

ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT

Timothy is a gentle and quiet individual supported by ICE. He lives a balanced life filled with creativity, family connections, and meaningful community involvement.

Family is very important to Timothy. He has a close and supportive relationship with his sisters and mother, and they often spend weekends together. These visits help strengthen their bond. At home, Timothy lives with a roommate and follows a healthy daily routine, with support from staff who encourage his independence and personal growth.

One of Timothy's greatest passions is art. He attends the Nina Haggerty day program during the week, where he explores his



creativity and builds his skills. He also joins online art sessions through the Cerebral Palsy Association, where he connects with other artists. Timothy's hard work and talent have been recognized in a big way.

His dedication and talent have earned him significant recognition. Timothy has been named the Nina Haggerty 2026 Artist of the Year, and on February 19, 2026, he celebrated the opening of his solo exhibition. This is an incredible achievement that shows his dedication and love for art. Earlier, on November 13, 2025, he was honored at the Expo Centre alongside his mother, marking another proud milestone in his artistic achievements.



Timothy also enjoys giving back to his community. Every Thursday, he volunteers at Grey Nuns Hospital with his roommate, selling chocolate to help raise funds. In his free time, he enjoys walking to parks and malls, going for evening strolls, and doing puzzles and Sudoku at home.

Timothy's story shows how creativity, routine, and community involvement can help a person live a meaningful and fulfilling life. With the right support, he continues to grow and reach his personal goals.



Behind Timothy's success is the consistent support of dedicated staff like Gloria. Gloria has been a valued member of ICE since 2012. In 2018, she began supporting Timothy, and she has played an important role in his journey ever since. Gloria is known for her patience, kindness, and strong commitment to helping the individuals she supports grow and succeed.

She has supported Timothy in building routines, developing confidence, and working toward his personal goals. From daily living activities to community involvement, Gloria provides encouragement every step of the way. She motivates Timothy to try new things, including participating in art programs and volunteering in the community.

Gloria creates a safe and trusting environment where Timothy feels supported to explore his interests and build connections. Her support has helped Timothy gain confidence, stay engaged, and achieve meaningful accomplishments—like his recognition as Artist of the Year.

Gloria's work reflects ICE's vision of Integrity, Caring, and Empowerment. Through her dedication, she helps bring the agency's mission to life by supporting individuals like Timothy to achieve their goals and live meaningful lives in the community.



What's inside this issue:

- Training -Page 4
- Health & Safety Meeting Minutes Page 5-6

Time Sheet Hand-In

April 15, 2026
For all shifts worked between
April 1-15

April 29, 2026
For all shifts worked between
April 16-30

HEALTH AND SAFETY MEETING

April 8, 2026
@ 1:30 PM
May 13, 2026
@ 1:30 PM

RPAC MEETING

April 15, 2026
@ 2 PM
May 20, 2026
@ 2 PM

ICE WILL BE CLOSED ON APRIL 3, 2026 FOR GOOD FRIDAY & ON APRIL 6, 2026 FOR EASTER MONDAY

Please direct all calls to the Employee Client Assistance Team for that day.
780-461-7236



POLICY *Review*

Celebrating the People Who Make ICE Strong

Employee Recognition at ICE

At Independent Counselling Enterprises (ICE), our employees are the heart of our organization. Every day, staff across the province support individuals in meaningful ways. You help people build independence, reach personal goals, and take part in their communities.

Your work reflects the values that guide ICE: **Integrity, Caring, and Empowerment**. Staff show integrity by doing their work with honesty and professionalism. They show caring through patience, kindness, and respect. They create empowerment by helping individuals grow, learn new skills, and make choices about their lives.

The updated **Employee Recognition Policy (3.3.7)** highlights how important it is to recognize the work that employees do every day. Recognition helps create a positive workplace and reminds staff that their efforts are seen and appreciated.



One way we recognize staff is through the **Thank You Card Program**. Anyone can give a Thank You Card. This includes coworkers, supervisors, clients, and other community members. These cards are a simple way to say thank you when someone goes above and beyond in their role.

Employees may also be featured in the **Employee Spotlight** section of the ICE Page newsletter. This allows us to share stories from across the organization and celebrate employees who demonstrate ICE's values in their work.

Recognition is important because it helps build a workplace where people feel respected and valued. When employees feel appreciated, it encourages teamwork, strengthens our organization, and supports the important work we do together.

Across all regions and roles, ICE employees make a real difference in the lives of the individuals we support. Thank you for the care, dedication, and professionalism you bring to your work every day.

*Appreciate
you!*

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.



Jackie B.

Received a thank you card for her leadership, coordination, and professionalism in keeping the team running smoothly.



Francois M.

Received a thank you card for proactively following up on a client's medical needs, demonstrating genuine care for their well-being.



Ademola A.

Received a thank you card for promoting a safe environment through awareness of potential hazards.



Mohamed A.

Received a thank you card for shovelling and clearing snow on the patio and applying salt/sand to ensure a safe area for the client.



