

## ECAT

Employee & Client

Assistance Team

780-461-7236

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

## What's inside this issue:

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

## Time Sheet Hand-In

October 15, 2025

For all shifts  
worked between  
October 1-15

October 30, 2025

For all shifts  
worked between  
October 16-31

## HEALTH AND SAFETY MEETING

October 8, 2025

@ 1:30 PM

November 12, 2025

@ 1:30 PM

## RPAC MEETING

October 15, 2025

@ 2 PM

November 19, 2025

@ 2 PM

ICE WILL BE CLOSED  
ON OCTOBER 13, 2025 FOR  
THANKSGIVING DAY -  
LONG WEEKEND  
&  
NOVEMBER 11, 2025 FOR  
REMEMBRANCE DAY

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

Happy  
Thanksgiving

OCTOBER 2025 | EDMONTON

# ICE PAGE

Making it Happen! - Supporting Social Inclusion

## ON SPOTLIGHT



Jessica is an active and independent woman who lives with a supportive roommate and stays closely connected with her family. She has been receiving support from ICE for many years and continues to make the most of the opportunities available to her.

Friendly and outgoing, Jessica enjoys meeting new people, exploring community activities, and spending time with friends. In her leisure time, she likes reading comic books and short stories and listening to music.

Her love of animals inspired her to volunteer at the Animal Rescue Centre Calgary (ARCC). With the encouragement of her staff, she completed a short training program and now volunteers each week. Her tasks include cleaning cages, folding cardboard, and, most importantly, cuddling kittens. Volunteering with animals is one of her greatest joys.

Jessica also takes part in programs at ILRCC, where she enjoys cooking and baking classes, as well as arts and crafts. She stays active by going to the gym and swimming. Social time is also important to her, and she looks forward to regular outings with friends, especially pizza nights and dinners at local restaurants.

Much of Jessica's success is supported by her staff, Caroline. Together, they work as a team to reach Jessica's goals, from preparing for volunteering to exploring new activities in the community. Their collaboration highlights the importance of teamwork in fostering both growth and independence.

Through her many activities, Jessica shows how she values independence, community involvement, and spending time with people who matter to her.



Caroline has been a valued member of the ICE Calgary team for over five years. She works closely with Jessica, supporting her as she works toward her personal goals. Caroline actively takes part in activities and training sessions, ensuring Jessica is prepared and confident to meet the requirements for her volunteer role at ARCC and other community opportunities. Jessica and Caroline share a strong partnership built on teamwork and trust. Together, they celebrate successes, build skills, and set new goals for the future. Caroline's flexibility and dedication not only help Jessica achieve her milestones but also encourage her to grow in independence. Outside of their time together, Jessica enjoys accessing the community independently through Access, where she meets friends and learns new skills. With Caroline's ongoing support and encouragement, Jessica continues to expand her opportunities and build a fulfilling, independent life. Their collaboration is a wonderful example of the impact that strong staff-client partnerships can have, and both Jessica and Caroline are excited about the goals ahead.



# Policy 3.6.4 – Workplace Violence & Bullying/Harassment

At ICE, everyone deserves to feel safe and respected at work. Violence, threats, bullying, and harassment are never okay — no matter who it comes from (staff, clients, contractors, or the public).

## What is workplace violence?

- Physical attacks, pushing, hitting, or aggression
- Threats (spoken, written, or online)
- Domestic or sexual violence that affects the workplace



## What is bullying/harassment?

- Unwelcome behaviour, comments, or actions that make someone feel upset, embarrassed, or unsafe
- Discrimination (based on race, religion, age, disability, gender, sexual orientation, family status, etc.)

Note: Normal supervision, feedback, or direction from a manager is not harassment.



## Prevention & Responsibilities

- ICE checks for risks and gives training to prevent problems.
- Supervisors/managers must set a respectful example, look into complaints, and keep things confidential.
- Employees must respect others, report problems, and cooperate in investigations.
- No one will be punished for reporting in good faith.

## What to do if something happens

- If you are in immediate danger: call 911 and follow emergency steps.
- Tell your supervisor/manager as soon as possible.
- If they are involved, go to the next senior manager.
- Write down the details on a Critical Incident Report (date, time, what happened, who was involved, witnesses).

