

MAY 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

• **MAY 15th 2021**

For all shifts worked between MAY 1 and MAY 15.

• **MAY 31ST 2021**

For all shifts worked between MAY 16 and MAY 31.

UPCOMING

- **Health and Safety Meeting – MAY 4, 2021 @9:00AM**
- **RPAC MEETING– APRIL 5, 2021 @ 1:30PM**
- **UNIT Meeting— APRIL 19, 2021 @2:00pm (teleconference only)**

ICE PAGE

Making it Happen!- Supporting Social Inclusion

JOHN

John has been with ICE Edmonton since February of 2017. John is an independent individual who has made great strides in achieving his goals. With the support of his staff, Robin, John has further developed his independent living skills and has formed positive relations within his community.

John enjoys accessing recreational facilities for the use of the gym and swimming. During the COVID-19 pandemic, Robin has supported John in developing a routine for safely accessing community resources like going for coffee, and when the weather is nice, they prefer to be outside bike riding and/or walking.

During down time, John watches documentary-style television shows and

movies. John is also an avid reader and has a vast collection of science fiction books. John is fond of learning new things, and in March 2021 he successfully completed a Quest program with staff support. Prior to this, John attended a personal enhancement program.

John has an eagerness to grow and seizes available opportunities. ICE applauds the determination and efforts that John has exhibited. ICE is looking forward to seeing the great things John will accomplish in the upcoming year.



Employee Spotlight

Robin is a dedicated employee who has been a part of the ICE Edmonton team since 2018. Robin encourages self-advocacy and recognizes John's strengths. Robin's positive and outgoing character is an inspiration. Robin recognizes how physical and social activities support others in having a meaningful and affirmative environment to flourish within.

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 OFFICE WILL BE CLOSED MONDAY MAY 24TH FOR VICTORIA DAY



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

VIRTUAL TRAININGS

Lifts and Transfers Training
MAY 3, 2021 (8:00AM to 11:00AM)

Healthy Eating Training
MAY 4, 2021 (1:00PM to 3:00PM)

Supervisor Training
MAY 6, 2021 (1:00PM to 4:00PM)

Abuse Prevention and Response Protocol Training
MAY 7, 2021 (1:30PM to 3:30PM)

Burnout and Compassion Training
MAY 10, 2021 (3:30PM to 5:30PM)

Communication and Teamwork Training
MAY 11, 2021 (10:00AM to 2:00PM)

Pre-Employment Training (PET)
MAY 11-12, 2021 (9:00AM to 4:00PM)
MAY 25-26, 2021 (9:00AM to 4:00PM)

Diversity Training
MAY 12, 2021 (10AM to 12PM)

ADHD Training
MAY 18, 2021 (1:00PM to 2:00PM)

Hoarding Training
MAY 18, 2021 (2:00PM to 3:30PM)

Promoting Safety Training
MAY 19, 2021 (9:30AM to 1:30PM)

Diabetes Training
MAY 20, 2021 (1:30PM to 3:00PM)

Client Goals and Outcomes Training
MAY 25, 2021 (10:00AM to 1:00PM)

Harm Reduction Training
MAY 26, 2021 (10:00AM to 12:00PM)

Trauma Informed Care Training
MAY 26, 2021 (1:00PM to 4:00PM)

CPI Training
MAY 28, 2021 (9:00PM to 5:00PM)

ICE THANK YOU CARD INCENTIVE WINNER

Jash Khati received a thank you card from his manager for supporting a client in a behavioral incident appropriately. He was able to redirect using positive strategies and ensured the safety of the client and staff at the home. He won a BBQ Tool Set and Herb Growers.

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>

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.



3.5.1 HEALTH AND SAFETY

*(Please note that selected sections of ICE Policy 3.5.1 are reproduced here. Please refer to the Policy manual for the complete policy).

The agency is committed to a Health and Safety Management System that protects its employees, clients, contractors and the general public including their physical, psychological, and social well-being.

