

# 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.

### **INSIDE THIS ISSUE:**

<b>VIRTUAL TRAININGS</b>	2
<b>HEALTH AND SAFETY MINUTES</b>	5
<b>COVID-19 AND FLU SEASON</b>	6

### **TIME SHEET HAND-IN**

• **November 15<sup>th</sup> 2020**

For all shifts worked between November 1 and November 15.

• **November 30<sup>th</sup> 2020**

For all shifts worked between November 16 and November 30.

### **UPCOMING**

• **Health and Safety Meeting** – November 3, 2020 @9AM

• **RPAC MEETING**– November 4, 2020 @1:30PM

• **UNIT Meeting**— November 25, 2020 @2pm (teleconference only)

• **CSC/TC/TL Meeting** - November 25, 2020 9:30AM - 11:00AM 1:30PM - 3:00PM

## WADE

Wade is a quiet young man who started services with ICE Grande Prairie in the summer of 2010. Wade is very actively involved as a volunteer at the Peace Area Riding for the Disabled Society (PARDS).

Once a week Wade will assist PARDS by collecting bottle donations from a local restaurant and bringing the collected money back to the organization. Wade also works onsite at PARDS doing yard work, grounds upkeep, and maintenance.

Wade and his staff William are working towards Wade's goal of achieving his class 4 license. Wade expressed that he would like to be able to drive the PARDS bus that transports PARDS clients to and from lessons. Wade hopes achieving his class 4 license will lead to further Job opportunities and extend his volunteer opportunities in his community. Wade is actively seeking job opportunities.

Wade enjoys an active lifestyle and goes for walks at the local walking track. Wade plans walks outside at the local trails surrounding Muskoseepi Park. Wade expressed interest in learning about gold panning and plans to contact a local company to get more information on the subject.

Wade and his staff planned fishing trips to local fishing ponds and lakes in the area. They have been fishing at the Sixsmith fish pond as well as Muskoseepi Park fish pond. Wade and William have been working on meeting new people so that Wade will have people with similar interests to join in his activities.



## **Employee Spotlight**



William has been part of the ICE Grande Prairie team for 3 years. Together, Wade and William work on achieving the goals Wade has set. They study and learn the requirements to obtain Wade's class 4 licensing. William assists Wade in planning activities that work with Wade's budget and interests.

William's calm and quiet demeanor and his knowledge make it easy for Wade to keep active and involved in the community. When William is not working he is involved with his family and is active in the church.

**ICE OFFICES WILL BE CLOSED**  
**Wednesday, November 11<sup>TH</sup>**  
**for Remembrance Day**



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

## Virtual Trainings

### **Pre-Employment Training**

November 3 - 4, 2020 (9:30AM - 4:00PM)  
 November 9 - 10, 2020 (9:30AM - 4:00PM)  
 November 17 - 18, 2020 (9:30AM - 4:00PM)  
 November 24 - 25, 2020 (9:30AM - 4:00PM)

### **Schizophrenia Training**

November 4, 2020 (1:00PM - 3:00PM)

### **Anxiety/ Depression Training**

November 4, 2020 (3:00PM - 5:00PM)

### **Autism/PDD Training**

November 9, 2020 (10:00AM - 12:00PM)

### **Conduct Disorder / ODD Training**

November 9, 2020 (1:00PM - 3:00PM)

### **FASD Training**

November 10, 2020 (10:00AM - 12:00PM)

### **Diabetes Training**

November 10, 2020 (1:00PM - 3:00PM)

### **PBI Training**

November 12, 2020 (9:30AM - 5:00PM)

### **Harm Reduction Training**

November 17, 2020 (1:30PM - 4:30PM)

### **PTSD Training**

November 18, 2020 (1:30PM - 4:30PM)

### **ADHD Training**

November 19, 2020 (9:30AM - 11:00AM)

### **Workplace Inspections Training**

November 20, 2020 (9:30AM - 4:00PM)

### **Trauma Informed Care Training**

November 24, 2020 (1:30PM - 4:30PM)

