

ECAT

Employee & Client

Assistance Team

780-512-3129

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

What's inside

this issue:

- Trainings -Page 4
- Health & Safety
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Time Sheet Hand-In

August 14, 2025
For all shifts
worked between
August 1-15

August 29, 2025
For all shifts
worked between
August 16-31

HEALTH AND SAFETY MEETING

August 5, 2025
@ 10 AM
September 2, 2025
@ 10 AM

RPAC MEETING

August 12, 2025
@ 2:30 PM
September 9, 2025
@ 2:30 PM

ICE WILL BE CLOSED
ON AUGUST 4, 2025
FOR
HERITAGE DAY - LONG
WEEKEND

Please direct all calls to
the Employee Client
Assistance Team for that
day.

780-512-3129

*Celebrate
Heritage*

AUGUST 2025 | NORTHWEST

ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT

Since joining ICE in 2019, Zavior has become a shining example of growth and community involvement. Zavior is of First Nations heritage and he moved to Edmonton from Sucker Creek with his sister. His presence leaves a lasting impact on everyone around him.



Education has played a key role in Zavior's life. Through Kumon classes, he worked hard to strengthen his vocabulary and reading comprehension, achieving excellent results on his tests. Zavior also pours love and creativity into writing holiday cards, which he generously shares with various social service agencies each year — a small act of kindness that brings joy to many.

His passion for helping others is evident in his volunteer work with Habitat for Humanity. There, Zavior picks up practical skills and gains a deeper sense of staff support. His days are full — but Zavior is always having a great time - reading at the library, enjoying music, exercising at the gym with his roommate, or winding down with his PlayStation.

Zavior's weekly outings and active participation in social and recreational activities have contributed to notable improvements in his mental and physical well-being. Much of this growth has been supported by staff like Francis A., who has played a steady and encouraging role in Zavior's journey.

As he continues to engage with the community, Zavior demonstrates that quiet strength, when nurtured, can grow into something truly powerful.



For over six years, Francis A. has been a strong and steady presence at ICE. Since 2018, he has worked across a range of programs, consistently bringing warmth, enthusiasm, and a can-do attitude to the individuals he supports.



Francis's strength lies in his ability to motivate others. With a calm presence and supportive nature, he's helped many clients work through personal barriers — especially Zavior, who credits Francis for helping him become more confident and open to exploring new ways to learn and grow. Whether it's practicing life skills, engaging with the community, or simply building trust, Francis brings intention and encouragement to every interaction.

In 2024, his dedication and impact were formally recognized when he received the Outstanding Front Line Employee Award. It's a reflection of the difference he makes each day in the lives of those around him.

Policy Review

3.5.1 - HEALTH AND SAFETY COMMITMENT

A Foundation of Our Work



At ICE, the health, safety, and well-being of our employees, clients, contractors, and visitors is our highest priority. Our Health and Safety Commitment Policy (3.5.1) outlines the guiding principles of our Health and Safety Management System and is the only policy signed by our President, Brandy Thompson, underscoring its significance. This policy is essential to maintaining our COR (Certificate of Recognition) certification through the Alberta Association for Safety Partnerships (AASP).

THE POLICY EMPHASIZES A HOLISTIC APPROACH TO SAFETY THAT INCLUDES:

- Physical well-being: Preventing injuries and maintaining safe workspaces.
- Psychological well-being: Supporting mental health through safe practices and responsive leadership.
- Social well-being: Fostering respectful and inclusive working environments.

Key Goals Include:



- STRONG LEADERSHIP AND SUPERVISION TO REINFORCE SAFETY.
- EMPLOYEE PARTICIPATION AT ALL LEVELS.
- THOROUGH TRAINING AND QUALIFICATION OF STAFF AND SUPPORT HOME OPERATORS.
- EFFECTIVE SYSTEMS FOR HAZARD IDENTIFICATION, INSPECTIONS, INCIDENT REPORTING, AND INJURY MANAGEMENT.

