

## ECAT

Employee & Client  
Assistance Team  
403-819-0583  
Phones do not accept  
text messages. Staff need  
to call ECAT.



## What's inside this issue:

- Training -Page 5
- Health & Safety  
Meeting Minutes  
Page 7 - 8



## Time Sheet Hand-In

December 15, 2025  
For all shifts  
worked between  
December 1-15

December 30, 2025  
For all shifts  
worked between  
December 16-31



## HEALTH AND SAFETY MEETING

December 17, 2025  
@ 1:30 PM  
January 28, 2026  
@ 1:30 PM

## RPAC MEETING

December 9, 2025  
@ 10:30 AM  
January 13, 2026  
@ 10:30 AM



ICE WILL BE CLOSED  
ON DECEMBER 25 & 26,  
2025 FOR  
CHRISTMAS AND  
BOXING DAY  
&  
JANUARY 1ST, 2026 FOR  
NEW YEAR'S DAY



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

Happy  
New Year

DECEMBER 2025 | CALGARY

# ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT



Afreen is a young woman who lives with her family in Southern Alberta. Afreen has been receiving supports from ICE since 2016, and completed studies at the Lethbridge College in 2021.

Afreen has a deep love for animals. This passion led her to volunteer at the Lethbridge Corn Maze, where she helps care for animals like chickens, pigs, llamas, donkeys, goats, and birds. With support from her staff, Leslie, Afreen completes her tasks, including feeding, watering, and cleaning the animals' spaces. She has also volunteered at a local pet store. Afreen finds great joy and satisfaction in helping animals every day.



Afreen participates in weekly therapeutic horse riding. She grooms the horses, helps maintain their care, and enjoys riding in indoor or outdoor stables depending on the weather. Spending time with horses brings her happiness and helps her grow in confidence.

Afreen's family is very supportive and encourages her to explore new activities and meet new people. Recently, Afreen decided she wants to focus on being more physically active. She has started trying walks, swimming, rollerblading, and participating in community events like New Connections dances. These activities help her build confidence, try new experiences, and develop a healthy routine for her physical and mental well-being.

That's where Afreen's staff comes in! Leslie has worked with Afreen for a couple of years now, and together they have been able to create a balanced system of completing her volunteer tasks, while discussing what new opportunities Afreen may be interested in trying.

Afreen showcases her love of animals, being involved in her community and ensuring she balances routine with exploration of new things!

Afreen and Leslie's story highlights ICE's mission: to provide community-based services and support that help individuals pursue their goals, while fostering meaningful connections with skilled and caring staff. Afreen continues to thrive in her community, sharing her love of animals and exploring new opportunities with confidence.



Leslie has been a dedicated member of ICE South for 10 years. She has supported many individuals over the years and currently loves working with Afreen. Leslie is also a long-time member of the South Health and Safety Committee.

Leslie helps Afreen complete her volunteer tasks successfully, while also encouraging her to explore new interests. Together, they have built a balanced system that allows Afreen to follow her passions, try new activities, and develop independence. Their partnership shows the power of Integrity, Caring, and Empowerment—the values at the heart of ICE.





### 3.5.9 ELIMINATING/MITIGATING/CONTROLLING WORK SITE HAZARDS

#### MANUAL HANDLING & CLIENT ASSISTANCE

- Complete a **hazard assessment** before lifting, carrying, pushing, or pulling any load. Consider: **weight, size/shape, frequency of movement, and how it will be moved.**
- Assess physical and mental readiness before performing manual client/resident handling.
- If a potential MSI (musculoskeletal injury) is identified, a Supervisor/Manager will create a hazard control plan.

#### FIRE PREVENTION & HOME SAFETY

- No lit candles, fireplaces, or outdoor fire pits.
- No exterior potted plants or planters.
- Only use approved phone/device chargers.
- Sharps & ignition sources must be locked (residential) or secured (support homes).
- Cleaning supplies must be locked and stored separate from food/meds.



#### KITCHEN, APPLIANCES & TEMPERATURE SAFETY

- All homes must have a working fridge thermometer.
- Employees must wear clean, safe indoor shoes on shift.
- Provide supervision and proper protective equipment (gloves, goggles) when clients use appliances or yard tools.
- Document all orientation/training in the logbook.