### **Transgender Awareness Training**

November 25, 2020 (1:30PM - 3:30PM)

### **Substance Abuse Training**

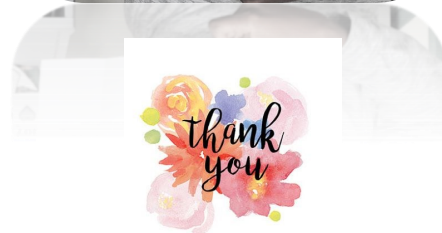
November 26, 2020 (9:30AM - 11AM)

## ICE THANK YOU CARD

## INCENTIVE WINNER

**Irine Cheserem** received a Thank You Card from her supervisor for continuously taking extra shifts and being very flexible with shift changes to accommodate the client's needs. She received a Fall Gift Basket with Mugs.

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>

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

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/resources.html>

## 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.

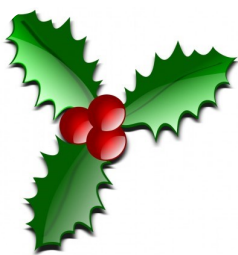
- ⇒ To find a TD branch close to you:  
<https://www.td.com/ca/en/personal-banking/branch-locator/>
- ⇒ To book an appointment online:  
<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

## Update Regarding the ICE Christmas Party- South

The COVID-19 pandemic has been affecting all areas of ICE's operation and service; the annual ICE Christmas Party is no exception. Maintaining the health and safety of our employees and individuals is of utmost importance and as such it has been decided that ICE will not be hosting the ICE Christmas Party celebration this year.

ICE would still like to ensure that we recognize and honor our employees for all their accomplishments and hard work over the past year! ICE recognizes the ways employees have gone above and beyond this year, and we want to be able to celebrate that dedication, even amidst all these challenges. Annual ICE awards will continue, although how employees receive these awards will be a bit different this year. Award winners will be notified by the ICE Office and will be acknowledged in the December 2020 ICE Page.

We will also be continuing with 'door' prizes to be won by employees. We will be drawing employee names and those who win a door prize will be contacted by the ICE Office. Please send your ballots to [bwhitney@icenterprises.com](mailto:bwhitney@icenterprises.com). One ballot per employee is permitted.



Thank you for all that you do to make this organization such a success, and congratulations to all for a job well done this year!

## HURT AT WORK?

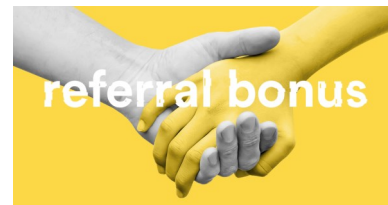
Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager**. In the event of an injury, the employee will follow all agency policies and procedures.

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 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!



## Daylight Savings Time

**Sunday, November 1st, 2020 at 2:00AM**

Clocks are turned  
**BACKWARD** 1 hour.





# Christmas Planning

Many of us love holiday traditions like turkey and stuffing, curling up on the couch watching your favorite Christmas movie, and don't forget hot chocolate with marshmallows! As December draws nearer, so does the excitement as we prepare for the Christmas season. Decorating, cooking, and fun seasonal activities are starting; here are some tips to ensure an abundance of Christmas Spirit in the clients' homes over the holiday season;

**Decorating:** Staff are encouraged to assist clients to **safely** decorate their residence however they like. We must do our best to ensure our clients enjoy their Christmas Holiday especially with all the disruption caused by the pandemic. Some clients may want a tree, lights, or stockings hung, others may choose to have a delicious Christmas meal. Remember to:

- Check for and replace frayed cords and string lights with burnt out bulbs.
- Watch out for tripping hazards such as cords or decorations.
- Only use artificial Christmas trees, garland, and wreaths (real ones are a fire hazard!)
- Use safe food handling practices and keep an eye on food when it is cooking.



