

Employee & Client
Assistance Team
(403) 819-0583

Phones do not accept text
messages. Staff need to
call ECAT.

What's inside this issue:

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Meeting Minutes
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Time Sheet Hand-In

August 13, 2026
For all shifts
worked between
August 1-15

August 31, 2026
For all shifts
worked between
August 16-31

HEALTH AND SAFETY MEETING

August 20, 2026
@ 2:30 PM
September 17, 2026
@ 2:30 PM

RPAC MEETING

August 11, 2026
@ 10:30 AM
September 15, 2026
@ 10:30 AM

ICE WILL BE CLOSED ON AUGUST 3, 2026 FOR HERITAGE DAY

Please direct all calls to
the Employee Client
Assistance Team for that
day.
(403) 819-0583



ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT



Travis has been receiving services with ICE since 2003. Over the past year, he has embraced many positive changes and has made great progress toward his goals of improving his health and becoming more involved in his community.

One of Travis's greatest joys is making his home feel welcoming and personal. He loves decorating for every holiday, both inside and outside, and enjoys showing his decorations to staff, family, and neighbours.

This past year, Travis has focused on improving his health and building a more active lifestyle. With support from his staff, he has learned to prepare healthy meals at home while still enjoying his favourite community outings, including going out for meals. His hard work has paid off—Travis has lost a significant amount of weight, stays on top of his medical appointments, and regularly asks staff for feedback on how he is doing and how he can continue taking care of himself.

Travis has also worked hard to become more involved in his community and discover new activities that he enjoys. With encouragement from his Team Leader, Jeremiah, and his support team, Travis has attended Lethbridge Hurricanes hockey games in the winter and Lethbridge Bulls baseball games in the summer. He also enjoys weekly swimming, going for wings at a local pub, and attending the movie theatre.

By trying new experiences and staying open to new opportunities, Travis has created a routine that supports his health, independence, and social connections. His willingness to set goals, try new things, and celebrate his accomplishments has been an inspiration to those around him.



Jeremiah has been a valued member of the ICE South team for the past year and a half. As the Team Leader supporting Travis, Jeremiah has played an important role in helping Travis work toward his goals, try new activities, and become more connected within his community. Jeremiah was also recently elected as the South Region Worker Co-Chair of the Health and Safety Committee.

Jeremiah has built a strong and positive relationship with Travis by taking the time to listen, understand what is important to him, and support his choices. He encourages Travis to try new things, build healthy routines, and participate in activities that support his goals of physical wellbeing and social inclusion. The support and leadership Jeremiah provides to Travis and the rest of the team has contributed to many of Travis's successes over the past year. By creating opportunities, providing encouragement, and promoting independence, Jeremiah helps Travis continue building confidence and living a meaningful life in his community.



POLICY 3.5.1 - HEALTH & SAFETY COMMITMENT

At ICE, health and safety is everyone's responsibility. Whether you work in a home, the community, or an office, every action you take helps create a safe environment for yourself, your coworkers, our clients, and our visitors.

What This Policy Covers

Our Health & Safety Commitment Policy is one of the most important policies in our Health and Safety Management System. It outlines ICE's commitment to protecting the physical, psychological, and social well-being of everyone we serve and work alongside. It also explains that all employees, supervisors, managers, and Support Home Operators have a role in preventing injuries, identifying hazards, reporting incidents, and following safe work practices.



This policy is especially important because it is personally signed by our President, demonstrating that health and safety starts at the highest level of our organization. It reflects ICE's promise to provide the training, tools, leadership, and support needed for every employee to work safely.



Preparing for Our COR Audit

As we prepare for our upcoming COR Audit, remember that health and safety isn't just about policies—it's about the choices we make every day. Completing required training, identifying hazards, reporting incidents and near misses, using safe work practices, and speaking up when something isn't safe all help protect each other and the people we support. Together, we can continue building a workplace where everyone goes home safe.

Health and safety isn't one person's job—it's everyone's commitment.



COR AUDIT IS COMING!

Stay informed. Follow our processes.
Speak up. **Together, we build a safer ICE.**



Safety is not just a policy.
It's our promise.