#### HEATING, LIGHTING & SEASONAL SAFETY

- Portable heaters **cannot** be used as primary heat sources or inside bedrooms. A protocol must be created if a temporary heater is needed.
- Halogen lamps require employee supervision; all lamps must have covered bulbs.
- Christmas trees must be **artificial** in both client homes and office settings.
- Only use **approved** chargers and cords for electronics.
- Gas/propane BBQs are not permitted in apartments/condos; in houses, must be used **1.5 m away** from the building.

#### SNOW, ICE & WATER SAFETY

- Clear snow/ice immediately and log in hazard section.
- No transferring heated water for bathing —contact Supervisor/ECAT.

#### PERSONAL BELONGINGS & HEAT SOURCES

- Employee personal belongings must be locked away.
- No heating blankets, heating pads, microwaved towels or microwave-heated warmers.

#### EMERGENCY ACCESS & HAZARD REPORTING

- ✓ **A confidential spare key** must be kept in a secure lock box or outdoor safe location.

##### **Employees must:**

- ✓ Identify hazards, report them, and follow through on corrective actions with the hazard lead.
- ✓ Document hazard-related communication and actions taken in the **hazard section of the staff logbook.**



# THANK YOU CARD WINNERS



**ARJUN R**



**DON B**



**JOYCE N**



## ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Linda Doherty	18	Dec 3, 2025
Anu George	10	Dec 9, 2025
Kristine Caterial	8	Dec 19, 2025
Stephen Franson	7	Dec 5, 2025
Adekunle(Jessy) Babs	4	Dec 7, 2025
Frehiwot Bekele	4	Dec 31, 2025
Omary Muna	3	Dec 13, 2025
David Abatan	20	Jan 19, 2026
Eugenia Kumodzi	10	Jan 4, 2026
Comfort Nnagbo	4	Jan 6, 2026
Nyakate Tongyik	1	Jan 7, 2026



# THANK YOU CARD WINNERS

## October 2025 Thank You Card Submissions

**Don Beringer** received a thank you card for reporting a hazard in the community.

**Arjun Jayasree** received a thank you card for reporting a hazard in the community.

### Other Thank You Cards:

**Marcelo M, Kristine M, Nova Lee B, Fisseha K, Temilola A, Rona L, Marco P, Kehinde E, Deborah A, Justin S, Tanya D, Tolu O and Bhupinder M** all received thank you card for reporting a hazard in the community.

**Ijeoma A** received a thank you card for reporting a hazard in a residential home.

**Frehiwot B, Tsegay G and Stella N** received a thank you card for being flexible with their availability and accepting last minute shifts.

**Randy D and Mona Liza C** received a thank you card for their attention to detail and for following proper procedures and protocols

**Randy D** received a thank you card from a co-worker for the very thorough in home training he provided them.

**Jessy B** received a thank you card for supporting a client in completing the paperwork and paying for a new handicap placard.

**Gabriel Akp** received a thank you card for his professionalism and flexibility when meeting a new client and guardian

**Caroline G** received a thank you card for her exceptional care and guidance given to her client during a life altering event.

## November 2025 Thank You Card Submissions

**Joyce N** received a thank you card for mitigating a hazard in a residential home.

### Other Thank You Cards:

**Rona L, Kehinde E and Caroline G** all received thank you card for reporting a hazard in the community.

**Frehiwot B** received a thank you card for mitigating a hazard in a residential home.

**Aji M** received a thank you card for the care and effort shown on a daily basis for the individuals we provide service to and the team in the office.

**Wegdan(Juju) M** received a thank you card for advocating for a client in regard to their health

**Amanda R** received a thank you card for her professionalism in a difficult situation.

**Richard S** received a thank you card for his exceptional care in regards to ensuring a clients proper use of a CPAP machine.