**Holiday Spirit Boosters:** A few suggestions for getting into the Christmas mood are:

- Cooking or ordering a Christmas meal such as ham, turkey, cranberry sauce, mashed potatoes, stuffing, and gravy. Meals can be ordered at Sunterra Market, Sorrentino's, Sobey's, or Swiss Chalet. If your clients decide to place an order, please keep in mind to order early as many providers have early deadlines to order.
- Watching Christmas movies such as Home Alone, The Grinch that Stole Christmas, Elf, Santa Clause, or Christmas Vacation. Put on the fire log channel (Shaw Channel 299, Telus Channel 10).
- Playing Christmas music on the radio (105.9 FM, 96.3 FM usually start in November).
- Making and decorating a gingerbread house which are sold at most grocery stores.
- Writing and decorating Christmas cards.
- Purchasing and wrapping gifts for family and friends.
- Going for a walk, in appropriate clothing for the weather, to enjoy the neighbors Christmas decorations and lights.
- Checking out some seasonal events such as: The Winter Wonder Forest, Candy Cane Lane, or a walk around the Legislature.
- Help your clients dress up in festive attire like a great Christmas sweater.

**Gift Giving:** Speak to your supervisor for how to ensure your clients will have gifts to open for Christmas.

**Being Present:** It is important that main staff work during the Christmas holidays so the clients may enjoy the holiday with those they are most comfortable with and connected to. It is beneficial to speak to your clients about the holiday schedule and any traditions in advance so you and they know what to expect. All activities should be planned around the clients' needs and interests.

**Safety:** When planning indoor events where the clients would like to invite friends or family over for the holidays, staff are to follow the Public Health Recommendations and ICE protocols regarding food sharing and Safe Visitor Practices.

**ICE would like to wish all clients and staff a  
Happy and Healthy Holiday Season. Merry Christmas!**

**Health and Safety Committee Meeting Minutes**  
**October 6, 2020**  
**(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**

**Calgary – September 17, 2020- Meeting Minutes:**  
**May 3, 2020**

Client brought out their clothes to complete laundry. Staff reminded client of the laundry schedule that was agreed upon with client and the client began to escalate. Staff advised client to contact ECAT while staff stepped out of the apartment to provide client with space. While staff attempted to leave the apartment, client punched staff in the chest. Follow-up: Consultation with RPAC, staff reviewed client's Planned Procedure, reviewed verbal intervention strategies with staff, and staff went to the doctor to be assessed.

**Incident Investigation Recommendations:** Supervisor reviewed client Planned Procedure with staff, RPAC consultation and RPAC recommendations shared at the Team Meeting.

**May 23, 2020**

Staff was assisting client with meal prep and began to move a glass soup bowl with hot contents. The handle broke off which subsequently spilled hot contents onto staff hand and onto the floor. Staff ran hand under cold water. Follow-up: removed defective bowl from program and review of cooking/food preparation in the General HACD at the Team Meeting.

**Incident Investigation Recommendations:** Staff reviewed Policy 3.5.5 Employee Work Related Injury, Illness, and Near Miss in regards to their responsibilities when it comes to reporting/recording incidents of injury/near miss. Reviewed Cooking/Food preparation in the General HACD at the Team Meeting.

Northwest – September 10, 2020- Meeting Minutes:  
N/A- No completed Incident Investigations to review

**Edmonton – September 16, 2020- Meeting Minutes:**  
**May 14, 2020**

Client was escalating and although staff followed client's positive approaches, client continued to escalate including yelling. EMS/police were called and the client attempted to strike the Emergency Medical Services (EMS) worker. The EMS worker was able to avoid the client's strike. The EMS worker administered a sedative and client was taken to the Grey Nuns Hospital and held for 24 hours for further assessment.

**Incident Investigation Recommendations:** Installment of Lifeline System; Training on Staff of Lifeline Guidelines, Client to return to injection medication schedule and implementation of a psychotropic PRN protocol.