Chris W.

Received a thank you card for supporting the client's health and safety and for promptly contacting the pharmacy to replace missing medication.



Venancia M.

Received a thank you card for arranging same-day medication delivery and supporting the client's health and safety.

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.

APRIL TRAINING

Pre- Employment Training

April 1, 7, 8, 14, 15, 21, 22, 28, 29

Abuse Prevention Training

April 1, 2026 (9:30 AM - 11:30 AM)
April 24, 2026 (2 PM - 4 PM)

HACD Training

April 7, 2026 (1 PM - 5 PM)

Promoting Safety Training

April 8, 2026 (1 PM - 5 PM)

Incident Investigation Training

April 10, 2026 (9:30 AM - 1 PM)

Anxiety/ OCD/ Cerebral Palsy Training

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

Diabetes/Hypertension/Parkinson's Training

April 13, 2026 (1:30 PM - 4:30 PM)

Workplace Inspections Training

April 14, 2026 (9:30 AM - 2:30 PM)

Cultural Appreciation Training (Cree)

April 15, 2026 (9:30 AM - 12:30 PM)

ASIST Training

April 16, 2026 (8:30 AM - 4:30 PM)
April 17, 2026 (8:30 AM - 4:30 PM)

Epilepsy/Autism/PDD/NOS/FASD Training

April 20, 2026 (1:30 PM - 4:30 PM)

Substance Abuse/Bi-Polar Training

April 21, 2026 (1 PM - 4 PM)

Diabetes & Healthy Eating Training

April 27, 2026 (10 AM - 12 PM)

Alzheimer's/Down Syndrome/Epilepsy Training

April 27, 2026 (1:30 PM - 4:30 PM)

Communication Training: Building Trust & Social Inclusion

April 29, 2026 (1:30 PM - 4:30 PM)

April - Distracted Driving Awareness Month

In 2025, the Alberta RCMP charged 3,337 drivers with distracted driving, each receiving a \$300 fine and 3 demerit points. Any activity that takes your attention off driving is considered a distraction.



Key tips to stay safe:



- Keep your phone silent and out of reach; use "Do Not Disturb."
- Avoid eating, grooming, or using devices while driving.
- Set navigation, music, or podcasts before starting.
- Pull over safely if you need to call or text.
- Minimize distractions from passengers or loud noise.
- Take breaks every two hours and rest if tired.



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

February 11, 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 Calgary HSC.**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:** The South HSC reviewed one near miss investigation. The incident involved a staff reporting a sore back after shoveling snow during a heavy snowfall period.**HSC Recommendations:** None**COR Audit/Action Plan****What was reviewed:** Review 2025 COR Executive Report Element Eight – Emergency Response section 8.1, Element Nine – Incident Investigation sections 9.5 -913, and Element Ten – System Administration sections 10.3 – 10.6.**Discussion:** A review of all committee member training will be conducted to ensure training has been completed as required. A reminder that Health and Safety Committee members may be selected for COR interviews.**Formal (Master) Hazard Assessment and Control Document (HACD)****What was reviewed:** Pg 2 -4 Meetings/Communication, Pg 5-6 Driving**Any changes requested or required:** Pg 2 -4 Meetings/Communication- Add policy 3.5.9 to polices and MSI training under resources.**Suggestions for upcoming yearly HACD review:**

Separation of property destruction and verbal aggression in the high behaviour section.

Policy**Policy number and name reviewed:** 3.5.4 Working Alone**Discussion:** Discussed the policy in regard to OHS legislation and emphasized the importance of maintaining a clear working alone procedure to support compliance and ensure staff safety.**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: #9 – Flooding Level 1 – Single Household or Office Location, and #10 – Flooding Level 2 – Community Event.**Any recommendations for improvement:** No additional recommendations at this time.**Next Meeting Date: March 11, 2026**

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and a follow on Facebook!



HEALTH AND SAFETY MEETING MINUTES**March 11, 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 Calgary HSC.**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:** The South HSC reviewed one incident investigation. The incident involved a staff member feeling pain in the back and neck after completing a manual lift of a client.**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:** Reviewed 2025 COR Report Element Four Joint Health and Safety Committees and Health and Safety Representatives Pg 40 and 41.**Discussion:** Discussed the Terms of Reference meeting legislative requirements i.e., number of meetings that need to be completed in a year per OHS.**Formal (Master) Hazard Assessment and Control Document (HACD)****What was reviewed:** Pg 7-8 Office Cleaning, Pg 9-10 Use of Telephones**Any changes requested or required:** Pg 9-10 Use of Telephones – Under engineering controls remove specialist from emergency cell access as H&S Team Coordinators also have access.**Suggestions for upcoming yearly HACD review:** Ensure all Health and Safety Manual locations listed in the office HACD are accurate and up to date. As many staff now use online copies instead of physical.**Policy****Policy number and name reviewed:** 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities**Discussion:** Reviewed the process for refusing dangerous work, including employee rights and legislative responsibilities under OHS requirements.**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: #11 – Severe Weather – Lightning, and #12 -- Hail and Ice Storms.**Any recommendations for improvement:** #11 – Severe Weather – Lightning - Reword the “before” section to make it easier to understand**Next Meeting Date: April 8, 2026****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

Stay Alert. Stay Aware. Stay Safe.

