office and sought immediate medical attention.

Incident Investigation Recommendations: Staff to look around for hazards in the community and refer to the HACD card. Staff to find alternate parking/report hazard to building management. To ensure proper footwear for weather conditions meets ICE policy.

November 24, 2020

Staff was leaving one client program onto the next program when they were involved in a motor vehicle accident. Staff struck another motor vehicle that was in front of them and received a minor injury on their left leg. Police were called to the scene where it was assessed that staff was driving too close to another vehicle. Staff called ICE office and was advised to seek medical attention. Follow-up: Staff went to the doctor the day after to be assessed. Staff to follow traffic laws while driving.

Incident Investigation Recommendations: Review hazard card when in the community. Review ICE contact process for missed/late shifts. Review ICE Policy 2.4.5- Use of Staff Vehicles.

Health and Safety Committee Recommendations: Suggested to complete mission possible driver training.

Northwest – January 7, 2021 - Meeting Minutes:

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

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

**Edmonton – January 20, 2021 - Meeting Minutes:
September 16, 2020**

Staff was confirmed to be in close contact with a COVID positive case. Staff and supervisor had been in close contact with one another.

Incident Investigation Recommendations: review office spacing/locations and scheduling work from home; COVID-19 training developed and conducted with employees; incorporated into Pre-employment training and rolled out provincially; Increased messaging regarding continuous masking and improper ways to wear masks; review/ retrain in office safety protocol.

Calgary – January 26, 2021 - Meeting Minutes:

No completed near miss investigations for review

Northwest – January 7, 2021 - 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 January as a result of concerns brought forward.

3.4 B) Inspections completed:

January 2021:

Monthly Safety Inspection Checklists completed: 6

Random Inspections completed: 0

EQA's Completed: 0

SH Basement Drills: 5

3.5 COR Audit Review

Reviewed Emergency Drills & Procedures memo from Jan 5th. Assigned tasks for Policy reviews.

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 pgs. 89&90- 'Entering or leaving worksite after dark'

Recommendations include: N/A- no additional recommendations required for these tasks.

Reviewed pgs. 91 & 92- 'Ascending/descending stairs'

Recommendations include: N/A- no additional recommendations required for these tasks.

Reviewed pgs. 93&94- 'Travel on wet/slippery surfaces (water, ice or snow). Travel around obstructions on floors'

Recommendations include: N/A- no additional recommendations required for these tasks.

Policy review

3.8.15- Social Media

3.1.2- Personal Information and Documents

3.3.1- Professional Development

Covid-19 Pandemic Response

Reviewed most updated COVID restrictions. It is important to remember and to continue to practice all guidelines set out by AHS. Mandatory restrictions still in place in enhanced areas. New variants of COVID-19 currently in Alberta and there is still a strain on our healthcare system, with many hospitalizations and ICU admissions. Please visit <https://www.alberta.ca> for the most updated information in your area.

Additionally, ICE has provided updated mandatory COVID training for all staff in response to our continued COVID-19 Prevention efforts. Please speak with your direct Supervisor to register if you have not already received this training.

Continuous masking in all ICE programs is still in effect. Please ensure you are following the most updated COVID-19 Protocols.

ICE South has received back all consent forms for staff and clients to be able to provide contact information to AHS. Stay tuned for further details.

4.0 Other Business

4.1 Health and Safety Committee Training Updates: Josphine C will need to reschedule Hazard Assessment training.

February is water monitoring-bath shadow month for all staff. Appointments must be scheduled with Supervisors to ensure COVID Protocols are being followed.

New Hazard ID cards have already started to be circulated to staff to replace previous cards. If you have not received one yet please contact your Supervisor to make arrangements.

A reminder that it is Daylight Savings Time coming up in March and clocks will need to be set 1 hour ahead on March 14, 2021. More importantly, this is the time that batteries will need to be replaced in all smoke and carbon monoxide detectors throughout client homes and recorded on the Monthly Safety Inspection Checklists (MSIC's). It is also a good time to check batteries in flashlights and emergency radios.

Ideas for upcoming ICE Page Articles – Seasonal Allergies

NEXT MEETING DATE: March 2, 2021 at 9am

ICE South Region - Health & Safety Committee

WHAT WE ARE: A group of worker and employer representatives working together to identify and solve health and safety concerns as well as promote awareness and interest in health and safety. We provide support for the 3 basic rights that all Albertans have in protecting their health and safety including: the right to know, the right to participate and the right to refuse dangerous work.

WHY: A health and safety committee benefits both employers and workers. A healthy and safe workplace cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage. *It is also the law.* Occupational Health and Safety (OHS) legislation passed in June 2018, mandates companies to have Health and Safety Committees/ Representatives.

If you have concerns about your own or another employee's safety, you are obligated to report it (*ICE policy 3.5.2 / OHS legislation*). You may report these to your supervisor or manager, call an Employee Client Assistance Team (ECAT) supervisor, **contact a member of the Health and Safety Committee (numbers below)** or drop a note into the health and safety box in the reception area of your regional office.

HOW: The Health and Safety Committee works to improve your work environment by completing inspections, participating in and reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, as well as by bringing forth your concerns to management.

WHEN: The Committee meets on the first Tuesday of every month at 9am in the ICE Office. Visitors are welcome- please contact Carissa at **(403) 394- 7811** if you are interested in attending.



Carissa Trotchie- CRM
H&S Co-Chair
(403) 394-7811



Jeremy Olsen- CSW
H&S Co-Chair
(403) 394-0038



Dasha Horton- Regional Manager
Committee Representative
(403) 394-7611



Leslie Whitnack- CSW
Committee Representative
(403) 394-0038



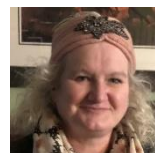
Barb Whitney- Admin. Assistant
Committee Representative
(403) 394-0038



Irine Cheserem- CSW
Committee Representative
(403) 394-0038



Josphine Chepkoech- CSW
Committee Representative
(403) 394-0038



Kellie Mattice- CSW
Committee Representative
(403) 394-0038

#StopTheSpread

When to use a Face Shield?



PROVIDING PERSONAL CARE

YES



When client cannot wear a mask when standing within 6 feet/ 2 meters of staff

YES

When client cannot or will not stay 6 feet/ 2 meters away from staff

Client has behaviours that increase the likelihood of spreading the virus (singing, coughing, yelling)

YES

YES



Face shields are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.



Save more for your future

Your group retirement and savings plan is moving to Canada Life on March 19, 2021.

As a Canada Life plan member, you'll benefit from:

- Personalized guidance and product advice from a Canada Life member guide — a licensed wealth professional who can meet with you virtually or over the phone to talk about your goals.
- Online tools to help with planning.
- Resources and educational materials to help with investing.

For more information on the tools and support available through Canada Life, visit welcome.canadalife.com/getstarted