

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
- Health & Safety
Meeting Minutes
Page 5-6

Time Sheet Hand-In

October 14, 2026
For all shifts worked
between October 1-15

October 30, 2026
For all shifts worked
between October 16-31

HEALTH AND SAFETY MEETING

October 14, 2026
@ 1:30 PM
November 10, 2026
@ 1:30 PM

RPAC MEETING

October 21, 2026
@ 2 PM
November 18, 2026
@ 2 PM

ICE WILL BE CLOSED
ON OCTOBER 12, 2026
FOR
THANKSGIVING DAY
&
NOVEMBER 11, 2026
FOR
REMEMBRANCE DAY

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

ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT

The ICE Breakers Kicked it at the SACLA Annual Kickball Tournament!



Pictured (left to right): Dasha H, Alex S, Damola, Charity F, Mackenzie K, Mariko, Jonny T, Dan P, Tamara L, Chris F, Greg VD, Afreen M, Rhys (guest player), Jesse B (MVP), Kaitlin K, with Katja L.



A day of teamwork, connection and community spirit.

August was a month for fun, teamwork and some friendly competition. Twelve of ICE South's clients came together to represent ICE at the SACLA Annual Pancake Breakfast and Kickball Tournament, joining teams from across the Southern Alberta community for a day filled with great sportsmanship, competition, hard work and good times.

The crew competed against seven other agency teams and showed amazing teamwork, determination, energy and enthusiasm throughout the tournament. After an exciting day of games, we were thrilled to take home the Championship Trophy!

These types of events are an amazing representation of participation, meaningful connections and community inclusion; we were so happy to see so many people observing, participating and cheering all the teams on throughout the day.

Congratulations to all the individuals who participated and made the day such a success and thank you to all the staff who were there supporting and cheering on our team! We are so proud of the spirit everyone brought to the field and look forward to defending the championship again next year!

CHAMPIONSHIP TROPHY • WAY TO GO, ICE BREAKERS!



Policy Review

Staying Healthy: Infection Prevention at ICE

Protecting ourselves and the people we support

As Disability Support Workers, we work closely with the people we support. We may assist with personal care, meals, laundry, housekeeping and other daily activities. Because of this close contact, it is important that we all help prevent the spread of illness.

ICE Policy 2.3.9 – Infection Control and Cross Contamination provides some simple steps we can all follow.



Wash Your Hands

Good handwashing is one of the best ways to help prevent the spread of infection.

Remember to wash your hands:

- Before preparing or eating food
- After using the washroom
- After providing personal care
- After contact with bodily fluids
- When your hands are visibly dirty

Some of the people we support may need reminders or assistance with handwashing.



Use PPE When Needed

Our work may involve contact with blood, urine, feces, vomit, mucus or other bodily fluids.

When there is a risk of direct contact, Standard Precautions must be followed, including using disposable gloves and other appropriate PPE.



Keep the Environment Clean

Infection prevention also means:

- Following housekeeping and cleaning schedules
- Using appropriate cleaners and sanitizers
- Keeping bathrooms and bedrooms clean
- Washing each client's laundry separately
- Following food safety practices



When Someone Is Sick

If a client becomes ill, the appropriate medical professional should be consulted and their instructions followed. Staff may receive additional training or direction to help prevent the illness from spreading.

If an outbreak occurs, ICE will follow infectious disease control protocols and the appropriate reporting requirements.



ICE Vaccination Campaign

Prevention is an important part of infection control. This fall, ICE is supporting a vaccination campaign for employees and clients.

Watch for more information about when vaccinations will be available at your location.



Everyone Has a Role

Infection prevention is everyone's responsibility. By **washing our hands, using PPE when needed, keeping our environments clean, reporting illness and exposures, and following medical and ICE direction**, we help protect ourselves, our coworkers and the people we support.

Small actions can make a big difference in keeping our ICE community healthy and safe.

For more information, please refer to
ICE Policy 2.3.9 – Infection Control and Cross Contamination
or speak with your Manager.

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.



Jacqueline Y.

Received a thank-you card for recognizing and addressing a potential safety concern to help maintain a safe environment.



Kumba M.

Received a thank-you card for promptly reporting a maintenance concern, helping prevent potential health and safety risks..



