

# ICE PAGE

Making it Happen! - Supporting Social Inclusion

## ON SPOTLIGHT



Roman began receiving services with ICE in 2023. Since joining services, he has continued to pursue his interests in fitness, recreation, and personal growth. In his free time, Roman enjoys playing video games, watching television, and going to the gym to stay active and healthy.

Because Roman and his family primarily communicate in Nepalese, communicating in English has been challenging for him at times. Roman shared with his support worker, Fisseha, that he wanted to improve his English vocabulary and become more confident communicating within his community.

While visiting the Genesis Centre, where Roman regularly attends the gym, Fisseha noticed a poster for English Conversation classes designed for people of all language levels. Recognizing this as a meaningful

opportunity, Fisseha discussed the program with Roman, who expressed interest in participating. With support, Roman registered for the class and began attending regularly.

During the first few sessions, Fisseha attended alongside Roman to help him feel comfortable and supported. Over time, Roman's confidence continued to grow and he now attends classes independently, with occasional support completing assignments when needed.

Since starting the program, Roman has made significant progress in his English communication skills. He has become more confident interacting with community members, participating in meetings, and attending events and group activities independently. Roman's journey reflects the importance of community-based supports that empower individuals to work toward their personal goals and build confidence in their everyday lives.



Fisseha has been a valued member of ICE since 2006. Throughout his years with the organization, he has demonstrated dedication, compassion, and a strong commitment to supporting individuals in achieving their personal goals.

In his role, Fisseha consistently demonstrates the ICE values of integrity, caring, and empowerment through the relationships he builds with the individuals he supports.

Since Roman joined ICE, Fisseha has played an important role in encouraging his confidence and independence. By recognizing Roman's desire to strengthen his English communication skills, Fisseha helped connect him with an English Conversation class within the community and provided support during the transition into the program.

Fisseha continues to support Roman in reaching his goals by encouraging participation in community activities that promote wellness, independence, and social inclusion. His ability to identify individual strengths and support people in overcoming challenges has had a meaningful impact on the lives of the individuals he serves.



### ECAT

Employee & Client Assistance Team  
780-461-7236

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



### What's inside this issue:

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- [Health & Safety Meeting Minutes](#) Page 5-6



### Time Sheet Hand-In

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

June 30, 2026  
For all shifts worked between  
June 16-30



### HEALTH AND SAFETY MEETING

June 10, 2026  
@ 1:30 PM  
July 8, 2026  
@ 1:30 PM

### RPAC MEETING

June 17, 2026  
@ 2 PM  
July 15, 2026  
@ 2 PM



ICE WILL BE CLOSED ON JULY 1, 2026 FOR CANADA DAY

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






# Policy Review


## Policy 3.8.16 – Artificial Intelligence (AI)

*This is a synopsis of the ICE AI Policy. The full policy can be found in ICE policy manuals located in office settings and residential programs.*

ICE is committed to safe, ethical, and responsible use of AI.

**AI can help staff with:** 

- Brainstorming ideas
- Simplifying information
- Creating plain language materials
- Administrative support tasks

**Staff must NEVER:** 

- Enter client names or confidential info into AI tools
- Use AI to make decisions about clients or staff
- Use AI for medical, legal, or clinical advice
- Rely on AI without reviewing carefully

**AI does NOT replace staff judgment, professional responsibility, or decision making.**


**All AI-generated information must be reviewed by a person before use.**

**Privacy and Confidentiality** 

All ICE privacy expectations apply when using AI.

**Staff must protect:**

- Client privacy
- Confidential information
- Organizational information

**When Unsure** 

If you are unsure whether AI can be used:

- Stop
- Speak with your supervisor before proceeding



Please refer to Policy 3.8.16 Artificial Intelligence (AI) for full policy expectations and requirements.

# HEALTH & SAFETY

## Emergency Evacuation: What to take with You

### GRAB AND GO BAG CONTENT LIST

- Three days' worth of medication** – grab from medication cupboard during evacuation
- A copy of the medication profile**
- A copy of the personal profile**
- Copies of the client's identification**
- Change of clothing**
- Non-perishable food items (2 ready-to-eat snacks)**
- Water**



Each client must have their own go bag. These bags must be locked up at all times. Regularly check the Go Bag to ensure no items are damaged, missing, or expired.



# 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.



**Nifemi O.**

Received a thank-you card for successfully redirecting the client, providing excellent support, and maintaining thorough contact notes.



**Chanice K.**

Received a thank-you card for supporting client during a difficult situation and accompanying her to the Royal Alexandra Hospital.



**Angelica L.**

Received a thank-you card for participating in the program EQA and for valuable assistance in resolving a situation at the program.



**Meryem A.**

Received a thank-you card for listening to the client's needs and assisting with rearranging his room.



**Albert G.**

Received a thank-you card for his calm and professional response during the building fire alarm, helping ensure everyone's safety.