## What happens after you report

- Depending on the situation, it may be handled formally or informally.
- Both the person who reported and the person accused will get follow-up and support.
- Information is only shared if needed to resolve the issue or meet legal requirements.
- Retaliation for reporting in good faith will not be allowed.

Workplace violence, bullying, and harassment are never tolerated at ICE. Everyone has the right to feel safe, and everyone has the responsibility to behave respectfully and in alignment with policy.





# THANK YOU CARD WINNERS



**TONY P.**



**EMERDA A.**



**JOSHUA M.**



**AMANPREET K.**



**AGHOGHO I.**



**BARNABA L.**

## 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.



# **OCTOBER TRAINING**

## **Pre- Employment Training**

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

## **Client Lifts & Transfers Training**

October 1, 2025 (9 AM – 12 PM)

## **Schizophrenia/Depression Training**

October 2, 2025 (1 PM – 3 PM)

## **Sleep Apnea, Somatization, Borderline Personality Disorder Training**

October 3, 2025 (10 AM – 12 PM)

## **Parkinson's, Alzheimer's/Dementia, ODD Training**

October 6, 2025 (2 PM – 4PM)

## **Incident Investigation Training**

October 7, 2025 (1 PM – 5PM)

## **Cerebral Palsy/Anxiety Training**

October 8, 2025 (10 AM – 12PM)

## **PBI Training**

October 8, 2025 (2 PM – 4:30PM)

## **Abuse Prevention Training**

October 10, 2025 (9:30 AM – 11:30 AM)

## **Cultural Appreciation Training**

October 14, 2025 (1 PM – 4:30 PM)

## **Virtual Client Training-Rights/Abuse Prevention, Rights/Responsibilities, Positive Relationships**

October 15, 2025 (10 AM – 11:30 AM)

October 29, 2025 (1 PM – 2:30 PM)

## **Promoting Safety Training**

October 15, 2025 (1 PM – 4:30PM)

## **Non-Residential Documentation Training**

October 17, 2025 (9:30 AM – 10:30 AM)

## **CR Documentation and Reporting**

October 17, 2025 (11 AM – 12:30 PM)

## **Bipolar, PTSD, Psychosis Training**

October 20, 2025 (1:30 PM – 4:30PM)

## **Autism, CD, Diabetes Training**

October 21, 2025 (1 PM – 5 PM)

## **FASD, Cerebral Palsy, Autism Training**

October 22, 2025 (1 PM – 5 PM)

## **Workplace Inspections Training**

October 29, 2025 (1 PM – 5 PM)

## **In Office Client Training (Edmonton)**

October 29, 2025 (10 AM – 11:30 AM)

October 29, 2025 (2 PM – 2:30 PM)

## **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**



## **NOVEMBER TRAINING (PARTIAL )**

### **Pre- Employment Training**

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

### **Epic Training**

November 3, 2025 (11 AM – 12 PM)

### **Abuse Prevention Training**

November 5, 2025 (10 AM - 12 PM)

### **Virtual Client Training-Rights/Abuse Prevention, Rights/Responsibilities, Positive Relationships**

November 12, 2025 (1 PM - 2:30 PM)

### **MIP Manual Material Handling Training**

November 14, 2025 (9:30 AM – 12:30 PM)

### **Due Diligence Training**

November 17, 2025 (1:30 PM – 4:30 PM)

### **WVHB for Supervisors Training**

November 19, 2025 (9:30 AM – 12:30 PM)

### **Trauma Informed Care Training**

November 26, 2025 (1 PM – 5 PM)



**THE HOLIDAY SEASON WILL BE  
HERE BEFORE YOU KNOW IT.**

**DON'T FORGET TO SAVE THE DATE FOR OUR  
ANNUAL OPEN HOUSE!**

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**FESTIVITIES WILL BE AT :  
ST. MICHAEL'S PARISH HALL  
12918 121 ST NW, EDMONTON,  
(EAST DOOR ENTRANCE)**

**ON  
THURSDAY, 27 NOVEMBER AT 12PM-3PM**

**WE LOOK FORWARD TO SEEING YOU THERE.**



## HEALTH AND SAFETY MEETING MINUTES

September 10, 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 members vehicle being hit from behind by a community member while yielded.