**June 15, 2020**

Client was complaining of noise from neighbors walking their dog. The client became further agitated after speaking to the manager and broke the kitchen cabinet door stating that if he wrecks his home than he will have to move out. Follow up: Debriefed with client. It was noted that the client subsequently moved to a new apartment on August 1, 2020 as a result of the incident and to prevent further property damage.

**Incident Investigation Recommendations:** Staff re-training on client's Positive Approaches, Lifeline Communication System, Risk Assessment, AWOL Protocol, PRN Protocol, and Suicide Prevention Protocol.

**June 16, 2020**

Client backed her wheelchair into staff after she was told she couldn't have another toy. Staff went to see doctor and get assessed for injury. Staff was directed to ensure that she is offering choices to client rather than being directive.

**Incident Investigation Recommendations:** Review policy 2.5.1, 2.7.3; staff to re-take Abuse Prevention; re-develop client's positive approaches.

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

Calgary – September 17, 2020- Meeting Minutes:  
No completed near miss investigations for review

Edmonton – September 16, 2020- Meeting Minutes:  
No completed near miss investigations for review

Northwest – September 10, 2020- 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 September as a result of concerns brought forward.

3.4 B) Inspections completed:

September 2020:

Monthly Safety Inspection Checklists completed: 4

Random Inspections completed: 1

EQA's Completed: 2

**3.5 COR Audit Review**

COR Audit for the South Region was completed September 11, 2020. Reviewed Quality Auditor Updates with H&S Committee.

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

Review section (and provide recommendation(s) for changes if needed)

South Committee Reviewed: Entire HACD 2020 for the office (4 sections) and Residential programs (2 sections each) have been completed and distributed where necessary. ICE South has been assigned review of the General Section (Pages 77-115) for the upcoming 2020-2021 meetings.

Reviewed 'Personal Care of Client' (pgs. 77-78). Recommendations include:

Adding COVID-19 as a biological hazard under viruses as well as adding all of the applicable controls related to COVID-19.

**Policy review**

4.4.3- Quality Assurance Audits

Covid-19 Pandemic Response

All ICE staff should be following the orders of only working in one agency during this time as well as temporarily restricting the number of programs that they are working at within ICE to only one program/site. Reviewed frequently asked questions in relation to COVID-19 from the October ICE Newsletter.

**4.0 Other Business**

4.1 Health and Safety Committee Training Updates – Carissa T. and Jeremy O. completed the Health and Safety Representatives training through the CCSA on September 9, 2020. Carissa is scheduled to complete the 3M Qualitative Fit Test Workshop training on October 27, 2020.

ICE has the following upcoming virtual training: PET (October 26&27, 2020), PBI (October 28, 2020), FASD and ADHD (October 14, 2020) and Epilepsy (October 15, 2020).

Residential Programs are required to change the batteries in all smoke detectors and carbon monoxide detectors this month prior to November 1, 2020. It's a good time to also check the batteries in flashlights and emergency radios in the emergency kits.

Reminders that our individuals with Guardians require consent forms to be filled out and signed by their respective Guardian in order to acquire their flu shots. Once the consent forms are complete and received then staff can support their individuals in setting up appointments to receive their flu shots.

Notices have been sent out to all Residential staff informing them of an opening on the Health & Safety Committee for a Residential Representative. All applicable staff that are interested are asked to put their names forward so that they can be voted in at a later date. As always, any staff member is welcome to attend as a visitor.

Ideas for upcoming ICE Page Articles – Winter Driving Safety

**NEXT MEETING DATE: November 3, 2020 at 9AM**



**What is "The Flu"?**

- ◆ A viral disease called influenza that affects the nose, throat, and lungs (the respiratory tract).
- ◆ Influenza is contagious; it is easily passed from person to person.
- ◆ Influenza lowers the body's ability to fight other infections, including COVID-19.
- ◆ It can lead to bacterial infections, such as pneumonia, and even death in some cases
- ◆ People can spread influenza (are contagious) the day before they have symptoms and for 5 days after symptoms start.
- ◆ Antibiotics do not work against the influenza virus or any other virus.
- ◆ Antiviral medications may be used for treatment or prevention of influenza – please see your doctor for these.