## **DECEMBER TRAINING**

### **Pre- Employment Training**

December 2, 3, 9, 10, 16, 17

### **Client Lifts & Transfers Training**

December 1, 2025 (1 PM – 4 PM)

### **Incident Investigations Training**

December 2, 2025 (1 PM – 4:30 PM)

### **Workplace Inspections Training**

December 5, 2025 (9:30 AM - 1 PM)

### **Abuse Prevention Training**

December 8, 2025 (10 AM – 12 PM)

### **Autism & Hypertension Training**

December 8, 2025 (2 PM - 4:30 PM)

### **ADHD/Anxiety/OCD Training**

December 9, 2025 (1 PM – 4 PM)

### **Depression/Schizophrenia Training**

December 11, 2025 (1 PM – 4 PM)

### **Cultural Appreciation- NWT/Nunavut Training**

December 12, 2025 (9:30 AM - 12:30 PM)

### **Psychosis/ Bipolar/ Alzheimer's & Dementia Training**

December 12, 2025 (9:30 AM - 12:30 PM)

### **Substance Abuse/ Trauma Informed Care Training**

December 12, 2025 (1:30 PM - 4:30 PM)

### **HACD Training**

December 16, 2025 (1 PM - 4:30 PM)

### **BDP/ODD/Down Syndrome Training**

December 17, 2025 (1 PM - 4 PM)

### **Client Training-Healthy Relationships, Client Rights & Responsibilities, Abuse Prevention & Scam Prevention Training**

December 22, 2025 (2 PM - 4 PM)

### **Epilepsy/Cerebral Palsy/Brain Injury Training**

December 23, 2025 (1 PM - 4 PM)

### **Trauma Informed Care Training**

December 29, 2025 (1 PM - 5 PM)

## **JANUARY TRAINING**

### **Pre- Employment Training**

January 6, 7, 13, 14, 20, 21, 27, 28

### **Depression/Schizophrenia Training**

January 8, 2026 (1 PM - 4 PM)

### **Manual Material Handling Training**

January 9, 2026 (9:30 AM – 1 PM)

### **Parkinson's, FASD, Healthy Eating Training**

January 12, 2026 (1:30 PM - 4:30 PM)

### **WVHB Prevention for Supervisors Training**

January 12, 2026 (2 PM - 4 PM)

### **Epilepsy/Cerebral Palsy/Brain Injury Training**

January 15, 2026 (1 PM - 4PM)

### **LGBTQIA2 Training**

January 16, 2026 (9:30 AM - 12:30 PM)

### **Burn Out Compassion Fatigue, Diversity in the Workplace Training**

January 19, 2026 (1:30 PM - 4:30 PM)

### **Diligence for Supervisors and Managers Training**

January 23, 2026 (9:30 AM – 1:30 PM)

### **Promoting Safety Training**

January 23, 2026 (1:30 PM - 4:30 PM)

### **Abuse Prevention Training**

January 29, 2026 (10 AM - 12 PM)



**INDEPENDENT COUNSELLING ENTERPRISES**  
SENDS OUR BEST WISHES FOR A JOYOUS HOLIDAY SEASON AND A  
NEW YEAR FILLED WITH PEACE AND HAPPINESS

PLEASE JOIN US AT OUR  
**OPEN HOUSE**

**THURSDAY, DECEMBER 4, 2025**

Time 11:30am-2:30pm

Marlborough Park community centre 6021 Madigan Drive NE

We will be:

**Serving Lunch**

**Having a Special Guest speaker**

**Please wear your ugly sweater as we will be giving a prize for the best ugly sweater!!**

**REFERRAL INCENTIVE RECIPIENT**

Employees or Support Home Operators  
who refer a person to ICE who  
successfully meets our hiring  
requirements and completes their three-  
month probation with a minimum of 120  
hours worked, receive \$100.00!



**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](https://my.canadalife.com/sign-in)**

**CANADA LIFE HELPDESK:**

**1-800-724-3402**

Give us a



and a follow on Facebook!





## HEALTH AND SAFETY MEETING MINUTES

October 22, 2025

(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 staff member slipping on a stair as they were descending and falling.**HSC Recommendations:** None.**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:** None reviewed as there were not any in the past reporting period by the Edmonton HSC.**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:** None reviewed as there were not any in the past reporting period by the South HSC.**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 3.6 to 3.9 of the 2024 COR Audit Executive Report**Discussion:** Discussed the significance of conducting Field Level Hazard Assessments within the community and how they contribute to ensuring the safety of our staff.**Formal (Master) Hazard Assessment and Control Document (HACD)****What was reviewed:** Pg 81- Supporting Clients who are Smoking Cannabis / Tobacco Products or Using them by other routes (i.e., ingesting them) and/or Vaping (using e-cigarettes), Pg 83- Client Support for Seizures.**Any changes requested or required:** No additional recommendations at this time.**Policy****Policy number and name reviewed:** 3.5.13 Code of Practice for Respiratory Protective Equipment**Discussion:** Discussed the importance of respiratory protective equipment (RPE) and the value of having a designated RPE representative who is trained and able to instruct staff on its proper use.**Emergency Response Plans**

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

**Number of drills reviewed:** No drills completed since the last meeting.**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: November 26, 2025****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

November 26, 2025

(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 staff member losing balance while descending stairs which caused them to fall.