Community Safety Starts With Y.O.U.R Awareness

When each of us chooses to Yield, Observe, Understand, and React, we help create a safer community for everyone. By paying attention to our surroundings, noticing changes, understanding possible hazards, and responding the right way, we protect not only ourselves—but also our coworkers, and clients. Safety grows stronger when we all stay aware and look out for one another.

Y – YIELD to Your Surroundings

- Pause before starting any task.
- Give your full attention to what is happening around you.
- Let your surroundings guide your next safe step.

O – OBSERVE Your Environment

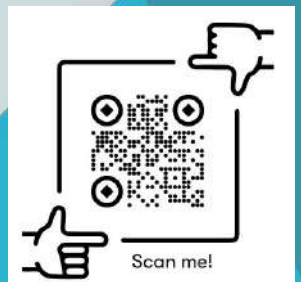
- Look for changes: people, equipment, weather, noise, or movement.
- Notice anything new or unusual. Keep scanning—don't let your mind go on “auto-pilot.”

U – UNDERSTAND Possible Hazards

- Think about what could go wrong.
- Identify risks like slips, trips, falling objects, traffic, pinch points, or poor visibility.
- Know how the task, tools, or area may create danger.

R – REACT Appropriately!

- Take action to stay safe: adjust your work, move hazards, wear PPE, slow down.
- Report anything unsafe immediately.
- Choose the safest response—not the fastest one.



YOUR VOICE MATTERS: REPORTING HEALTH AND SAFETY CONCERNS

At ICE, everyone has a role in creating a safe and healthy workplace. As part of our COR Action Plan follow-up, we are reinforcing how workers can report health and safety concerns and how those concerns are addressed.

If you see something that could be unsafe, speaking up helps protect you and your coworkers.



How to Report a Health and Safety Concern

You can report concerns by contacting:

- Your Team Leader or Team Coordinator
- Your CSC, Supervisor, or Manager
- A member of the Health and Safety Committee (HSC)
- The Health and Safety Specialist or Health and Safety Team Coordinators



What Happens After You Report a Concern

All health and safety concerns are taken seriously.

- Some issues are corrected immediately
- Others may require investigation or further discussion
- The Health and Safety Committee (HSC) reviews all concerns to determine appropriate follow-up actions

Concerns can be shared in person, by phone, or by email.



If you prefer to remain anonymous, Health and Safety Suggestion Boxes are available in the reception area of each regional office.

How are your concerns brought forward to Management

ICE has a formal process to ensure health and safety issues are reviewed and addressed:

- The HSC makes recommendations and provides feedback at Provincial Teleconferences and / or in writing to the Chief Operating Officer

This process ensures accountability, documentation, and continuous improvement.

Why Speaking Up Matters

Reporting concerns helps ICE:

- Identify and eliminate hazards
- Improve safety practices
- Maintain COR and occupational health and safety compliance
- Keep everyone safe and healthy



If you have questions or need support, please reach out to your Supervisor or Manager, or a member of the Health and Safety Committee.

THANK YOU FOR HELPING KEEP OUR WORKPLACE SAFE.

BEHAVIORAL SUPPORTS Corner

Connecting Individuals with the Community

At ICE, we help people with disabilities connect to their communities by using behavioral supports. We teach new skills, make environments easier to use, and provide support that fits each person's needs. Our staff help people understand why they act or feel certain ways, learn social skills, and use peer support. With structured help in community activities, people gain confidence, make friends, and enjoy a better quality of life.

Community-Based Strategies

- Encourage volunteering to build purpose and make friends
- Promote use of public spaces such as libraries, parks, and community events
- Support peer groups and social connections

Person-Centered Planning

- Identify interests, strengths, and meaningful roles in the community
- Focus on inclusive settings that promote belonging (not segregation)
- Set clear, achievable (SMART) goals to build participation

Proactive Behavioral Support

- Understand the function or "why" behind a behavior
- Teach replacement skills that meet the same need
- Use positive reinforcement and gradually reduce support over time

Modify Environments for Success

- Use visual supports like schedules, maps, and checklists to encourage independence
- Begin with small, structured activities to reduce overwhelm
- Set clear expectations for behavior in different settings

Teach Social & Replacement Skills

- Practice social interactions like greetings, conversations, and social cues
- Use role-play and social stories to prepare for real-life situations
- Encourage peer mentorship to learn naturally and build connections

Support + skills + opportunity = meaningful community connections

“There are only two ways to influence human behavior: you can manipulate it or you can inspire it. Be the inspiration.”

– Simon Sinek