**SAFE
TODAY**



**CARE
ALWAYS**



**TOGETHER
WE PROTECT**



**SPEAK UP.
STAY SAFE.**

HEALTH & SAFETY THANK YOU CARD RECIPIENTS

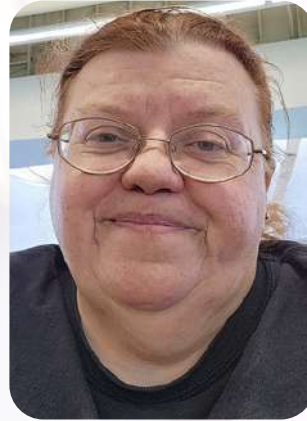
The Health and Safety Thank You Card Program recognizes employees who are nominated by their coworkers for actions that support a safe and healthy workplace.



Mylyn G.



Arjun J.



Bev J.



Alaba O.



Lucille W.



George K.

Lucille W. received a Thank You Card for her attentive observation and proactive response when she noticed a client was unwell. She promptly notified the CSC, ensured the client received medical attention, and provided thorough documentation and updates to the office. Her diligence and commitment to client health and safety helped ensure the client received timely care.

Beverly J. received two Thank You Cards in recognition of her exceptional support in helping a client secure housing, complete taxes, access the Canadian Disability Benefit (CDB), and attend important appointments. Her dedication had such a positive impact that the client's guardian also reached out to express their sincere gratitude for the support provided. This reflects a strong commitment to client well-being, independence, and quality of life.

Alaba O., Joel M., George K., Arjun J., and Mylyn G. received Thank You Cards in recognition of their participation in ICE's CET Accreditation Process. Surveyors shared highly positive feedback regarding the quality of supports being provided, noting how well staff know the individuals they support and how effectively they empower them to lead and shape their own services. This recognition highlights the team's professionalism, person-centered approach, and dedication to delivering high-quality supports that enhance the safety, well-being, and success of the individuals we serve.

ICE CALGARY CONGRATULATES LONG TERM EMPLOYEES!!!

Staff Name	# of Years	Date
Kehinde E.	2	Aug 1, 2026
Beatrice K.	14	Aug 9, 2026
Iyabo (Mimi) F.	1	Aug 12, 2026
Bertha A.	2	Aug 14, 2026
Anthonia A.	2	Aug 14, 2026
Brooke K.	2	Aug 15, 2026
Mona Liza C.	7	Aug 16, 2026
Adejumoke (Ruth) A.	12	Aug 20, 2026
Victor A.	8	Aug 21, 2026
Justina A.	8	Aug 21, 2026
Simi M.	3	Aug 24, 2026
Joyce D.	12	Aug 26, 2026
Winifred A.	1	Aug 29, 2026
Aji M.	11	Sep 3, 2026
Stephanie N.	21	Sep 6, 2026
Marcello M.	10	Sep 8, 2026
Anoop M.	9	Sep 12, 2026
Temitope A.	6	Sep 17, 2026

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>
<https://work.alberta.ca/occupational-health-safety/resources.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://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957>

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

<http://www.icenterprises.com/>

The ICE website has some important links on the main page for your reference as well as posted job opportunities and access to the ICE Page.

AUGUST TRAINING

Pre- Employment Training

August 4, 5, 11, 12, 18, 19, 25, 26

Promoting Safety Training

August 10, 2026 (1 PM - 4:30 PM)

August 21, 2026 (9:30 AM - 1 PM)

August 25, 2026 (1 PM - 4:30 PM)

August 31, 2026 (1 PM - 4 PM)

Bipolar, Anxiety & Depression Training

August 11, 2026 (1 PM - 4 PM)

Cerebral Palsy, Parkinson's & Hypertension Training

August 12, 2026 (9:30 AM - 12:30 PM)

Due Diligence Training

August 14, 2026 (9:30 AM - 1 PM)

Incident Investigations Training

August 17, 2026 (1 PM - 5 PM)

Substance Abuse, FASD & Psychosis Training

August 17, 2026 (1:30 PM - 4:30 PM)

Client Lifts & Transfers Training

August 18, 2026 (1 PM - 4:30 PM)

OCD, ODD & Somatization Training

August 18, 2026 (1:30 PM - 4:30 PM)