Everyone at ICE has a role in health and safety. From management and supervisors to frontline employees and contractors, we are all responsible for following procedures, participating in training, and working safely every day.

By working together, we can ensure a healthy and injury-free workplace. Please take time to review this important policy and understand your role in keeping our workplaces safe.



Emily D.



**NEW
ARRIVAL**

✧ New Website Launch ✧

**Easier to use. More accessible.
Designed for everyone.**

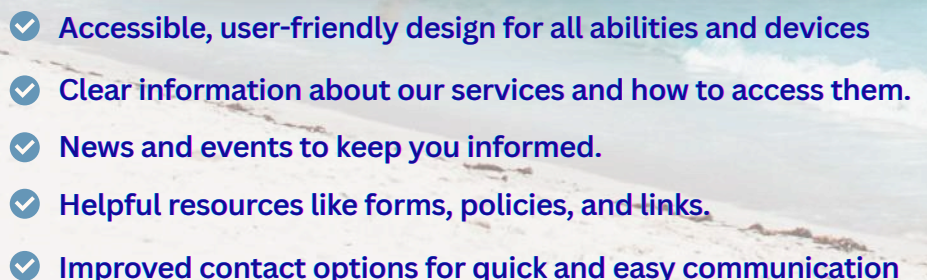
“

**WE'RE EXCITED TO
SHARE OUR
UPDATED WEBSITE —
CREATED TO HELP
INDIVIDUALS,
FAMILIES, STAFF,
AND COMMUNITY
MEMBERS EASILY
FIND THE
INFORMATION AND
SUPPORT THEY
NEED.**

“



WHAT YOU'LL FIND:

- 
- ✔ Accessible, user-friendly design for all abilities and devices
 - ✔ Clear information about our services and how to access them.
 - ✔ News and events to keep you informed.
 - ✔ Helpful resources like forms, policies, and links.
 - ✔ Improved contact options for quick and easy communication

Have feedback?

We'd love to hear from you.

Talk to your supervisor or contact us through the website.

Independent Counselling Enterprises

Supporting inclusive communities – online and in person.

SCAN HERE



Or visit: <https://www.icenterprises.com/>

ICE • AUGUST • NORTHWEST •
AUGUST TRAINING

Pre- Employment Training

August 12, 13, 19, 20, 26, 27

Abuse Prevention Training

August 1, 2025 (10:00AM - 12:00PM)

Autism/ Depression/ Anxiety Training

August 5, 2025 (1:00PM - 5:00PM)

Autism/ OCD/ Tourette's Training

August 5, 2025 (10:00AM - 2:00PM)

Promoting Safety Training

August 6, 2025 (1:00PM - 5:00PM)

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

Epic Training

August 11, 2025 (10:30AM - 11:30AM)

Client Lifts & Transfers Training

August 12, 2025 (9:00AM - 12:00PM)

Hypertension/ Epilepsy & Diabetes Training

August 12, 2025 (1:00PM - 5:00PM)

OCD/ Conduct Disorder Training

August 13, 2025 (10:00AM - 11:30AM)

CPI Training (Edmonton)

August 14, 2025 (9:00AM - 3:00PM)

**MIP Manual Material Handling Training
(Edmonton)**

August 15, 2025 (9:30AM - 1:30PM)

**Cerebral Palsy/ Down Syndrome/Epilepsy
Training**

August 18, 2025 (2:00PM - 4:00PM)

CR Documentation Training

August 19, 2025 (1:00PM - 4:00PM)

Due Diligence Training

August 25, 2025 (9:30AM - 12:30PM)

**Sleep Apnea/ Borderline Personality
Disorder (BPD)/ ADHD Training**

August 26, 2025 (10:00AM - 12:30PM)

SEPTEMBER TRAINING (PARTIAL)

Pre- Employment Training

September 2, 3, 9, 10, 16, 17, 30

**Schizophrenia/ Schizoaffective Disorder/
Epilepsy/ Bipolar Training**

September 3, 2025 (1:00PM - 5:00PM)

Workplace Inspections Training

September 8, 2025 (9:30AM - 1:30PM)

Mental Health First Aid (Edmonton)

September 9, 2025 (9:00AM - 5:00PM)

September 10, 2025 (9:00AM - 5:00PM)

Due Diligence Training

September 10, 2025 (1:00PM - 5:00PM)

WVHB for Supervisors Training

September 16, 2025 (1:00PM - 4:30PM)

HACD Training

September 30, 2025 (1:00PM - 5:00PM)

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!