Goals:

- To provide effective leadership, management and supervision of I.C.E. operations that communicates and reinforces healthy and safe practices and behaviors.
- To actively promote employee participation in health and safety at all levels of the organization.
- To ensure that ICE employees/ support home operators (SHO) are adequately qualified, suitably trained, and have sufficient experience to perform their work in a safe and effective manner.
- To achieve and maintain effective systems for:
- Identification of hazards and implementation of safety controls;
- Workplace inspections and quality assurance;
- Incident reporting, investigation, correction and effective injury mitigation/ management.

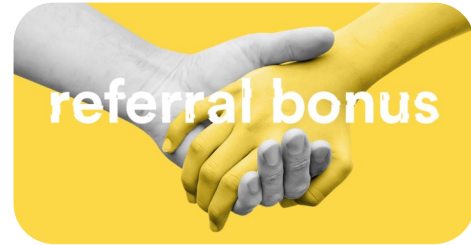
Personnel at all levels of the company including managers, supervisors, front line employees and support home operators are responsible and accountable for health and safety within I.C.E. The success of this program requires active participation by each person, every day.

- ◆ Management will demonstrate leadership in health and safety, develop health and safety policies and procedures, implement health and safety systems (hazard assessment and control, incident investigation, workplace inspections) and provide training, equipment and adequate resources for health and safety.
- ◆ Supervisors will communicate health and safety expectations to employees, identify training needs and arrange/ provide training. They will provide on the job orientations, training, supervision and enforce compliance with I.C.E. policies and procedures.
- ◆ Employees and support home operators will complete required training and follow I.C.E. policies and procedures; assess hazards; use designated safety controls and work in a healthy and safe manner.

I.C.E. believes that a healthy and injury free workplace is important and achievable with active cooperation by all involved 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!



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.



PAYROLL



Is your Personal Information Up to Date in Payroll?

Log into Dayforce at www.dayforcehcm.com

Review your **Profile**.

Any changes and additions can be made by selecting **Edit** and entering the desired information in the fields below. **Please include your email address.** 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.

Health and Safety Committee Meeting Minutes
March 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 – March 10, 2021- Meeting Minutes:
March 12/ September 17, 2020

Client broke into the tool cabinet and used a wire cutter to disable the lifeline and the water pipe under the sink. Client started swearing and escalated further. Staff attempted to use lifeline but client convinced operator everything was calm. A maintenance crew working in the building were called to open the door. Staff exited the apartment; police were called, and client was escorted away by police.

Incident Investigation Recommendations: Retrain regular staff in Clients' Positive Approaches, Lifeline Communication System, Client Risk Assessment, Client AWOL Protocol, Clients' PRN Protocol, Clients Suicide Protocol. Service review to determine more appropriate supports for this client.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

March 19/ June 8, 2020

Staff requested client to smoke outside, client refused and became agitated. Client swiped at staff's head and TC attempted to redirect client. Client then pushed him. Staff managed to achieve safe distance from client and called police. Staff had headache and blurred vision after March 19 incident. No injuries reported in June incident.

Incident Investigation Recommendations: Consult with RPAC, follow up with psychiatrist, review training requirements.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

December 16, 2020

SHO husband tested positive for COVID-19 but had no other symptoms. SHO and client were tested Dec 14 and were informed on Dec 15, they were positive.

Incident Investigation Recommendations: TC to review updated COVID-19 Support Home Prevention Protocol with SHO, Manager to review COVID-19 reporting process with SHO.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

January 2, 2021

Client would not let his roommate have waffles for breakfast and insisted on cereal which roommate did not want. Situation escalated and staff intervened to protect roommate, when client bit the staff on this left thumb and scratched his arm, leaving open wounds.

Incident Investigation Recommendations: Completion of program and client specific re-training with staff.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

January 14, 2021

Three staff tested positive for COVID-19 along with one client. Results were provided within 2 days, only 1 staff symptomatic.

Incident Investigation Recommendations: Review RMP with all staff including further PPE requirements and monitor program as per ICE established practices.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

January 20, 2021

Client was rolling around on office chair when staff attempted to redirect him. Client rolled into office and tried to shut the door. Staff put leg in the door jamb to prevent the door from closing. Client put all their weight on door and cracked it. Client then hit the staff in the face a couple times which caused a minor injury.