Abuse Prevention Training

August 19, 2026 (10 AM - 12 PM)

Workplace Inspections Training

August 19, 2026 (1 PM - 5 PM)

EPIC Training

August 24, 2026 (10:30 AM - 11:30 AM)

August 28, 2026 (2:30 PM - 3:30 PM)

HACD Training

August 24, 2026 (1 PM - 5 PM)

WVHB for Supervisors & Managers

August 26, 2026 (1 PM - 4 PM)

Manual Material Handling Training

August 28, 2026 (9:30 AM - 1 PM)

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) 453-9659
For more information about Canada Life:
<https://my.canadalife.com/sign-in>
CANADA LIFE Helpdesk: 1-800-724-3402



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 procedure.

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.

HEALTH AND SAFETY MEETING MINUTES

June 16, 2026

(MINUTES EDITED FOR PUBLICATION)

Review of Calgary Health and Safety Investigations**Incident Investigations for Injury, Health, and Property****Damage:** None reviewed as there were not any in the past reporting period by the Northwest HSC.**HSC Recommendations:** None**Near Miss Investigations:** None reviewed as there were not any in the past reporting period by the Northwest HSC.**HSC Recommendations:** None**Review of Edmonton Health & Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:** The Edmonton HSC reviewed six incident investigations. The incidents involved staff attempting to catch a client during a fall and hurting their shoulder. Staff experiencing swelling and scratches to their wrist after clearing yard debris. A community member made a left hand turn on a red light and hit a staff's vehicle. A community member harassed a staff member, and two incidents involved staff slipping and falling on icy sidewalks.**HSC Recommendations:** None.**Near Miss Investigations:** The Edmonton HSC reviewed one near miss investigation. The incident involved a staff member finding a butcher knife in a kitchen drawer.**HSC Recommendations:** None.**Review of Northwest Health & Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:** None reviewed as there were not any in the past reporting period by the Northwest HSC.**HSC Recommendations:** None**Near Miss Investigations:** None reviewed as there were not any in the past reporting period by the Northwest HSC.**HSC Recommendations:** None**Review of South Health & Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:** The South HSC reviewed one incident investigation. The incident involved a staff member feeling lower back pain after catching a client during a fall while completing a transfer from wheelchair to vehicle.**HSC Recommendations:** None**Near Miss Investigations:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**COR Audit/Action Plan****What was reviewed:** Sections 6.1 to 6.3 of the 2025 COR Audit Executive Report**Discussion:** Discussed the policies in place to protect third-party employers, along with the measures that safeguard our employees and clients.**Formal (Master) Hazard Assessment and Control Document (HACD)****What was reviewed:** Pg 112-113 Responding to a Pandemic**Any changes requested or required:** No additional recommendations at this time.**Suggestions for the upcoming yearly HACD review:** No additional recommendations at this time.**Policy****Policy number and name reviewed:** 3.6.1- Employee Rights and Responsibilities**Discussion:** The committee concluded that this policy clearly and comprehensively outlines the Rights and Responsibilities of Employees.**Emergency Response Plans**

(Regional committees to review a sample of ERP drills and identify recommendations for improvement)

Number of drills reviewed: 7 reviewed this month.**Any recommendations for improvement:** No recommendations at this time.**Emergency response plan reviewed:** ERP #10 Flooding Level 2- Community Event**Any recommendations for improvement:** No additional recommendations at this time.**Next Meeting Date: July 21, 2026**

Give us a



and a follow on Facebook!



HEALTH AND SAFETY MEETING MINUTES

July 21, 2026

(MINUTES EDITED FOR PUBLICATION)

Review of Calgary Health and Safety Investigations**Incident Investigations for Injury, Health, and Property**

Damage: The Calgary HSC reviewed one incident investigation. The incident involved a community member running a red light and hitting a staff members vehicle.

Near Miss Investigations: None reviewed as there were not any in the past reporting period by the Calgary HSC.

HSC Recommendations: None.

Review of Edmonton Health & Safety Investigations**Incident Investigations for Injury, Health, and Property**

Damage: None reviewed as there were not any in the past reporting period by the Edmonton HSC.