Luwam T.

Received a thank-you card for excellent work during the EQA inspection, resulting in zero follow-ups.



Suresh K.

Received a thank-you note for ensuring all EQA requirements were met, resulting in zero follow-ups.



Gloria R.

Received a thank-you note for excellent work during the EQA inspection, achieving zero follow-ups through strong organization and attention to detail.



Filipina ST.

Received a thank-you note for following safety procedures during pest control treatment and helping maintain a safe environment for clients and staff.

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

EPIC Training

October 2, 2026 (2 PM – 3 PM)

Abuse Prevention Training

October 5, 2026 (10 AM - 12 PM)

Down Syndrome/Hypertension/Anxiety Training

October 6, 2026 (1 PM – 4 PM)

Client Lifts & Transfers Training

October 7, 2026 (1 PM – 4 PM)

Due Diligence for Supervisors and Managers

October 9, 2026 (9:30 AM - 1:30 PM)

October 30, 2026 (9:30 AM - 1:30 PM)

ASIST Tune-up Training

October 16, 2026 (8:30 AM - 12:30 PM)

Hypertension, Healthy Eating and Food Safety Training

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

Manual Material Handling Training

October 20, 2026 (9:30 AM - 1 PM)

Trauma Informed Care Training

October 20, 2026 (1 PM - 5 PM)

Cultural Appreciation: Cree Training

October 21, 2026 (1 PM - 3:30 PM)

Cultural Appreciation - NWT/NU Training

October 23, 2026 (9:30 AM - 12:30 PM)

FASD/Substance Use Disorder/Brain Injury Training

October 26, 2026 (1 PM - 4 PM)

Cultural Appreciation: Blackfoot Training

October 27, 2026 (1 PM - 3:30 PM)

Incident Investigations Training

October 28, 2026 (1 PM - 5 PM)

ICE HAS CANADA LIFE RSP PLAN!

Refer to Policy **3.4.18** 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

August 12, 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's vehicle being hit by a third-party vehicle while turning left on a green light.

HSC Recommendations: N/A

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

HSC Recommendations: N/A

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

Damage: The Edmonton HSC reviewed one incident investigation. The incident involved a client being verbally and physically aggressive toward staff during preparation of a day program outing.

HSC Recommendations: N/A

Near Miss Investigations: The Edmonton HSC reviewed three near miss investigations. The incident involved a client slipping and falling, resulting in a scratch to the back of a staff's hand. Client slapped staff after being directed to not tell roommates how to finish their breakfast. Staff's vehicle was followed by another car.

HSC Recommendations: Adding the hazard of "being followed while driving" under the tasks of Driving and Driving with Clients in the HACD.

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: N/A

Near Miss Investigations: The Northwest HSC reviewed one near miss investigation. The incident involved a client falling backward while boarding a bus; staff intervened and prevented the fall.

HSC Recommendations: N/A

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

Damage: The South HSC reviewed one incident investigation. The incident involved aggressive and harassing behaviour by neighbours toward staff and management at a private residence.

HSC Recommendations: Debrief incident with staff in program and termination of services for client.

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

HSC Recommendations: N/A

COR Audit/Action Plan

What was reviewed: Reviewed 2025 COR Report Element Five Qualifications, Orientation and Training Pg 50-51.

Discussion: Discussed the importance of worker involvement in supporting health and safety, including participating in orientations and trainings to maintain and enhance worker knowledge and qualifications. The Committee also reviewed the schedule for the upcoming COR audit in September.

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

What was reviewed: Office HACD Pg 24-25 Opening Office/First to Arrive at Worksite.

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: 3.5.7 Mandatory First Aid Kits

Discussion: Reviewed first aid kit requirements and the importance of complying with regulatory standards, ensuring that kit sizes are appropriate, and regularly inspecting kit contents to ensure supplies remain complete and readily available.