HEALTH AND SAFETY MEETING MINUTES**June 3, 2025****(MINUTES EDITED FOR PUBLICATION)****Review of Calgary Health and Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**Near Miss Investigations:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**Review of Edmonton Health & Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**Near Miss Investigations:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**Review of Northwest Health & Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:**

January 29, 2025: Client purchased new bedroom furniture. Delivery, assembly and removal of old furniture was arranged with the store, but the delivery people failed to assemble or remove old furniture. Staff completed these tasks and subsequently felt pain in their back.

Incident Investigation Recommendations: Staff to review policies 3.5.9, 4.4.2 and also complete Manual Materials Handling Training. Policy 3.5.9 reviewed with CSC as well as the importance of clear communication regarding hazards and the controls in place to mitigate them.

Health and Safety Committee**Participation/Recommendations:** No additional recommendations at this time.**Near Miss Investigations:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**Review of South Health & Safety Investigations****Incident Investigations for Injury, Health, and Property****Damage:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**Near Miss Investigations:** No investigations to be reviewed.**Health and Safety Committee****Participation/Recommendations:** No additional recommendations at this time.**Review of Inspections****Employer Inspections: Environmental Quality Audit:** no inspections reviewed.**Random Inspections:** 2 - Res - no concerns noted.

5 - Non-Res - no concerns noted

Trends: N/A**Office Inspections:** May 16, 2025**Health and Safety Inspections:** N/A

(include name of the committee member(s) completing, program, issue, and inspection type)

Completed due to Health and Safety concerns: N/A**COR Audit/Action Plan****What was reviewed:** Pg 37-41 - Element 3.1-3.6

Discussion: 2025 COR Audit will be an internal audit with the possibility of conduction in August, while 2026 will be external. For the audit, this year we will be using a new certifying partner AASP.

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

Assigned pages High Behaviour, Office, Non-Res, Appendices for 2024 review.

What was reviewed: Office Related Work 16-20

Operation of Coffee Machines

Ascending/Descending Stairs

Opening Office/First to Arrive to Worksite

Termination/Hiring

Portable Heater Use

Any changes requested or required: N/A**Suggestions for upcoming yearly HACD review:** N/A**Policy****Policy number and name reviewed:** 3.5.5 Employee Work Related Injury, Illness, and Near Misses**Discussion:** Review of WCB responsibilities.**Committee Member Training**

Member training complete and current: Ezinne attended HACD on May 6. Jodie attended Virtual Certification Program in Office Ergonomics to renew her status as an Ergonomics Assessor.

Any additional training completed: N/A**Emergency Response Plans**

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

Number of drills reviewed: 0.**Any recommendations for improvement:** No drills reviewed.**Emergency response plan reviewed:** ERP #1 - Workplace Violence, Harassment, and Bullying by a client.**Any recommendations for improvement:** No changes**Next Meeting Date: July 8, 2025**

HEALTH AND SAFETY MEETING MINUTES

July 22, 2025

(MINUTES EDITED FOR PUBLICATION)

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

Damage: The Calgary HSC reviewed one incident investigation. The incident involved staff slipping on a patch of black ice as they were walking in the parking lot.
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 one incident investigation. The incident involved staff feeling pain in their back after helping a client from a sitting to a standing position.

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 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: Element 4 Joint Health and Safety Committee of COR Audit Pg 48, and 49.

