

OCTOBER 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

• **October 15th 2020**

For all shifts worked between October 1 and October 15.

• **October 30th 2020**

For all shifts worked between October 16 and October 30.

UPCOMING

• **HEALTH AND SAFETY MEETING- October 6, 2020 @9AM**

• **RPAC MEETING- October 7, 2020 @1:30PM**

• **UNIT Meeting - October 21, 2020 @2pm (teleconference only)**

HEATHER

Heather moved to Airdrie, Alberta from BC and joined ICE in 2011. With the support of her staff, Heather attended a weekly Bible Study, took classes, and volunteered in various places. Last year Heather found employment which has been temporarily put on hold due to the Covid-19 restrictions . She is gradually resuming her programs as the restrictions slowly lift.

The Bible Study group Heather attends meets weekly at a local church in Calgary. She has taken quilting classes at the Centre 4 Artistic Soles for many years where she makes quilts, book bags and jackets. Staff helped Heather enter one of her beautiful quilts into the Heritage Park Quilt Festival in 2017. It truly was a work of art!

Heather has volunteered in multiple school libraries over the years and continues to do so in a school in Airdrie. Heather is always looking for more opportunities to utilize her excellent organizational and office skills.

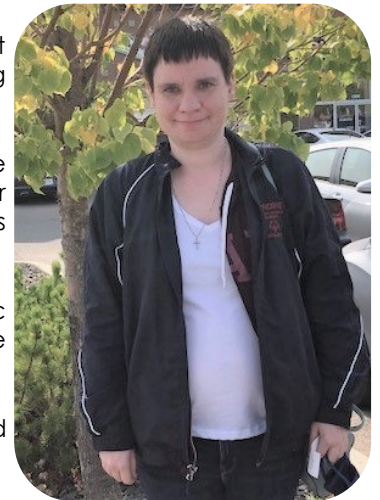
Last year, with the assistance of her staff, Heather found a volunteer position with Alberta Health Services at the Urgent Care in Airdrie. She is a valuable member to their team and Heather enjoys the volunteer work she is given.

With the support of her staff, Heather found paid employment at an office until early March and is looking forward to returning when it is safe to do so.

In between her volunteer placements, her job, and the classes she takes, Heather also walks regularly to stay healthy. She helps her friends at their volunteer placements, and loves to copy books with her exquisite printing.

Heather is the Airdrie representative for all the Special Olympic sports. Her favorite sport is bowling. She has attended many large tournaments in Calgary, Cochrane, Olds and Drumheller.

Heather is looking forward to the COVID-19 restrictions being lifted so she can return to her full active life.



Employee Spotlight



Mary returned to ICE two years ago after living out of the province. She has been supporting clients in Airdrie and began working with Heather for a second time in March this year. They did not have long together before the COVID 19 restrictions were put in place, but they enjoyed working with each other and look forward to getting back to their busy program. Mary was the original staff who assisted Heather in starting her quilting classes, attending Bible Study and volunteering at the library, Mary enjoys assisting her clients to find new and exciting adventures and activities. Mary's calm nature and wonderful sense of humor make the days enjoyable and Heather and Mary are always moving from one activity to the next. When Mary is not working, she can be found reading a good book or camping.

ICE OFFICES WILL BE CLOSED MONDAY, October 12TH for Thanksgiving Day



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

**ICE THANK YOU CARD
INCENTIVE WINNER**

Josphine Chepkoech received a thank you card from her supervisor for volunteering to be a part of the Covid-19 Response Team for the South Region.

Congratulations!



Payroll Updates!!!

There has been a change in the Dayforce User log in credentials for employee's with their first day worked with ICE July 16,2020 forward.

The User Name has changed to First-name.Lastname with the first letter of each capitalized.

Your Dayforce credentials:

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.

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.