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: #1 – Workplace Violence by a Client, and #2 – Workplace Violence by a Client's Family or Guardian, Employee

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

Next Meeting Date: September 23, 2026



HEALTH AND SAFETY MEETING MINUTES

September 23, 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:** N/A**Near Miss Investigations:** None reviewed as there were not any in the past reporting period by the Calgary HSC.**HSC Recommendations:** N/A**Review of Edmonton Health & Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:** The Edmonton HSC reviewed three incident investigations. The incidents involve staff caught their finger in a car door; unknown individuals caused property damage with slingshots during the night; guardian behavioural escalation during the staff's shift.**HSC Recommendations:** N/A**Near Miss Investigations:** None reviewed as there were not any in the past reporting period by the Edmonton HSC.**HSC Recommendations:** N/A**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:** N/A**Near Miss Investigations:** None reviewed as there were not any in the past reporting period by the Northwest HSC.**HSC Recommendations:** N/A**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:** N/A**Near Miss Investigations:** None reviewed as there were not any in the past reporting period by the South HSC.**HSC Recommendations:** N/A**COR Audit/Action Plan****What was reviewed:** COR 2026 was completed on September 18, 2026. The audit report has been submitted and is currently awaiting the results.**Discussion:** The Committee discussed the completion of the 2026 COR audit and shared general observations regarding the audit process. Members noted that the audit was completed successfully and are awaiting the official results and final report.**Formal (Master) Hazard Assessment and Control Document (HACD)****What was reviewed:** HACD Office Section Pg 25-26 Termination / Hiring and Pg 27 Portable Heater Use**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:** 3.5.14 Fire Evacuation Assessments**Discussion:** The Committee reviewed the fire evacuation assessment process, including the required timeline, Evacuation Capability Scores system, identification of individual support needs, involved personnel and responsibilities for emergency preparedness.**Emergency Response Plans**

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

Number of drills reviewed: 3 reviewed this month.**Any recommendations for improvement:** The Committee will review policies related to ERP times and provide their feedback.**Emergency response plan reviewed:** #3 – Workplace Violence - Domestic Situation for Employee, and #4 – Bomb Threat, Robbery, Home Invasion**Any recommendations for improvement:** No additional recommendations at this time.**Next Meeting Date: October 14, 2026**

Give us a



and a follow on Facebook!





Did You Know?

Alberta is ending seasonal clock changes!

Beginning November 1, 2026, Albertans will **no longer turn their clocks back** in the fall. The province has adopted **permanent UTC-6 time**, meaning Alberta will remain on the same time year-round and the twice-yearly time changes will come to an end.

What does this mean for you?

- ✓ No more "spring forward" or "fall back"
- ✓ More daylight in the evening during winter months
- ✓ Alberta will stay on the same time as Saskatchewan year-round
- ✓ Phones, computers, and other connected devices should update automatically if they have the latest software updates installed.



Mark your calendar: On November 1, 2026, don't change your clocks. Alberta time is staying put!



Safety Minute Reminder: While many people welcome the change, it may still take a few days to adjust schedules, appointments, and meetings with people in other provinces or jurisdictions that continue to observe seasonal time changes. Always double-check meeting times during the transition period.

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. Follow the testing steps outlined on the right.



How to Test Your Alarm:

- 1 Step 1: Press the test button on the hardwired (bridge) alarm.
- 2 Step 2: The tested alarm should beep, and the green LED light will flash.
- 3 Step 3: All connected alarms should sound shortly after.



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



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



Protect Yourself and Others: COVID-19 Vaccines Available Now



It is essential to stay alert to the ongoing risks of COVID-19. The virus continues to circulate in our communities, and keeping your vaccinations up to date remains one of the most effective ways to protect yourself and those around you.

COVID-19 is a respiratory illness caused by the coronavirus SARS-CoV-2. It can spread easily and lead to symptoms such as:

-  • Fever or chills
-  • Cough or sore throat
-  • Shortness of breath
-  • Fatigue
-  • Body aches
-  • Loss of taste or smell



COVID-19 spreads through respiratory droplets when an infected person breathes, talks, coughs, or sneezes. People can be contagious even if they do not have symptoms.

How to Help Prevent the Spread of COVID-19:



Stay up to date with your COVID-19 vaccines and boosters.



Wash your hands regularly with soap and water or use hand sanitizer.



Consider wearing a mask in crowded indoor spaces.



Stay home if you feel sick and avoid close contact with others.