Discussion: Reviewed the duties and responsibilities of members of the HSC listed in the Terms of Reference per Occupational Health and Safety Legislation. Reviewed and signed new Terms of Reference.

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

What was reviewed: Assigned pages High Behaviour, Office, Non-Res, Appendices for 2024 review: Non-Res Pg 2-3 Working/Meeting with People in the Community

and in Client Residences (Clients, Guardians, Community Members, Strangers)

Pg 4-5 Working Alone

Pg 6-7 Driving With/Without Clients

Pg 8-9 Accessing Outdoor/Community Activities

Any changes requested or required: No

recommendations at this time.

Suggestions for upcoming yearly HACD review: No suggestions 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: Review of requirements especially in regard to wildfire season.

Emergency Response Plans

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

Number of drills reviewed: No drills submitted for review this month.

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

Emergency response plan reviewed: ERP #11 –Severe Weather – Lightning

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

Next Meeting Date: August 5, 2025



Give us a



and a follow on Facebook!



HAZARD ASSESSMENT AND CONTROL DOCUMENT

At ICE, safety is everyone's responsibility. As part of Occupational Health and Safety (OHS) laws and ICE policy, all employees have the right to know about workplace hazards and how to stay safe. All staff also have the responsibility to help identify hazards and take part in updating our safety documents.

The Master Hazard Assessment and Control Document (HACD) lists all tasks staff may do, the hazards for each task, and how we control or reduce those hazards. Each hazard is given a risk rating based on:

- **Exposure Frequency** – How often the hazard might happen
- **Potential Consequences** – How serious the harm could be
- **Hazard Probability** – The chance of it happening

HACD



Based on this, we choose how to control the hazard. We use:

- Administrative controls – Training, policies, safe work practices
- Engineering controls – Equipment like guard rails, lifts, or cell phones
- Personal Protective Equipment (PPE) – Gloves, masks, PPE kits (used only when other controls can't remove the risk)

Sections of the HACD

- **General** – Hazards common to all ICE staff (e.g., laundry, sharp objects)
- **High Behaviour** – Hazards from client behaviour (for most field staff)
- **Non-Residential** – For staff who work in community settings, not one location
- **Office** – Hazards in an office setting (used mostly by office staff)



Examples of Hazards

- **Slippery or broken sidewalks**
- **Broken equipment**
- **Poor workstation setup (ergonomics)**

Important Dates

1. The review of the Master HACD was completed on June 30, 2025.
2. All site-specific reviews must be done by September 30, 2025

If you have ideas or want to help with the review, contact your Supervisor or a member of the Health and Safety Committee. Together, we can keep our workplaces safe for everyone.

Each office location and Residential program has a site-specific section in the HACD. This includes where to find items like first aid kits, gloves, or client-specific training needs. If changes are made, update this section and tell your Supervisor or Manager. Also record changes in the communication log (for Residential programs).

You can find the HACD in:

- Binder 1 of the Health & Safety Manual (in every ICE location)
- Supervisor's offices
- The reception area

The HACD is a living document. Staff can help keep it up to date by:

- Updating the site-specific hazard section
- Talking about safety in monthly team meetings
- Reporting hazards to your Supervisor or Manager

Field Level Hazard Identification - Non-Residential

Independent Counselling Enterprises (I.C.E) follows safety procedures to make sure all workers know about hazards at their worksite and how to reduce or remove these hazards.

As a non-residential employee, you will receive:

- A copy of the Non-Residential section of the Master Hazard Assessment and Control Document (HACD) – This lists the possible hazards in community programs and how we manage them.
- A Hazard Identification Card – This shows common hazards, how to control them, and safety resources. You should use this card every day to check your work area for hazards.