**Investigation Follow Up:** Landlord contacted to explore anti-slip floor treads, review HACD Ascending/Descending Stairs.

**HSC Recommendations:** None.

**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 client hitting staff after being told to wait for DATS.

**Investigation Follow Up:** TC to review client's Positive Approaches with staff.

**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.

**Health and Safety Committee**

**Participation/Recommendations:** No additional recommendations at this time.

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

**Damage:** The South HSC reviewed one incident investigation. This incident involved a client being escalated throughout the day which caused them to throw an item at a staff member.

**Investigation Follow Up:** Updated client risk assessment, advocated for medical review.

**HSC Recommendations:** None.

**Near Miss Investigations:** The South HSC reviewed one near miss investigation. The incident involved a fire extinguisher going off in a staff members care after they came to an abrupt stop.

**Investigation Follow Up:** Review guidelines for safely transporting fire extinguishers.

**HSC Recommendations:** None

**COR Audit/Action Plan**

**What was reviewed:** Sections 3.10 to 3.12 of the 2025 COR Audit Executive Report

**Discussion:** The importance of Workplace Violence Harassment/Bullying policy and how it protects all employees.

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

**What was reviewed:** Pg 85-86 Contact with Unknown Visitors, Contractors, Community Persons at Office or Residences Pg 87-88 Entering or Leaving Worksite after Dark

**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:** 2.4.5 Use of Staff Vehicles

**Discussion:** Discussed the importance of using alternate modes of transportation such as transit, especially when road conditions are poor.

**Emergency Response Plans**

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

**Number of drills reviewed:** 0 drills reviewed this month.

**Any recommendations for improvement:** No recommendations at this time

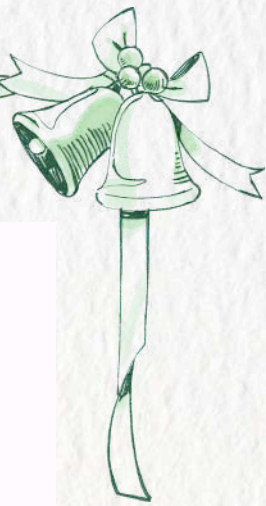
**Emergency response plan reviewed:** #14 Blizzard and Snowstorm

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

**Next Meeting Date: December 17, 2025**







### STATUTORY HOLIDAYS 2026

New Year's Day	Thursday	January 1, 2026
Alberta Family Day	Monday	February 16, 2026
Good Friday	Friday	April 3, 2026
Easter Monday	Monday	April 6, 2026
Victoria Day	Monday	May 18, 2026
Canada Day	Wednesday	July 1, 2026
Heritage Day Holiday	Monday	August 3, 2026
Labour Day	Monday	September 7, 2026
Thanksgiving	Monday	October 12, 2026
Remembrance Day	Wednesday	November 11, 2026
Christmas	Friday	December 25, 2026
Boxing Day	Saturday	December 26, 2026

## REMINDER!



**WHEN AT THE OFFICE, FIELD STAFF ARE CLASSIFIED AS VISITORS FOR SAFETY AND SECURITY PURPOSES. PER POLICY 3.5.8 VISITORS/CONTRACTORS, ALL VISITORS ARE REQUIRED TO DOCUMENT THEIR ARRIVAL AND DEPARTURE ON A SIGN IN SHEET AVAILABLE AT THE RECEPTION DESK.**

**THE SIGN IN / OUT SHEET IS USED TO ENSURE EVERYONE WORKING IN THE OFFICE IS SAFE AND ACCOUNTED FOR IN THE EVENT OF AN EMERGENCY. PLEASE DO YOUR PART IN KEEPING EVERYONE SAFE BY REMEMBERING TO SIGN IN AND OUT.**