**How can influenza be prevented?**

- ◆ Get the vaccine each year because the virus changes.
- ◆ The best time to get immunized is October or November.
- ◆ Wash your hands with soap and water or clean your hands with a hand sanitizer that has alcohol in it, especially after doing personal care, before and after you eat, and after you cough or sneeze.
- ◆ Cover your mouth and nose with your arm or a tissue when you cough or sneeze, turning your head away from others.
- ◆ Get plenty of exercise, enough sleep and ensure you have a balanced diet with vitamins and minerals. These 3 factors increase the body's ability to fight infections by strengthening the immune system.

**Can you find the 8 symptoms in the crossword?**

J	L	A	P	P	E	T	I	T	E	L	O	S	S	C	B	F	R	Q
A	T	Y	U	V	X	U	J	H	N	E	C	O	U	G	H	Z	O	P
E	R	Z	H	L	W	X	Y	N	P	C	D	E	R	O	U	M	M	M
O	P	A	F	E	V	E	R	B	C	D	N	E	D	L	J	U	E	L
N	O	M	R	E	A	C	S	W	R	C	V	N	M	I	Y	S	P	C
L	O	P	D	E	R	D	V	N	U	J	K	I	O	F	D	C	E	C
R	B	E	V	R	T	U	A	N	T	J	U	I	R	L	O	L	F	B
U	N	B	U	I	Y	R	V	C	D	R	K	J	I	Q	V	E	C	X
N	K	C	E	W	Q	Y	P	O	H	L	K	H	J	F	D	A	N	A
N	B	V	C	E	Q	J	U	Y	I	E	N	K	U	E	R	C	V	Q
Y	L	K	J	H	G	F	D	S	A	G	Q	Q	N	M	T	H	R	E
N	M	N	B	V	C	X	Z	L	K	F	A	T	I	G	U	E	W	P
O	L	K	N	Y	R	V	E	R	C	X	X	Q	J	K	L	S	E	V
S	O	R	E	T	H	R	O	A	T	P	O	I	U	Y	T	R	E	Q
E	Z	R	T	V	Y	U	I	R	B	N	O	R	Q	L	O	B	G	D

**Why Vaccinate?**

The influenza vaccine (flu shot) can protect you from influenza for at least 4-6 months or even longer! The flu shot reduces the incidence of the flu, how sick you get and even how long you have it.

**Where and How Can I Get Vaccinated?**

Flu vaccines are available starting October 19th, 2020 - anyone wishing to have a flu vaccine must make an appointment.

- Anyone older than 5 years should go to a pharmacy or doctor's office
- For children under 5, their parents and household members and people without a provincial health care number should book an appointment at a public health clinic online at this website: <https://www.albertahealthservices.ca/influenza/influenza.aspx>

**What If I already have the flu or are showing symptoms of other illnesses?**

- Stay home and rest when you are sick. If you have symptoms of COVID-19, isolate and complete the AHS Online assessment here: <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
- Follow safety protocols: wear a mask, wash your hands, stay 2 metres apart when possible.
- Drink a lot of fluid as this helps your body fight off infections better (water, juices, and soup)

**Symptoms of the FLU**

The symptoms of influenza are fever of 38.5°C (101.3°F) or higher that starts suddenly, sore throat, runny nose, cough, headache, muscle aches, appetite loss, and fatigue.

**Covid—19 Information Update:**

COVID-19 is not going anywhere for the near future. We need to keep doing the right things to prevent the spread, even though many of us are tired of COVID-19. We are all in this together

- **Keep washing or sanitizing your hands**
- **Stay home if you are feeling sick**
- **Maintain physical distance**
- **Wear a mask**
- **Gather safely**

1/3 of new cases have come from social events (parties, weddings, funerals, etc.)

There are restrictions in several areas within Alberta. For the most up-to-date information on the status in your area, visit: <https://www.alberta.ca/schools/covid-19-school-status-map.htm>