HSC Recommendations: None

Near Miss Investigations: The Edmonton HSC reviewed one near miss investigation. The incident involved a staff member feeling a pop in their back while completing laundry duties.

HSC Recommendations: None.

Review of Northwest Health & Safety Investigations**Incident Investigations for Injury, Health, and Property**

Damage: None reviewed as there were not any in the past reporting period by the Northwest HSC.

HSC Recommendations: None

Near Miss Investigations: None reviewed as there were not any in the past reporting period by the Northwest HSC.

HSC Recommendations: None

Review of South Health & Safety Investigations**Incident Investigations for Injury, Health, and Property**

Damage: The South HSC reviewed one incident investigation. The incident involved a client becoming agitated after staff reviewed expectations involving roommates' personal living space.

HSC Recommendations: None

Near Miss Investigations: None reviewed as there were not any in the past reporting period by the South HSC.

HSC Recommendations: None.

COR Audit/Action Plan

What was reviewed: Sections 6.4 to 6.6 of the 2025 COR Audit Executive Report

Discussion: The committee discussed the processes for orienting visitors and contractors, communicating workplace hazards and controls, and ensuring health and safety information is readily available to external work site parties.

Formal (Master) Hazard Assessment and Control Document (HACD)

What was reviewed: Pg 114-115: Accessing Storage Units

Any changes requested or required: No additional recommendations at this time.

Suggestions for the upcoming yearly HACD review: No additional recommendations at this time.

Policy

Policy number and name reviewed: 3.6.4 – Workplace Violence and Bullying / Harassment

Discussion: The committee concluded that this policy clearly and comprehensively outlines the organization's expectations regarding workplace violence, bullying, and harassment prevention. The policy supports a safe, respectful, and inclusive work environment and aligns with applicable legislative requirements. No revisions were recommended at this time.

Emergency Response Plans

(Regional committees to review a sample of ERP drills and identify recommendations for improvement)

Number of drills reviewed: 0 reviewed this month.

Any recommendations for improvement: No additional recommendations at this time.

Emergency response plan reviewed: #22 – Medical Emergencies

Any recommendations for improvement: No additional recommendations at this time.

Next Meeting Date: August 20, 2026



Bed Bug Prevention

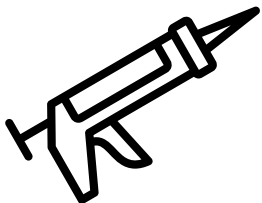


What Are Bed Bugs?

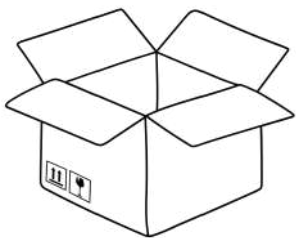
Bed bugs are tiny insects that hide in beds, furniture, and clothing. They can spread easily and are hard to remove once they settle in. Prevention is the best protection.



- Check bedding often — look for small dark spots or tiny bugs.
- Wash and dry bedding on high heat — heat kills bugs and eggs.
- Avoid used furniture unless it has been carefully inspected.



- Seal cracks and crevices annually
- Monitor bed bug traps



- Keep bags and clothing off the floor — especially in public places.
- Reduce clutter — fewer hiding spots means fewer bugs.
- Report signs early — quick action stops them from spreading.

Why Prevention Matters?

A small problem can grow fast. Bedbugs spread quickly from room to room and can be difficult to remove. By staying alert and reporting early, you help keep everyone safe and comfortable.

Check out this link for common questions about bed bugs



Policy 3.5.9 – Eliminating, Mitigating, and Controlling Work Site Hazards



Creating a safe workplace starts with recognizing hazards before they lead to injuries or incidents. Policy 3.5.9 outlines how employees can help identify, report, and control workplace hazards to protect themselves, their coworkers, and the people we support.



Before starting any task, take a moment to identify potential hazards and consider how to complete the work safely. For example, before manually lifting an object, consider its weight, size, shape, the number of times it must be moved, and the safest way to handle it.



If you identify a hazard, near miss, or unsafe condition, take steps to control the risk, notify your supervisor, document the concern in the staff communication logbook, and complete any required supporting documentation.



REDUCE COMMON WORKPLACE RISKS

Many work site hazards can be prevented through safe daily practices. Lit candles, lit fire in fireplaces/fire pits must not be used.