**FOR MORE INFORMATION SEE POLICIES :**

- 3.5.8 VISITOR/CONTRACTOR AND POLICY
- 3.9.1 SITE SECURITY



**INDEPENDENT COUNSELLING ENTERPRISES****Time Sheet Submission Dates and Pay Dates for 2026**

<b>MONTH</b>	<b>TIME SHEETS</b>	<b>PAY DATE</b>
December 2025	Hours for December 16th-31st <b>Due December 30</b>	Paid on January 9
January	Hours for January 1st-15th <b>Due January 14</b> Hours for January 16th-31st <b>Due January 30</b>	Paid on January 23 Paid on February 10
February	Hours for February 1st-15th <b>Due February 13</b> Hours for February 16th-28th <b>Due February 27</b>	Paid on February 25 Paid on March 10
March	Hours for March 1st-15th <b>Due March 13</b> Hours for March 16th-31st <b>Due March 30</b>	Paid on March 25 Paid on April 10
April	Hours for April 1st-15th <b>Due April 15</b> Hours for April 16th-30th <b>Due April 29</b>	Paid on April 24 Paid on May 8
May	Hours for May 1st-15th <b>Due May 13</b> Hours for May 16th-31st <b>Due May 29</b>	Paid on May 25 Paid on June 10
June	Hours for June 1st-15th <b>Due June 15</b> Hours for June 16th-30th <b>Due June 30</b>	Paid on June 25 Paid on July 10
July	Hours for July 1st-15th <b>Due July 15</b> Hours for July 16th-31st <b>Due July 29</b>	Paid on July 24 Paid on August 10
August	Hours for August 1st-15th <b>Due August 13</b> Hours for August 16th-31st <b>Due August 31</b>	Paid on August 25 Paid on September 10
September	Hours for September 1st-15th <b>Due September 15</b> Hours for September 16th-30th <b>Due September 30</b>	Paid on September 25 Paid on October 9
October	Hours for October 1st-15th <b>Due October 14</b> Hours for October 16th-31st <b>Due October 30</b>	Paid on October 23 Paid on November 10
November	Hours for November 1st-15th <b>Due November 13</b> Hours for November 16th-30th <b>Due November 30</b>	Paid on November 25 Paid on December 10
December	Hours for December 1st-15th <b>Due December 15</b> Hours for December 16th-31st <b>Due December 29</b>	Paid on December 24 Paid on January 8, 2027



## MESSAGE FROM THE PRESIDENT

As we prepare to welcome the end of 2025, I want to take this opportunity to express my appreciation for everything you have contributed this year. Before the holidays begin, it feels right to pause and acknowledge the people whose hard work, care, and dedication made this year successful—you.

This year reminded us how quickly our field can shift. New expectations, changing needs, and unexpected challenges became part of our daily work. But what truly stood out was how you responded. You adapted, you supported one another, and you continued to provide steady, dependable service to the individuals and families who count on us. Your teamwork and strength were the foundation that kept our agency moving forward.

Your everyday actions also demonstrated the values that define our organization: **Integrity, Caring, and Empowerment**. These values showed up in many ways—through clear and accurate documentation, through respectful and patient support, and through the encouragement you gave to clients as they learned new skills or reached for new goals. These values are part of who we are as an agency, and this year, you lived them in meaningful ways.

I want to sincerely thank you for the commitment you showed to health and safety. A safe environment does not happen by accident; it happens because people choose to pay attention, speak up, and follow procedures. You identified hazards, took precautions, and protected one another. Your efforts ensured that both staff and clients could work and live in safe, supportive spaces.

Because of your work, our agency remains strong, trusted, and prepared for the future. The care you provide, the communication you maintain with families, and the collaboration across teams all show our partners and funders that quality is at the heart of what we do. These strengths will serve us well as we move toward the next year!

On behalf of the entire leadership team, thank you. Your resilience, professionalism, and compassion are the reason we continue to be recognized as a leader in our sector. I hope you feel proud of everything you accomplished this year.

As we enter the holiday season, I encourage you to take time for yourself—rest, reconnect, and recharge. We look forward to stepping into 2026 together with hope and confidence.