**Maureen-Mary T.**

Received a thank-you card for promptly contacting ECAT to support the client and for assisting staff in managing the situation professionally.

**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.

# JUNE TRAINING

## **Pre- Employment Training**

June 2, 3, 16, 17, 23, 24, 29, 30

## **Bipolar/ FASD/ Psychosis Training**

June 2, 2026 (1:30 PM - 4:30 PM)

## **Trauma Informed Care Training**

June 3, 2026 (1 PM - 5 PM)

## **Incident Investigation Training**

June 5, 2026 (9:30 AM - 1 PM)

## **HACD Training**

June 8, 2026 (1 PM - 5 PM)

## **Promoting Safety Training**

June 15, 2026 (1 PM - 4:30 PM)

## **Abuse Prevention Training**

June 15, 2026 (2 PM - 4 PM)

## **Cultural Appreciation - Blackfoot Training**

June 16, 2026 (1:30 PM - 4:30 PM)

## **Harm Reduction/ ODD/ Substance Abuse Training**

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

## **Manual Material Handling Training**

June 19, 2026 (9:30 AM - 1 PM)

## **Workplace Inspections Training**

June 22, 2026 (1 PM - 5 PM)

## **Epic Training**

June 22, 2026 (2:30 PM - 3:30 PM)

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

June 23, 2026 (2 PM - 5 PM)

## **Cultural Appreciation - Cree Training**

June 24, 2026 (1:30 PM - 4:30 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****April 8, 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:** The Edmonton HSC reviewed two incident investigations. The incidents involved a staff eating ramen noodles and spilling hot water on their leg, and a client throwing a metal walker at staff after becoming agitated.**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:** Reviewed 2025 COR Report Element Four Joint Health and Safety Committees and Health and Safety Representatives Pg 42 – 44.**Discussion:** Reviewed COR auditing methods and safety expectations, and examined the structure, roles, and responsibilities of a Health and Safety Committee.**Formal (Master) Hazard Assessment and Control Document (HACD)****What was reviewed:** Pg 11 Paperwork – Writing, Pg 12-13 Computer Use**Any changes requested or required:**

Pg 12-13 Computer Use – Under Supplies and Equipment for Site Specific Controls, remove health and safety specialist from emergency cell phones access as H&amp;S Team Coordinators and ECAT Staff also have access.

**Suggestions for upcoming yearly HACD review:** Ensure a dedicated PPE section is included under controls for all HACDs to promote consistency.**Policy****Policy number and name reviewed:** 3.5.13 Code of Practice for Respiratory Protective Equipment**Discussion:** Reviewed the situations requiring respiratory protective equipment and the circumstances under which fit testing must be conducted.**Emergency Response Plans**

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

**Number of drills reviewed:** 2 reviewed this month.**Any recommendations for improvement:** No additional recommendations at this time.**Emergency response plan reviewed:** #13A – Severe Weather – Tornado, Thunderstorm – Residential Programs, and 13B – Severe Weather – Tornado, Thunderstorm – Office.**Any recommendations for improvement:** No additional recommendations at this time.**Next Meeting Date: May 13, 2026**

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and a follow on Facebook!



**HEALTH AND SAFETY MEETING MINUTES****May 13, 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 staff injuring their back while lowering an electric toaster oven from the top of the fridge.

**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:** 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:** 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 client becoming verbally aggressive towards staff and throwing objects at but missing staff.

**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 44-45.

**Discussion:** Discussed the various ways Health and Safety Committee members actively contribute to maintaining a safe environment, including completing regular safety inspections, reviewing incident investigations, and evaluating the effectiveness of existing hazard controls.

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

**What was reviewed:** Pg 14-15 Use of Office Equipment, Pg 16 Use of Visual Equipment

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

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

**Policy**

**Policy number and name reviewed:** 3.5.11 Emergency Procedures (All Services) and Emergency Preparedness Plans (Residential Programs/Support Homes)

**Discussion:** Basement-window fire drills are to be completed this month. The committee discussed the importance of these drills for client safety, including ensuring clients know evacuation routes and can exit safely during an emergency.

**Emergency Response Plans**

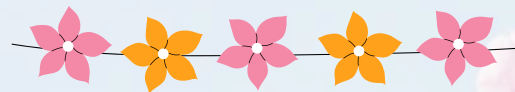
(Regional committees to review a sample of ERP drills and identify recommendations for improvement)

**Number of drills reviewed:** 2 reviewed this month.

Any recommendations for improvement: No additional recommendations at this time. Emergency response plan reviewed: #13C – Severe Weather – Tornado, Thunderstorm – Community Based – Non-Res, and #14 – Blizzard and Snow Storm

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

**Next Meeting Date: June 10, 2026**



# ICE EDMONTON HEALTH & SAFETY COMMITTEE

## What We Are:

We are a team of workers and employers dedicated to identifying and resolving health and safety concerns. Our mission is to ensure a safe, healthy workplace for everyone.