Incident Investigation Recommendations: Manager will review clients' Positive Approaches and Risk Assessment with staff.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

Calgary – March 10, 2021- Meeting Minutes: No completed incidents investigations to review (no incident investigations occurred as there were no incidents during this time frame).

Northwest – March 18, 2021- Meeting Minutes:
November 25, 2020

Staff was preparing supper and was cutting peppers using a knife while holding the pepper in their hand. Staff cut themselves with the knife.

Incident Investigation Recommendations: HACD was reviewed with staff and reminder to use cutting board available in home.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

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

Edmonton – March 10, 2021- Meeting Minutes:
January 7, 2021

File cabinet fell over after drawer came off the rails and fell into an open drawer below.

Incident Investigation Recommendations: Contact with supplier and maintenance/ repair completed, removal of files to bottom drawer for better weight distribution, lifting wedges provided to stabilize and level the filing cabinet.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

Calgary – March 10, 2021- Meeting Minutes:

No completed near miss investigations for review (no near miss investigations occurred as there were no near miss incidents during this timeframe).

Northwest – March 18, 2021- Meeting Minutes:
November 23, 2020

During an escalation client began pulling coils off the top of stove and lifted top of stove to access wiring. It was noted during the investigation that staff had been cleaning the stove (removing burners and lifting top to clean spills) while the client was watching the previous

day.

Incident Investigation Recommendations: Monthly cleaning to be completed during calm times. All staff to be reminded to clean up when messes are made/immediately after stove is cooled and to use de-escalation strategies with the client.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

December 24, 2020

Staff was serving lunch to clients and pulled the table towards the client rather than asking client to move closer. Legs of table on opposite end detached from the top and the table collapsed.

Incident Investigation Recommendations: Table to be immediately replaced. Previous recommendations regarding seating clients reviewed with staff. (have client seat themselves and then swing legs under table).

Health and Safety Committee Recommendations: N/A – no additional recommendations.

February 12, 2021

Staff was turning out client's bedroom light when front section of switch popped off. (No wires were exposed) Staff covered switch and contacted landlord.

Incident Investigation Recommendations: Contact Landlord to replace all worn switches and recommend toggle style to be used vs rocker style switches.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

3.2 Evaluation of Completed Internal Incident Investigations

March 15, 2021

Client attempted to administer his own medications by taking the staff key and forcefully shoving the key into the locked cabinet. The key broke inside the lock. Client yelled profanities at staff and pushed staff as he was passing by. Staff was not injured.

Incident Investigation Recommendations: Review medication administration policy and client's Positive Approaches with staff, fix or replace damaged medication cabinet. Health and Safety Committee Recommendations: N/A – no additional recommendations.

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 March as a result of concerns brought forward.

3.4 B) Inspections completed:

March 2021:

Monthly Safety Inspection Checklists completed: 6

Random Inspections completed: 1 at Iron Shirt Program completed March 25, 2021 by Kim.

EQA's Completed: 0

3.5 COR Audit Review- Manager/Supervisor training outline currently in process. Committees finalizing Policy review recommendations.

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. 100&101- 'Staff Illness at Work'

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

Reviewed pgs. 102&103- 'Exposure to Pets'

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

Reviewed pgs. 104&105- 'Exposure to Insects, Pests, Bedbug Infestations'

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

Reviewed pgs. 106&107- 'Mice Infestations'

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

Policy review

3.5.10- Hazard Assessment and Control Document

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.

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

ICE has updated all COVID related documentation and protocols on March 2, 2021 to include information on the variants. ICE has also updated mandatory COVID training.

4.0 Other Business

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

Reviewed Take Care memo regarding Slips, Trips and Falls as a preventative measure to reduce incidents.

NEXT MEETING DATE: May 4, 2021 at 9am





Covid-19 Reminders

- Wash your hands regularly.
- Monitor yourselves for symptoms - stay home if sick.
- Do not touch your face.
- Wear a mask wherever you go.
- Practice physical distancing.
- Follow all ICE and Alberta Public Health measures.
- Get vaccinated when you can.