**WISHING YOU A PEACEFUL, WARM, AND VERY WELL-DESERVED  
HOLIDAY SEASON.**

**BRANDY THOMPSON - PRESIDENT**  
**INDEPENDENT COUNSELLING ENTERPRISES**



## MESSAGE FROM THE CHIEF OPERATING OFFICER (COO)

### 2025 HEALTH & SAFETY COR AUDIT UPDATE

#### **What is a Certificate of Recognition (COR)?**

A Certificate of Recognition is awarded to employers who have built and maintained a health and safety management system that meets the standards set by the Alberta Government and a recognized certifying partner. For ICE, that partner is the Alberta Association of Safety Partnerships (AASP). To keep our COR in good standing, ICE completes an annual audit of our health and safety program.

#### **Why Does ICE Participate in the COR Program?**

Health and safety have always been core values at ICE. Participating in the COR program helps us ensure that our practices protect employees, clients, contractors, and everyone connected to our work. Through COR, we aim to:

- Reduce workplace injuries and incidents
- Maintain or exceed all legislative requirements
- Strengthen our overall safety culture and engagement

#### **Who Contributes to the ICE Health & Safety Program?**

**Everyone plays a role.**

In August 2025, ICE completed an internal COR maintenance audit—one of two internal audits conducted every three years. Our trained internal auditors spent approximately three weeks conducting interviews, reviewing documentation, and completing observation tours in two ICE regions (Edmonton and South).

Following the review of ten key elements of our health and safety system, ICE earned an impressive 98% overall score.

Even with such strong results, continuous improvement remains a priority. Over the coming months, we will evaluate audit findings and develop an action plan to keep strengthening our health and safety program. Keep an eye out for new safety initiatives!

#### **Where Can I Access the COR Audit Results?**

You can review the full COR audit results in any ICE Health & Safety Manual. These manuals are available at all ICE offices and residential locations. The audit summary can be found in Part One – Section 6, under COR Executive Summary.

**Congratulations to everyone on this outstanding COR performance. Each employee's commitment contributes to a safer workplace for all, and our 98% score reflects that dedication. Let's keep building on this success—great job, ICE team!**



*Hilary Smith*

**Chief Operating Officer**



## CREATING A SAFE AND JOYFUL HOLIDAY SEASON

As the holidays approach, many clients look forward to celebrating in ways that bring them comfort and happiness. This time of year, is a chance to share kindness, connection, and joy. Support staff play a significant role by helping clients take part in seasonal activities that reflect their interests and traditions. Whether clients are celebrating Christmas, another holiday, or simply enjoying the season, your support helps make this time of year safe and meaningful.

*When preparing homes or activity spaces for the holidays, please remember that safety always comes first. Before decorating or cooking, take a few minutes to inspect the area for hazards. You can find a full list of common holiday hazards in Policy 3.5.9 – Eliminating, Mitigating, and Controlling Work Site Hazards. A few examples are listed below:*

- *Inspect all electrical cords and lights; replace any damaged or burnt-out items.*
- *Keep cords and decorations clear of walkways to prevent trips or falls.*
- *Use only artificial greenery—real trees, wreaths, and garlands can become a fire risk as they dry out.*
- *No real candles or open flames. Battery-powered or LED lights are a safe and festive alternative.*
- *Follow proper food safety guidelines and stay nearby while food is cooking.*
- *Do not use sharp objects, such as pins, to hang decorations.*
- *Review the Holiday Decorations Hazard Checklist in Part 2, Section I of the Health and Safety Manual.*



Regular staff presence during the holidays helps clients feel comfortable and supported. Discuss the holiday schedule ahead of time so clients know what to expect. When planning events or gatherings, focus on the client's preferences, comfort level, and needs.

Not everyone celebrates the holidays in the same way. Some may enjoy hanging lights, decorating a small tree, or baking favorite treats. Others may choose to celebrate diverse cultural or religious holidays—or none at all. Please take time to ask clients what the season means to them and respect their individual choices. This can include exchanging gifts or receiving something special. Ensure to coordinate with your supervisor so proper arrangements are made.