Virtual Trainings

Pre-Employment Training
October 26-27, 2020 (9:00AM-4:00PM)

PBI Training
October 28, 2020 (9:00AM-4:00PM)

FASD and ADHD Training
October 14, 2020 (1pm to 4pm)

Epilepsy Training
October 15, 2020 (9am—12pm)

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>

<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>

Health and Safety Committee Meeting Minutes
September 8, 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 – August 20, 2020- Meeting Minutes:

N/A- No completed Incident Investigations to review

Northwest – August 12, 2020- Meeting Minutes:

N/A- No completed Incident Investigations to review

Edmonton – August 5, 2020- Meeting Minutes:

April 16/20, April 27/20, May 25/20 and July 30/20

April 16/20 - Client became upset when asked to turn the television down and physically attempted to strike at staff. Follow up: Lifeline system was called and client calmed down when Edmonton Police Service arrived.

April 27/20 - Client grabbed staff's hand and pulled it down in a hard way when staff was attempting to administer medications to client. Follow up: Reviewed PRP and alternate ways to make task requests to client. Follow up: staff to sit med cup on table instead of handing it to the client.

May 25/20 – Client pushed staff in the chest when client requested staff to check the mailbox. Staff stated as he didn't have the key, to wait until tomorrow. Follow up: Staff to follow PRP and maintain safe space, including have exit route available if necessary.

July 30/20 - Client tried to spit on staff several times. Follow up: Staff used lifeline and then it was cancelled as client calmed when guardian showed up. Meeting set up to discuss issues with guardian and funder.

Incident Investigation Recommendations: Staff provided updated PRP and review of Risk Assessment at Team Meeting. TC provided suggestions for staff for consistency in dealing with client behaviors and annual planning meeting set up with guardian and funder, including to discuss incidents.

May 9, 2020

Client and staff were watching T.V. when client began yelling for roommate to take out the garbage. The client then began insulting staff when they stated that it's not time yet for roommate to do garbage chore. Staff then headed towards the door as client was becoming more upset and client attempted to grab staff and pushed the lifeline button that staff had. Police were dispatched and had a talk with the client, who calmed down when they arrived. Follow up: Staff to continue to maintain safe distance when client agitated., Staff to offer PRN when required. TC to speak with client regarding not focusing on roommate's tasks

Incident Investigation Recommendations: Staff to review PRP and PRN Protocol, and Lifeline Communication System with team.

May 29, 2020

Staff reported that she may have strained her back completing a lift/transfer from the bed to the toilet and then called 911 to get paramedics to assist client back to bed as staff was not comfortable with the transfer. Follow up: Staff to receive additional training regarding client's routines/communication system and current orientation system to be reviewed to ensure routines adequately described.

Incident Investigation Recommendations: Staff trained on all client protocols.

June 30, 2020

Client was agitated after staff told them to wait on getting an x-ray but refused to see a doctor first. When the staff was on the phone with their manager, the client then attempted to hit staff and hit the phone out of the staff's hands while swearing at staff. The client also attempted to block the entrance door so staff could not leave.

Incident Investigation Recommendations: Review positive approaches with staff, including keeping a safe distance when client is agitated; and staff to review PBI strategies and re-write PBI exam.

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

Calgary – August 20, 2020- Meeting Minutes:

January 30, 2020

Staff and client were parking at Tim Horton's. The client opened the door without looking to see if it was safe to exit the vehicle. Another car was parking at the same time and the door was scratched by the other car. Follow-up: Staff to remind client to check for cars prior to opening car door. It was also recommended for staff to educate client further on road safety.

Incident Investigation Recommendations: Staff to remind the client to look for parked cars beside them before they open car doors. Staff and client could actively discuss road safety (i.e. completing activity together) as a teaching

moment.

February 5, 2020

Staff was attempting to move their vehicle in a parking lot while an ambulance was parked directly behind the staff vehicle. Staff attempted to carefully move the vehicle, however, the staff car ended up making contact with the parked ambulance. There was no damage to the ambulance. Follow-up: Staff to ask owner of vehicle to please move the vehicle prior to attempting to move theirs.