Vaccine Update for Disability Workers:

Community disability workers are now eligible to receive the COVID-19 vaccine free of charge. ICE strongly encourages all disability workers to take advantage of this opportunity, as they are one of the few groups in Alberta currently eligible for free access to the COVID-19 vaccine. COVID-19 still poses a significant risk, and getting vaccinated is crucial to protect both yourself and the individuals we support.

Appointment bookings open **October 5, 2026.**



To book your appointment, please visit:
www.ahs.ca/covidvaccine



or call
811



If you have any questions, please speak with your supervisor or your health and safety designate.



Flu Season Starts with Prevention



As influenza (flu) season approaches and the temperature drops, it is important to take steps now to protect yourself, your coworkers, and the people we support.

Influenza can spread quickly through droplets from coughing or sneezing, or through touching contaminated surfaces. Common flu symptoms include:



- Fever and chills



- Cough



- Sore throat



- Runny or stuffy nose



- Body aches and fatigue



- Headache



One of the best ways to reduce the risk of illness is to receive an annual flu vaccination.



Starting 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.



How to Book:



Call 811



Or book online at <https://bookvaccine.alberta.ca/vaccine/s/>

Meanwhile, you can also help prevent the spread of germs by:



Washing your hands frequently with soap and water; using hand sanitizer when handwashing is not available.



Covering your coughs and sneezes with a tissue or your elbow.



Cleaning "high-touch" surfaces regularly.



Staying home when you are feeling unwell.



By taking precautions, we can help create a healthier and safer workplace for everyone during flu season.

Stay informed, stay healthy, and encourage others to do the same.



Winter Safety: Stay Safe This Season

As we approach the winter weather, snow, ice, and colder temperatures become a regular part of our day. It's a good time to be mindful of common winter hazards. A few simple precautions can help keep you safe at work and daily activities throughout the winter months.



Watch Your Step



Snow and ice can create slippery conditions on sidewalks, parking lots, and entranceways. Wear footwear with good grips, ensure you have ice cleats for yourself and for clients, use designated walkways whenever possible, and take shorter, slower steps to reduce the risk of slips and falls. Always use handrails when available.



Dress for the Weather



Cold temperatures can lead to discomfort and increase the risk of cold-related illnesses. Ensure you and the clients you support are wearing layers of light, warm clothing, a warm hat, gloves, scarves and appropriate footwear when spending time outdoors. Keeping warm and dry is one of the best ways to stay safe in winter.



Be Prepared



Whether you're commuting or working outdoors, it is always a good idea to plan ahead. Keep an emergency kit in your vehicle, stay informed about weather conditions, and avoid unnecessary risks during severe weather events.



A Safe Winter Starts with Awareness.

By taking precautions and remaining aware of seasonal hazards, we can help create a safer and healthier winter for ourselves and those around us.

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

STAGES OF BEHAVIOR ESCALATIONS

1

Stage 1: Threat —

Something unknown/undesirable has changed

2

Stage 2: Fear —

Intrusive thoughts/worries; fight, flight or freeze response

3

Stage 3: Powerlessness —

Feeling no control in situations when fears are not addressed

4

Stage 4: Anger —

Efforts to regain control (may be physical or verbal aggression)

CAREGIVER RESPONSE TO ESCALATION STAGES

Stage 1: Care & Concern



Stage 2: Active Support



Stage 3: Firm & Fair



Stage 4: Calm Direction



TO AVOID & RESOLVE ESCALATIONS



- ✓ Collaboration
- ✓ Avoid power struggles
- ✓ Realistic expectations
- ✓ Be a role model
- ✓ Encourage independence
- ✓ Be consistent
- ✓ Redirect

- ✓ Build Rapport
- ✓ Ignore behavior, not individual
- ✓ Remain calm and confident
- ✓ Match body language with words
- ✓ Get support from others
- ✓ Provide healthy & safe options
- ✓ Be empathetic and compassionate, not sympathetic and pity



Connect First. Respond with Care.



Independent Counselling Enterprises

ANNUAL OPEN HOUSE

*A season to gather,
connect, and celebrate*

Please join us for an afternoon
of connection, conversation,
and holiday cheer.



**Tuesday,
December 1, 2026**



12pm–3pm



St. Michael's Parish Hall
12918 121 St NW, Edmonton



East Door Entrance