ROAD SAFETY



- Obey all traffic signs and signals.
- Always walk on the sidewalk; if there are no sidewalks walk on the side of the road facing traffic.
- Wear bright or light-colored clothing or reflective strips when walking in dark or low-light conditions.
- Cross safely at corners and crosswalks, preferably at intersections with traffic lights.
- Stop at the curb to show drivers you intend to cross the road; hold your arm straight out at right angles to your body pointing across the road as a legal sign to motorists that you wish to cross the road.
- Look left, right and left again before proceeding to cross the road; cross when traffic has come to a complete stop and make eye contact with drivers in each lane that you cross to ensure you are seen.
- Watch for traffic turning at intersections or entering and leaving driveways.
- Ensure you are teaching clients good pedestrian skills and modelling pedestrian safety when you are walking with your clients.

MOTORIST



- Scan farther down the road and obey posted speed limits. Always be prepared to slow down or stop. Avoid loud music and other distractions when driving.
- Use caution when approaching intersections or mid-block crosswalks. Allow pedestrians to cross the road before proceeding.
- Be cautious in parking lots or when backing out of a parking stall or driveway.
- Slow down around parked or stopped vehicles as they may hide a pedestrian who is crossing the road, particularly children who may dash out into the street.
- Stay alert and slow down on residential streets and through school zones; the speed limit for school and playground zones in urban and rural areas is 30 km/h unless otherwise posted.

WORK FROM HOME

Quick tips

- Maintain regular hours – set a schedule and stick to it.
- Check your posture regularly.
- Don't ignore discomfort!
- Take your breaks in full.
- Avoid distractions.
- Avoid glare from the sun.
- Continue to socialize with colleagues.
- Exercise.



WORKSPACE REMINDERS

- Your desk, chair and other accessories are of good quality.
- The workspace is tidy and organized to reduce reaching and twisting motions and has been cleared of potential slip-tip-fall hazards.
- Lighting is properly arranged: there should not be reflections on or glare on the computer monitor, and light levels do not cause eye strain.
- Don't forget to have an Emergency Response Plan in place (including Fire protection, first aid supplies, and electrical safety).

The facts about COVID-19 vaccines

Vaccination is one of the most effective ways to protect your health. Vaccines work with the body's natural defences to develop protection against a disease. COVID-19 vaccines provide instructions to your body's immune system to recognize and fight off the virus that causes COVID-19.

Free vaccines will be available to everyone who lives in Canada. Provinces and territories have developed detailed vaccination rollout plans for their residents.



Why get vaccinated for COVID-19?

Vaccines Work



Scientific and medical evidence show that vaccination can help protect you against COVID-19. Studies are also showing that vaccinated people may have less severe illness if they do become ill from COVID-19.

Vaccines Are Safe



Only vaccines that are proven to be **safe, effective** and of **high quality** are authorized for use in Canada. The COVID-19 vaccines have been rigorously tested during their development and then carefully reviewed by Health Canada.

The vaccines cannot give you COVID-19 because they don't contain the virus that causes it. The vaccines also cannot change your DNA.



mRNA vaccines provide instructions to your cells for how to make a coronavirus protein. This protein will trigger an immune response that will help to protect you against COVID-19.

Viral vector vaccines use a virus that's been made harmless to produce coronavirus proteins in your body without causing disease. Similar to mRNA vaccines, this protein will trigger an immune response that will help to protect you against COVID-19.

Continue to follow public health measures



COVID-19 vaccines are important tools to help us stop this pandemic. Right now, we still need to follow public health measures to reduce the spread of COVID-19 and save lives.

Federal, provincial and territorial governments will continue to assess the risk of COVID-19 spread in communities. Measures will be adjusted over time as more people are vaccinated, and we learn more about the science. Everyone is looking forward to a future when we can be together. Until then, we need to protect each other, especially those who are still vulnerable to severe disease from COVID-19.

Get the facts. Visit Canada.ca/covid-vaccine to learn more.



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