**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:** The Northwest HSC reviewed one incident investigation. The incident involved staff feeling pain their back after moving client furniture from a program.

**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 two near miss investigations. The incidents involved a client losing their balance while using their walker after staff brought them to the ground they felt soreness in their neck, and a client became agitated after staff followed them downstairs.

**HSC Recommendations:** None

**COR Audit/Action Plan**

**What was reviewed:** Review Element 4 Joint Health and Safety Committee of COR Audit Pg 51.

**Discussion:** Discussed HSC participation in the formal hazard assessment process, including revisions and additions made based on suggestions from meeting discussions.

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

**What was reviewed:** Edmonton has completed their review for 2024 - 2025.

**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:** 3.5.16 Employee Emergency Medical Situations.

**Discussion:** Emphasized the importance of understanding the emergency response procedures for employee medical incidents, including the responsibilities of designated responders and the general public.

**Emergency Response Plans**

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

**Number of drills reviewed:** 1 reviewed this month.

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

**Emergency response plan reviewed:** #1 – WVHB by a Client, #2 – EVHB by a Work Contact or Community Member

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

**Next Meeting Date: October 8, 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.





# TEAM COORDINATOR TRAINING STARTS FALL 2025



## **PROMOTION OPPORTUNITY!**

ICE WILL BE RUNNING TEAM COORDINATOR (TC) TRAINING.

ICE ENCOURAGES INTERESTED PARTIES TO APPLY.

A TC IS THE DIRECT SUPERVISOR FOR STAFF WORKING IN RESIDENTIAL AND NON-RESIDENTIAL PROGRAMS. YOU ARE INVITED TO APPLY FOR THE UPCOMING TEAM COORDINATOR TRAINING. THIS TRAINING IS 20 MODULES WHICH WILL BE SCHEDULED WEEKLY STARTING LATER IN THE FALL.

## What you will learn in this training:

- Individual Service Planning
- Positive Behaviour Supports
- Hazard Assessment and Control
- Workplace Inspections
- Due Diligence for Supervisors
- Payroll
- General / Critical Incident Reporting and Response
- Documentation Skills from a Supervisory Perspective
- Operations Manual Review
- Communications Training
- Client Risk Management
- C-Views Training
- Personnel/Booking
- Client Files
- Medication Administration for Supervisors
- Abuse Prevention and Response at the Supervisory Level
- Workplace Violence, Bullying and Harassment for Supervisors

ICE

**TO APPLY, PLEASE DROP  
OFF A LETTER OF INTENT  
TO YOUR REGIONAL ICE  
OFFICE OR SEND AN  
EMAIL  
TO [WVISSE@ICENTERPRISES.COM](mailto:WVISSE@ICENTERPRISES.COM)**

**PLEASE SUBMIT YOUR  
APPLICATION BY OCTOBER 20,  
2025.**

**You must have worked full-time with ICE for at least 3 months. Employees who are currently in Team Leader positions or have demonstrated leadership in other ways are encouraged to apply. Upon successful completion of the course, current Team Leaders will be considered for the role of Team Coordinator. Support staff who are not currently Team Leaders can take the course and upon successful completion of the training, will be considered for any available Team Coordinator positions.**



## Free COVID-19 Shots for Disability Support Workers

THIS FALL, THE ALBERTA GOVERNMENT IS OFFERING FREE COVID-19 VACCINES TO PEOPLE AT THE HIGHEST RISK OF GETTING SICK. DISABILITY SUPPORT WORKERS ARE ONE OF THE GROUPS WHO QUALIFY TO GET THE VACCINE AT NO COST.