Incident Investigation Recommendations: Staff to continue to utilize mission possible training to maintain safety while driving in the community. Transportation Safety (Section D) of the Health and Safety binder Part 2 have been reviewed with staff to continue to promote safety while driving.

Edmonton – August 5, 2020- Meeting Minutes:

No completed near miss investigations for review

Northwest – August 12, 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 August as a result of concerns brought forward.

3.4 B) Inspections completed:

August 2020:

Monthly Safety Inspection Checklists completed: 4

Random Inspections completed: 1 – Carissa T

EQA's Completed: 0

3.5 COR Audit Review

COR Audit for the South Region begins today September 8, 2020 until September 11, 2020. H&S Committee will potentially be able to review Recommendations and Outcome Measures at the next Health & Safety Meeting

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 (4 sections) for the office H&S Binder have been reviewed and updated to reflect the revisions requested. Changes focused mainly on outlining new COVID-19 risks and controls. Reviewed changes with H&S Committee and those persons present signed the annual document review form. Managers and CSC's to complete the updates for Residential programs prior to the due date of September 30, 2020.

Policy review

3.5.3- Health and Safety Committee – talked about the responsibilities of the committee

Covid-19 Pandemic Response

All staff in the South region have completed the review of the updated Residential and Non-Residential COVID-19 Management protocols and have signed a training participation form indicating that they received the information for the programs that they are working in. Reviewed with the H&S Committee the information regarding the 'COVID Alert: Canada's COVID-19 Exposure Notification App' that can be downloaded and that was posted in the recent ICE page.

4.0 Other Business

4.1 Health and Safety Committee Membership – Carissa T. and Jeremy O. are the current co-chairs/members of the committee and discussed the assignment and rotation of responsibilities.

It was noted that the recent virtual training being offered was "Workplace Inspections" on August 21, 2020 (9:30am-1:30pm) and that ICE has the following upcoming virtual training: PET (September 8, 9, 21 and 22/2020) and PBI (September 21 and 22/2020).

Ideas for upcoming ICE Page Articles –Seasonal Affective Disorder and other issues people may have with the upcoming winter months.

NEXT MEETING DATE: October 6th, 2020 at 9am

Frequently Asked Questions: Covid 19

1. How does COVID-19 spread?

- COVID-19 is transmitted through person-to-person spread by:
 - Larger droplets, like from a cough or sneeze.
 - Touching contaminated objects or surfaces, then touching your eyes, nose, or mouth.
- COVID-19 is not airborne and cannot spread through the air over long distances or times, like the measles. Studies suggest that the virus generally only survives for a few hours on a surface, though it may be possible for it to survive several days under ideal conditions.

2. How long is a person contagious if they develop COVID-19?

- Current evidence indicates people with mild or moderate disease are no longer infectious by day 10 after symptom onset if their symptoms have resolved.
- People known to be sick with COVID-19 must isolate for 10 days from the beginning of symptoms or symptoms resolve, whichever takes longer.

3. I am worried I may bring the virus home to my family. How can I ensure that I do not?

- We understand that you may have concerns about COVID-19 and the impact it may have on your clients, friends, family members, and yourself.
- We are confident that the guidelines and equipment we have in place will protect our workers from exposure to COVID-19.
- It is critical that staff understands and is compliant with ICE procedures and protocols which are based on AHS direction for congregate living.
- As a reminder, ICE require all workers to wear a surgical/procedural mask continuously, always and in all areas of the workplace if they:
 - provide direct client care
 - work in client homes or must enter client homes
 - cannot maintain adequate physical distancing from clients or co-workers
- By protecting yourself and using your PPE properly while at work, you are also protecting your family members and loved ones.
- You are also reminded not to bring your own PPE to work in residential settings (for example, a cloth mask). To ensure you are properly protected, please use the PPE supplied by ICE in ICE programs.
- The effective and appropriate use of PPE keeps staff clothing clean. Hair and shoe coverings are not required PPE.
- Here are some additional recommendations:
 - ⇒ Minimize contact between unprotected clothing and client environments. For instance, do not lean up against walls, countertops, furniture, client beds, or medical equipment.
 - ⇒ Change your clothes at the end of a shift, either at the program or once you arrive at home. If you change at work, transport the clothes you have changed out of into either a disposable plastic bag or a washable cloth bag that can be laundered at the same time as the clothes.
 - ⇒ Workers who are healthy and not experiencing symptoms can still share spaces with their family including bedrooms and bathrooms.
 - ⇒ If you do become symptomatic, self-isolation is required.
 - ⇒ All Albertans are eligible for testing for COVID-19, whether they are symptomatic or not. Testing will be by appointment, which can be easily booked online. If using