You must complete a FLHA form every month and give it to your Supervisor. You must also complete an extra

FLHA:

- When you visit a new worksite
- When a new task or activity starts
- When you notice a new hazard

Each hazard is given a risk rating from 1 to 3:



1 (Low Risk):

Not likely to cause harm or damage



2 (Medium Risk)

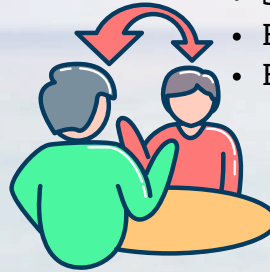
Might cause injury or damage



3 (High Risk)

Likely to cause serious injury or high damage

This helps us understand how dangerous each hazard is, and what actions to take.



IMPORTANT: IF YOU FIND A NEW HAZARD, TELL YOUR SUPERVISOR OR MANAGER AND DOCUMENT IT ON THE FLHA FORM.

Some examples of workplace hazards include:

- Slippery or broken sidewalks
- Broken tools or equipment
- Extreme Temperatures (hot or cold)

WHEN FILLING OUT YOUR FLHA, YOU SHOULD LIST HAZARDS LIKE SMOKE OR UNEVEN PAVEMENT, GIVE THEM A RISK RATING, AND DESCRIBE HOW TO REDUCE THE RISK (LIKE WEARING A MASK OR AVOIDING THE AREA). BELOW IS AN EXAMPLE OF HOW TO PROPERLY FILL OUT A FLHA BASED UPON THE PREVIOUSLY MENTIONED HAZARDS.

1 Identify Hazard

Environmental Hazards

- ☐ Health hazards (i.e. garbage, poor housekeeping, poor sanitation)
- ☒ Dust, mist, fumes
- ☐ Extreme temperatures (hot or cold)
- ☐ Extreme weather conditions (i.e. storms, lightning, flooding, wind etc.)
- ☐ Chemical hazards
- ☐ Insects, pests, pets
- ☒ Uneven, slippery ground surfaces (i.e. presenting risks for slips, trips and falls)

2 Rate Each Hazard Area (1,2,3)

2

3 Controls Implemented

- ☐ Meet client at safe / healthy location
- ☐ Call ahead (i.e. put away pet)
- ☐ Reschedule visit / outing
- ☐ Use of ice grips, weather appropriate apparel
- ☐ Access of indoor venues during poor weather
- ☒ Other: Use of Surgical Masks, Proper footwear per Policy 3.8.6.

More information is available in these I.C.E policies:

- 3.5.2 – Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities
- 3.5.9 – Eliminating / Mitigating / Controlling Work Site Hazards
- 3.5.10 – Hazard Assessment and Control Document (HACD)

You can also ask your Supervisor, Manager, or a Health and Safety Committee member if you have questions or concerns.

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



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.

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.



BEHAVIOURAL SUPPORT CORNER

POSITIVE BEHAVIOR SUPPORT

Your positive action combined with positive thinking results in success.
– Shiv Khera

CONSIDER THE FOLLOWING WHEN LOOKING AT BEHAVIORS OF CONCERN AND HOW TO SUPPORT INDIVIDUALS:

- **ALL BEHAVIORS HAVE MEANING BEHIND THEM, AND THEY SERVE A PURPOSE FOR THE INDIVIDUAL. THIS IS AFFECTED BY THEIR SURROUNDINGS, EXPERIENCES AND PERSONAL NEEDS.**
- **BEHAVIORS ARE A FORM OF COMMUNICATION. WE SHOULD EMPATHIZE AND NEVER ASSUME WHEN SOMEONE BEHAVES THE WAY THAT THEY DO.**
- **IT IS IMPORTANT TO UNDERSTAND THE REASON FOR THE BEHAVIOR, NOT THE UNWANTED BEHAVIOR ITSELF.**

Four functions of behaviors:

- 01 To Get Attention 
- 02 To Escape 
- 03 To Get Sensory Stimulation 
- 04 To Obtain Tangible Items 



Behavior does not exist in a vacuum; it is affected by people and events around it.

ICE

Independent Counselling Enterprises Inc

ICE's Behavioral Guidelines:

- ✦ Respect for Dignity
- ✦ Responsible Caring
- ✦ Integrity in Relationships
- ✦ Social Responsibility

Ways to change behavior