### Why it matters?

COVID-19 CAN STILL CAUSE SERIOUS ILLNESS, ESPECIALLY FOR PEOPLE WITH HEALTH CONDITIONS OR WHO LIVE IN GROUP SETTINGS. BECAUSE DISABILITY SUPPORT WORKERS CARE FOR SOME OF THE MOST VULNERABLE ALBERTANS, YOU ARE INCLUDED IN THE FIRST GROUP TO GET THE VACCINE FOR FREE. ICE STRONGLY ENCOURAGES ALL DISABILITY WORKERS TO TAKE ADVANTAGE OF THE FREE VACCINE TO PROTECT YOURSELVES AND THE VULNERABLE INDIVIDUALS YOU SUPPORT.

### Who gets the vaccine first?

AS A DISABILITY SUPPORT WORKER, YOU ARE PART OF PHASE 1 OF ALBERTA'S FALL 2025-2026 COVID-19 IMMUNIZATION PROGRAM. OTHER ELIGIBLE GROUPS IN THIS PHASE INCLUDE:

- Residents of continuing care and seniors' supportive living
- Homebound home care clients
- Health care workers
- People with certain medical conditions or weakened immune systems
- People experiencing homelessness
- Seniors (65+) receiving the Alberta Seniors Benefit

Everyone else in the province can get the vaccine starting October 20, but they will need to pay a \$100 fee.

- Booking opens September 29, 2025 (appointments start October 1)
- Book online through the Alberta Vaccine Booking System, or call Health Link at 811.
- Make sure it's been at least 3 months since your last COVID-19 dose before booking.



THE ONLY VACCINES AVAILABLE THIS SEASON ARE MRNA VACCINES (LIKE MODERNA OR PFIZER). SIDE EFFECTS ARE USUALLY MILD, SUCH AS A SORE ARM OR TIREDNESS. SERIOUS SIDE EFFECTS ARE RARE. IF YOU HAVE CONCERNS, CALL 811 OR TALK TO YOUR HEALTH CARE PROVIDER.

AS A DISABILITY SUPPORT WORKER, YOU CAN GET YOUR COVID-19 SHOT FOR FREE. PLEASE BOOK YOUR APPOINTMENT AS SOON AS POSSIBLE!

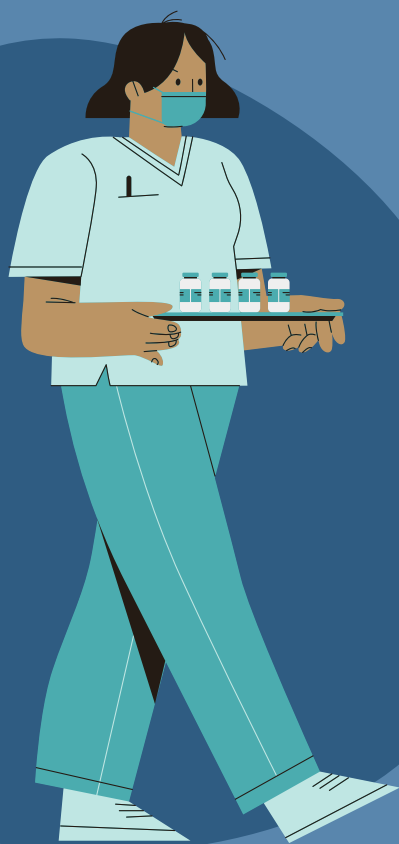


# INFLUENZA SEASON IS COMING – BE PREPARED

As temperatures drop, flu season is right around the corner. One of the most effective ways to protect yourself and others is to get your annual influenza (flu) shot.

Influenza is a viral infection that affects the nose, throat, and lungs. It spreads easily and can cause symptoms such as:

- Fever and chills
- Sore throat or cough
- Headache
- Muscle aches
- Loss of appetite
- Fatigue



- **CALL 811**
- **OR BOOK ONLINE AT**  
**AHS.CA/INFLUENZA**

**Flu viruses are highly contagious and can spread through droplets when an infected person coughs, sneezes, or talks—even before symptoms appear.**



## How to Prevent the Spread of Influenza:

1

Get vaccinated every year.

2

Wash your hands frequently with warm water and soap or use an alcohol-based hand sanitizer.

3

Cover your mouth and nose with your arm or a tissue when you cough or sneeze.