the Internet is not an option, 811 can book an appointment online for individuals who want to be tested.

4. I noticed a co-worker with symptoms at work. What should I do?

- When staff come to work sick, they risk spreading the infection to everyone they encounter. We all have a shared responsibility to keep our workplace safe, so speak up if you think someone is coming to work sick.

5. What type of precaution should I use when treating a client with suspected or confirmed COVID-19?

- Staff are advised to use Contact and Droplet precautions and follow the Resident Management protocol in addition to routine practices when caring for a client with suspected or confirmed COVID-19, including a procedure mask, gown, gloves and eye protection (e.g. goggles, face shield, or procedure mask with built-in eye shield). Note: personal eye-glasses are not sufficient eye protection.
- It is critical that staff should refer to and comply with the AHS direction and ICE protocols when working with clients. These protocols outline the circumstances and situations where personal protective equipment is required and appropriate in response to COVID-19.
- Review the PPE checklist for contact and droplet precautions and the proper procedures for donning and doffing procedures. The most important thing is paying close attention to detail.
- These guidelines are consistent with both the Public Health Agency of Canada and the World Health Organization, and with other provinces and territories in Canada.

6. Along with continuous masking, what other tips or preventative measures should I follow to keep safe at work?

- Masks should complement – not replace – other prevention measures. Please remember to:
 - **Wear appropriate PPE always.** This varies depending on the precautions for each client. Don and doff your PPE appropriately. Posters available at each ICE Program will offer good guidance for appropriate donning and doffing. Ask your supervisor for assistance, if required.
 - When physical distancing is not possible, such as in staff common areas, masks help prevent transmission. This means that if you need to remove your mask to eat or drink, and there is not room to social distance, you must find another location.
- Ensure all clients are masked when leaving programs. They should first perform hand hygiene before donning a mask.
- Take your daily health screening very seriously and pay attention to your physical health. Do not come to work sick.
 - Practice frequent hand hygiene.
 - Please gently remind your peers when you notice they might be forgetting good practices and be grateful if they point out you are doing the same.

7. When are care sites required to report an outbreak?

- All congregate care sites in the province are required to report to public health if they have even one resident or staff member with any COVID-19 symptoms.
- An outbreak is declared by AHS according to their criteria. You will be notified if the program where you work is in outbreak.
- Reporting an outbreak ensures public health is immediately involved to support the facility to protect residents and staff from spread of the virus.

8. What is the protocol if a client tests positive or an outbreak occurs in an ICE facility? Who do we contact?

AHS has created a Coordinated COVID-19 Response team, made up of zone operations, Infection Prevention and Control, Medical Officer of Health, Public Health Nursing, and Safe Health Environments, to support any site that is experiencing an outbreak.

- This team will ensure the containment of the virus and reduce the spread as quickly as possible.
- If a client tests positive, all staff and clients will follow the Resident Management Protocol. AHS will do contact tracing and AHS or ICE will notify staff if they need to be tested.
- If a staff member tests positive, AHS will do contact tracing and will provide guidance on additional testing for staff and clients based on exposure.

9. Are staff allowed to work at multiple ICE sites if there is a confirmed outbreak at one of the sites they work at?

- To limit the spread of COVID-19, staff that typically work at multiple sites are temporarily restricted to work at a single site. Staff will be notified by ICE about where they are able to work upon direction from AHS. Staff may be able to work in other sites once it is determined clients are no longer contagious.