Store chemical products securely and ensure the Safety Data Sheets are available in the Health and Safety Bender. Stick pins shall not be used, and all sharps shall be locked up in all residential programs.



MAINTAIN A SAFE ENVIRONMENT

Employees can keep work environment safe by following gardening and yard maintenance procedures and keeping clear.

During the winter, address snow and ice promptly to reduce the risk of slips and falls.



OTHER IMPORTANT SAFETY PRACTICES

- All homes must have a working fridge thermometer.
- Keep your personal items (wallet, etc.) locked up.
- Wear appropriate footwear for work duties and required PPE.
- Emergency keys must be stored in a secure, confidential location outside the home.



Safety starts with awareness. Take time to assess hazards, follow safe work practices, report concerns promptly, and we can help prevent injuries and incidents. **Be sure to review Policy 3.5.9 for additional guidance and specific requirements.**



HACD Review

Hazard Assessment and Control Document

HACD

AS PER OCCUPATIONAL HEALTH AND SAFETY LEGISLATION AND ICE POLICY, EVERY EMPLOYEE HAS THE RIGHT TO KNOW ABOUT WORKPLACE HAZARDS AND HOW THOSE HAZARDS ARE CONTROLLED.

THE ICE MASTER HAZARD ASSESSMENT AND CONTROL DOCUMENT (HACD) SUPPORTS THIS RIGHT BY IDENTIFYING HAZARDS, ASSESSING RISK, AND OUTLINING CONTROLS TO REDUCE OR ELIMINATE RISKS.

THE HACD INCLUDES:

- Different sections: General, High Behaviour, Non-Residential, Office. The HACD is organized to make hazard information more relevant to different work settings.
- All tasks that employees may be required to perform.
- Potential hazards and risk rating for each task.
- It includes control measures: Engineering, Administrative, and PPE controls.
- Guidance such as term definitions and tips for completing site-specific controls.

Updates made to the site specific section need to be recorded in the communication log and reported to the Supervisor or Manager.

HACD REVIEW AND WORKER PARTICIPATION

Hazard assessments are living documents and should reflect actual workplace conditions. Regular reviews help keep hazard information accurate and effective.

Employee participation is essential because frontline staff often identify hazards first. You are encouraged to:

- Participate in HACD reviews and discussions.
- Suggest improvements to hazard controls.
- Report new or potential hazards.
- Review site-specific hazard information regularly.

2026 HACD TIMELINE

JUNE 30, 2026

The formal review for this year was completed and the 2026 HACD was distributed on June 30, 2026.

SEPTEMBER 30, 2026

Site-specific updates should be made, reviewed, and placed in all residential programs by September 30, 2026.



KEY REMINDERS

- A copy of the HACD can be found in Health and Safety Binder#1 at residential programs, each Manager's office, and office reception for review and suggestions.
- Keeping hazard information current helps **keep everyone** informed and safe.
- Report new hazards, changes in conditions, or concerns so they can be properly assessed and addressed.



MORE INFORMATION



For more information, refer to the HACD and related health and safety policies, or speak with your Supervisor or the Health and Safety Committee members.

BEHAVIORAL SUPPORTS CORNER

⇒ All behaviors have meaning. ⇐



All behaviors have meaning behind them, and they serve a purpose for the individual. This is affected by their surroundings, experiences and personal needs.



Behaviors are a form of communication. We should be empathetic and never make assumptions about other's behaviour.



It is important to understand the reason for the behavior, not the unwanted behavior itself.



Behavior does not exist in a vacuum; it is affected by people and events around it.



FOUR FUNCTIONS OF BEHAVIORS



To Get Attention



To Escape



To Get Sensory Stimulation



To Obtain Tangible Items



WAYS TO CHANGE BEHAVIOR



Reward positive behavior



Replace unwanted behavior by teaching a new & desired behavior to get the same needs met



Modify the environment



Set boundaries



Use positive wording

ICE'S BEHAVIORAL GUIDELINES



Respect for Dignity



Responsible Caring



Integrity in Relationships



Social Responsibility

“Your positive action combined with positive thinking results in success.”

– Shiv Kherra