4

Stay home if you feel unwell to prevent spreading the virus to others.



Starting early October, all Alberta residents (including those who live, work, study, or visit) can get the influenza vaccine free of charge.

- Myros Pharmacy will once again be offering flu shots for office and residential staff and clients this October.
- Albertans aged 5 and older are encouraged to book their flu shot at a participating local pharmacy.



# REMINDER

## TIME TO "FALL BACK"

AS THE DAYS GET SHORTER, IT'S TIME TO PREPARE FOR THE END OF DAYLIGHT-SAVING TIME. AT 2:00 A.M. ON SUNDAY, NOVEMBER 2, WE'LL SET OUR CLOCKS BACK ONE HOUR, GAINING AN EXTRA HOUR OF DAYLIGHT IN THE MORNING.

TO HELP YOUR BODY ADJUST TO THE TIME CHANGE, CONSIDER THE FOLLOWING TIPS:



### GET MORNING SUNLIGHT

EXPOSURE TO NATURAL LIGHT IN THE MORNING—ESPECIALLY ON THE SUNDAY OF THE TIME CHANGE—CAN HELP RESET YOUR INTERNAL CLOCK. LESS DAYLIGHT CAN AFFECT MOOD AND ENERGY, SO TRY TO SPEND TIME OUTDOORS DURING THE MORNING OR EARLY AFTERNOON. IF OUTDOOR LIGHT ISN'T AVAILABLE, A LIGHT THERAPY BOX CAN BE A HELPFUL ALTERNATIVE.

### MAINTAIN A CONSISTENT SLEEP SCHEDULE

STICK TO YOUR REGULAR BEDTIME AND WAKE-UP TIME—EVEN ON THE WEEKEND. AIM FOR AT LEAST SEVEN HOURS OF SLEEP IN THE DAYS BEFORE AND AFTER THE TIME CHANGE. A CONSISTENT ROUTINE HELPS YOUR INTERNAL CLOCK ADJUST MORE EASILY.

### AVOID STIMULANTS BEFORE BED

LIMIT CAFFEINE INTAKE AT LEAST 4–6 HOURS BEFORE BEDTIME. ALSO, AVOID VIGOROUS EXERCISE WITHIN FOUR HOURS OF GOING TO SLEEP, AS INCREASED BODY TEMPERATURE CAN MAKE IT HARDER TO FALL ASLEEP.

### Replace & Test Your Alarms – It's That Time Again

As per ICE Policy 3.5.12 – Fire Safety, all residential programs are required to replace the batteries in their smoke, combination, and carbon monoxide detectors twice a year – in March and October.

Please ensure the following steps are completed:

1. Replace the batteries in all detectors as scheduled.
2. Document the battery change on the:
  - Monthly Safety Inspection
  - Random Inspection
  - Environmental Quality Audit (EQA)
3. Test each alarm to confirm successful battery replacement using the process below.



For further information, please contact your supervisor/manager or refer to the Health and Safety Manual – Part 2: Fire, Carbon Monoxide, and Burn Safety.

### How to Test Your Alarm:

Step 1: Press the test button on the hardwired (bridge) alarm.

Note: Pressing the test button on wireless alarms—especially right after syncing—may cause them to un-sync.

Step 2: The tested alarm should beep, and the green LED light will flash.

Step 3: All connected alarms should sound shortly after.






# Winter Preparation

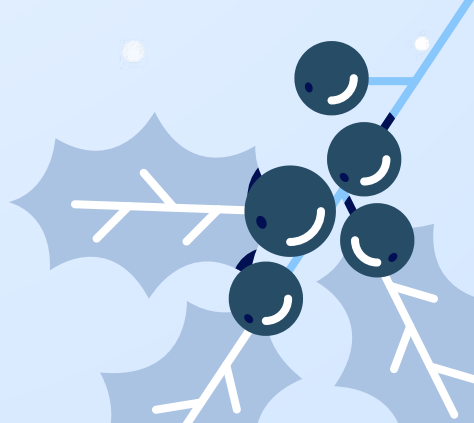

AS THE LEAVES BEGIN TO FALL ACROSS ALBERTA, ONE THING IS CERTAIN WINTER IS ON THE WAY. WHILE COLD WEATHER IS NO SURPRISE, IT OFTEN CATCHES PEOPLE OFF GUARD. TAKING A FEW SIMPLE STEPS NOW CAN HELP ENSURE YOU, YOUR TEAM, AND YOUR CLIENTS ARE SAFE AND PREPARED.