We support Alberta Worker's three basic rights:

**The right to know about hazards.**

**The right to participate in safety discussions.**

**The right to refuse dangerous work.**

## Why it Matters:

**For you:** Fewer injuries, safer environment.

**For the company:** Higher productivity, lower costs.

**By law:** OHS legislation requires committees.

## What your Committee Does:

- Conduct safety inspections.
- Review incidents and policies.
- Address workplace hazards.
- Communicate concerns to management.

If you have safety concerns about yourself or another employee, you must report them (ICE policy 3.5.2 / OHS legislation). Report to your supervisor, a manager, an ECAT supervisor, a Health and Safety Committee member (contact info below), or leave a note in the health and safety box at your regional office reception.



**Rhona Gihana**  
(Res CSW)  
780-454-9500



**Angel Letkeman**  
(Payroll Assistant)  
780-453-9830



**Brianna Defoe**  
(Personnel Coordinator)  
780-732-2341



**Alli Pickard**  
(H&S TC & Worker Co-Chair)  
780-453-9831

## Meet the Team!

### When We Meet:

*Second Wednesday monthly at 1:30 PM. Check the ICE Page or contact Kristina Covlin for details.*

**Marnie Wyllie**  
(Team Coordinator)  
780-454-9500



**Camelia Ma**  
(H&S TC & Worker Co-Chair)  
780-453-9834



**Brent Busch**  
(QARM)  
780-453-9660



**Adebayo Emiola**  
(Relief Staff)  
780-454-9500



**Kristina Covlin**  
(H&S Specialist & Employer Co-Chair)  
780-453-9829





# Learning from Incident Investigations at ICE

**At ICE, it is important that employees understand how information from incident investigations is shared. Knowing what happened, what was learned, and what actions were taken helps keep everyone safe and supports continuous improvement across the organization.**



## How Information is Shared

When an incident investigation is completed, employees may receive information in several ways. In many cases, management will communicate the details directly through a conversation, phone call, email, or written notice.

During these discussions, management will explain what occurred, what was learned, and what steps were taken to help prevent a similar incident in the future.



## Updates During Work Activities

Investigation updates may also be shared during regular work activities, such as staff meetings, site visits, or when employees are involved in the investigation process.

This helps ensure staff are aware of any new safety practices, changes, or expectations that result from an investigation.



## Written Communication

Summaries or updates may be posted on the ICE Page or recorded in staff communication binders to ensure accessibility and consistency across all regions.



## Monthly Committee Review

Each month, the Health and Safety Committee reviews incidents and near misses, along with follow-up actions, to improve safety and share any additional recommendations at the Provincial Teleconference.



## Questions?

Speak with your supervisor or manager, or contact a member of the Health and Safety team for more information.



# HEALTH & SAFETY

## Hazard Assessment



Hazard assessments are an important part of workplace safety. They help us find dangers before someone gets hurt. Hazard assessments also help prevent injuries, property damage, and unsafe situations for staff and clients.

*At ICE, safety is everyone's responsibility.*

## Types of Hazard Assessments



### Formal

This is a detailed review of a job or task. We look at:

- what hazards may be present
- how serious the risk is
- what controls can keep people safe

This type of assessment may involve several people and can take time to complete.



### Site-Specific

This assessment is completed before work starts at a new location or when conditions change. Examples include:

- poor lighting
- slippery floors
- new equipment
- unfamiliar environments
- non-routine tasks

Staff should stop and look for hazards before beginning work. If conditions change, the assessment should be reviewed again.

Hazards must be controlled before work continues.



### Informal

This is something we do every day.

Staff should always stay aware of their surroundings and watch for hazards while working.

If you notice a hazard:

- fix it right away if safe to do so
- or report it to the appropriate person

## Measuring Risk

After a hazard is identified, we ask:

- How likely is it to happen?
- How serious could the injury or damage be?
- How often are people exposed to the hazard?

This helps ICE decide which hazards need immediate attention.



## Controlling Hazards

ICE uses the "Hierarchy of Controls" to reduce risk. This means we try to:

1. Remove the hazard completely
2. Replace it with something safer
3. Use equipment or barriers for protection
4. Use safe work procedures and training
5. Use personal protective equipment (PPE)

Sometimes more than one control is needed to keep everyone safe.



**By working together and reporting hazards early, we help create a safer environment for everyone.**

## Everyone Has a Role

All employees are encouraged to participate in hazard assessments. Staff should report hazards to:

- supervisors
- managers
- team leaders or coordinators
- ECAT
- coworkers
- the Health & Safety Committee



## Hazard Assessments Are Ongoing

Hazard assessments are not "one and done." Work environments change often, so assessments must be reviewed and updated regularly.

The Hazard Assessment and Control Document (HACD) is a living document and must be updated at least yearly or whenever new hazards are identified.