10. When is an outbreak declared over?

- An outbreak is declared over only when four weeks have passed with no new cases.

11. I am waiting for my test results. How long will it take?

- In terms of test results, it takes approximately one day from the time a swab is collected to when the sample is received at the lab.
- From received in the lab to a result, it takes about 13 hours.
- From swab collection to a result, it takes less than two days.
- Once a positive COVID-19 test result comes in, currently individuals are notified by AHS staff within 24 hours.
- AHS staff are doing their best to provide results as quickly as possible, however given the high volume of test results, there can be delays. Please be assured, you will be contacted directly. Positive COVID-19 test results are being prioritized at this time in the interest of public health.
- In the meantime, please follow self-isolation procedures to reduce the risk of transmission.
- The guide below can help you and your manager confirm when it is appropriate to return to work if you have been self-isolating, had symptoms, or been tested, and when/if clients are to isolate.

12. Do I need to have a test to confirm that I do not have COVID-19 before I can return to work if I am sick or have been exposed to COVID 19* (exposure means close contact without use of PPE)?

- Anyone with COVID-19 symptoms is legally required to isolate themselves for 10 days from the onset of symptoms and until their symptoms have resolved. If you display symptoms, you must contact 811 and follow directions. If you are directed to be tested by AHS, you must be tested and have a negative result BEFORE you can return to work.
- If you have been exposed to someone (in close contact without proper PPE), you must test and isolate as per AHS direction (14 days isolation).
- This extra measure provides a margin of safety to protect our most vulnerable and also helps ensure that our testing resources are used where they can provide the most value, including diagnosing clients in congregate care environments, acute care settings, and healthcare workers with new symptoms.

Scenario	Isolation Required	Days Isolated
Symptomatic Resident	Yes	10 days from symptom onset <u>OR</u> until symptoms resolve, <u>Whichever is longer</u>
Positive COVID-19 test	Yes	10 days from symptom onset <u>OR</u> until symptoms resolve, <u>Whichever is longer</u>
Close contact with someone who has COVID 19	Yes	14 days
Current resident who returns from hospital admission <u>related to</u> confirmed COVID-19	Yes	14 days from symptom onset <u>OR</u> until symptoms resolve, <u>Whichever is longer</u>
Current resident who returns from hospital admission <u>unrelated to</u> COVID 19	Yes	14 days

13. Will I be looking after confirmed COVID-19 clients?

- Depending on where you have been working, you may be providing care to clients with COVID-19.
- If this occurs, you will be provided with the necessary education and appropriate personal protective equipment (PPE) to support you in your work.

14. I work for ICE and another service provider or health care facility. How does this order affect me?

- To prevent you from potentially transmitting COVID-19 between the sites, you must be assigned to work at only one ICE facility and for one employer.

15. What are my rights?

- Your rights as an employee
 - the right to know
 - the right to participate
 - the right to refuse dangerous work

The right to refuse work for health and safety reasons: Under the Canada Labour Code, employees have the right to refuse to do a job if there is reasonable cause to believe that the job presents a danger to themselves or another employee. **Employees must be at work in order to legitimately refuse to work.** You may be assigned other work if you refuse to do work you feel is dangerous. Please refer to ICE's policy regarding work refusal (Policy 3.5.2)

16. What are ICE's responsibilities as an employer?

- ICE has an obligation to take reasonable care to protect the health and safety of employees. In situations where a staff member or client has tested positive for COVID 19, ICE meets this obligation through implementation of approved protocols based on AH guidelines for congregate living, including the provision of PPE and direction on prevention of the spread of COVID 19.

17. What is an essential worker?

- Essential workers are considered critical to preserving life, health and basic societal functioning. This includes, but is not limited to, first responders, health care workers, critical infrastructure workers, hydro and natural gas, and workers who are essential to supply society by critical goods such as food and medicines. ICE employees are considered essential workers.