- DRESS IN WARM, LAYERED CLOTHING, INCLUDING HATS, SCARVES, AND GLOVES. LAYERS HELP INSULATE BODY HEAT AND CAN BE ADJUSTED FOR CHANGING TEMPERATURES.
- CHECK ALL WINTER CLOTHING FOR CLIENTS TO ENSURE IT FITS WELL AND IS IN GOOD CONDITION. REPLACE ANY LOST OR DAMAGED ITEMS PROMPTLY.
- DRINK WARM LIQUIDS THROUGHOUT THE DAY TO HELP MAINTAIN INTERNAL BODY TEMPERATURE DURING COLD WEATHER.

Cold weather increases the risk of slips and falls both indoors and outdoors. Here's how to stay safe:

- MAINTAIN GOOD HOUSEKEEPING INSIDE THE HOME:
  - COMPLETE REGULAR CHORE LISTS
  - CLEAN UP SPILLS IMMEDIATELY
  - SWEEP OR MOP DEBRIS FROM FLOORS
- KEEP WALKWAYS CLEAR OF CLUTTER AND OBSTACLES AT ALL TIMES.
- WEAR PROPER FOOTWEAR AS OUTLINED IN POLICY 3.8.6. HAVE ICE CLEATS AVAILABLE FOR OUTINGS IN ICY OR SNOWY CONDITIONS.
- SLOW DOWN AND STAY AWARE OF YOUR SURROUNDINGS.
- ADJUST YOUR PACE DEPENDING ON SURFACE CONDITIONS—WET, ICY, SLOPED, OR UNEVEN AREAS MAY REQUIRE EXTRA CAUTION.
- FOLLOW THE AHS "WALK LIKE A PENGUIN" METHOD:
  - TAKE SHORT, SHUFFLE-LIKE STEPS
  - BEND YOUR KNEES SLIGHTLY
  - KEEP YOUR FEET FLAT AND POINT THEM OUTWARD FOR BETTER STABILITY
- REPORT UNSAFE CONDITIONS, SUCH AS ICY SIDEWALKS OR UNPLOWED PARKING LOTS, TO LANDLORDS OR PROPERTY MANAGERS AS SOON AS POSSIBLE.

WHILE WE CAN'T STOP THE SNOW FROM COMING, A LITTLE PREPARATION GOES A LONG WAY IN MAKING SURE EVERYONE STAYS SAFE AND COMFORTABLE THROUGHOUT THE WINTER SEASON.



# BEHAVIOURAL SUPPORT CORNER

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

Simon Sinek

## 4 STAGES OF BEHAVIOUR ESCALATIONS

### STAGE 1: THREAT

SOMETHING UNKNOWN/UNDESIRABLE HAS CHANGED

### STAGE 2: FEAR

THOUGHTS/WORRIES; FIGHT, FLIGHT OR FREEZE RESPONSE

### STAGE 3: POWERLESSNESS

FEELING NO CONTROL IN SITUATIONS WHEN FEARS ARE NOT ADDRESSED

### STAGE 4: ANGER

EFFORTS TO REGAIN CONTROL (MAY BE PHYSICAL OR VERBAL AGGRESSION)

## CAREGIVER RESPONSE TO ESCALATION STAGES

01.

Care & Concern

02.

Active Support

03.

Firm & Fair

04.

Calm Direction

## TO AVOID & RESOLVE ESCALATIONS:

- Collaboration
- Avoid power struggles
- Realistic expectations
- Be a role model
- Ignore behavior, not individual
- Match body language with words
- Provide healthy & safe options
- Encourage independence
- Be consistent
- Redirect
- Build Rapport
- Remain calm and confident
- Get support from others
- Be empathetic and compassionate, not sympathetic and pity