*Thank you for helping create a warm and safe holiday season for everyone.*



*“The best holiday traditions are the ones shaped by the people we support—honoring their choices is the true spirit of the season.”*





# HOLIDAY MEAL IDEAS FOR THE SEASON

Looking for an easy alternative to cooking a festive meal this holiday season? Here are some options:

## SWISS CHALET

Festive Dinner - From \$18.29

Rotisserie Chicken with Chalet dipping sauce, side, stuffing, cranberries, dinner roll and 5 Lindor truffles

Pick up or Delivery

only until December 28th, 2025

- 4916 130 Ave SE, Calgary
- 525-36<sup>th</sup> Street SE, Calgary
- 5658 Signal Hill Ctr SW, Calgary

## THE GLENMORE INN GARDEN COURT BUFFET

Christmas Lunch Buffet - \$23.95

1000 Glenmore Court SE  
Calgary

Held on December 1, 2, 3,  
9, 10, 11, 16, 17, 18 & 23

From 11:30 AM - 2:00 PM

Please call for reservations :  
403-720-5288

## Holiday Activities to Share with Clients

Create meaningful moments this December with simple, low-cost activities that bring people together. Here are some fun and easy ideas you can try with your clients:

- SIP HOT CHOCOLATE AND ENJOY A FAVOURITE HOLIDAY PLAYLIST.
- CREATE SIMPLE DIY HOLIDAY DECORATIONS.
- SNAP PHOTOS ON A WINTER SCAVENGER HUNT.
- PLAY A QUICK GAME OF HOLIDAY BINGO.
- SHARE A FAVOURITE WINTER MEMORY OR TRADITION.
- DECORATE SMALL GINGERBREAD OR GRAHAM HOUSES.
- EXPLORE DIFFERENT WINTER HOLIDAYS WITH QUICK FACTS OR PICTURES.
- DO HOLIDAY-THEMED PUZZLES OR GAMES.
- WALK OR DRIVE TO SEE NEIGHBOURHOOD HOLIDAY LIGHTS.
- TAKE A GENTLE WINTER WALK OUTDOORS.
- VISIT HOLIDAY LIGHTS - [WWW.LIGHTENUPCALGARY.CA](http://WWW.LIGHTENUPCALGARY.CA)

Happy  
New Year



2026



# BEHAVIOURAL SUPPORT CORNER

“  
Sometimes the most important  
thing in a whole day is the rest we  
take between two deep breaths.  
– Etty Hillesum  
”



To provide effective behavioral support for individuals with disabilities in winter, focus on maintaining routine, offering engaging indoor activities, considering sensory sensitivities, and ensuring physical safety and health.

## Maintaining Routine & Structure:

- **Visual Schedules:** Use visual aids (pictures/icons) to outline daily activities and any upcoming changes, like holiday events or breaks. This predictability helps reduce anxiety and manage expectations.
- **Consistency:** Stick to a regular schedule for meals, bedtimes, and activities as much as possible. If a change is unavoidable, prepare the individual in advance using social stories or role-playing (whatever works best for the individual).
- **Break Down Tasks:** For those who struggle with overwhelming tasks break them into smaller, manageable steps.



## Engaging in Activities and Physical Movement:

- **Indoor Physical Activity:** Lack of outdoor time can increase restlessness. Encourage indoor exercises like yoga, stretching, dance, or creating indoor obstacle courses (i.e. cushions and household items).
- **Sensory-Friendly Play:** Offer winter-themed sensory activities (ex. creating "snow" with cornstarch and lotion, winter sensory bins, or playdough with calming scents).
- **Skill-Building Activities:** Engage in activities that are also learning opportunities (ex. cooking/baking healthy snacks and meals, winter-themed art projects like snowflake crafts, or board games that help social skills and problem-solving).
- **Embrace Chores:** For those who can participate, winter chores like shoveling snow can be a great way to burn energy and provide a sense of contribution.



## Addressing Sensory and Emotional Needs:

- **Monitor Sensory Triggers:** Be mindful of sensory triggers like loud holiday music or crowded events. Offer quiet breaks and spaces as needed.
- **Comfortable Clothing:** Soft, loose-fitting layers instead of bulky outerwear is helpful to lower stressful emotions. Consider adaptive clothing designed for sensory sensitivities and ensure proper winter gear (i.e. boots, gloves) is available and comfortable.
- **Natural Light and Vitamin D:** Maximize exposure to natural light by opening blinds and spending time outside during daylight hours, even for short walks. Consult a doctor about potential Vitamin D supplements to combat low mood.
- **Quiet Space:** Designate a quiet corner with items like weighted blankets, fidget toys, and noise-canceling headphones for decompression.

