

**ECAT**  
**Employee & Client**  
**Assistance Team**  
**780-512-3129**  
Phones do not accept  
text messages. Staff need  
to call ECAT.



**What's inside this issue:**

CET/COR Article-  
pages 1-2

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**Time Sheet**  
**Hand-In**

March 13, 2026  
For all shifts worked  
between March 1-15

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



**HEALTH AND SAFETY**  
**MEETING**  
March 3, 2026 @2:30 PM

**RPAC MEETING**  
March 10, 2026 @2:30 PM



# ICE PAGE

## Excellence in Action: Our Commitment to Quality and Safety

This year, Our Agency will participate in two important external audits that happen every three years: Creating Excellence Together (CET) Accreditation and Certificate of Recognition (COR) Certification. These audits help make sure we provide safe, respectful, and high-quality services. They also show the important work our staff do every day.



## Alberta Council of Disability Services CET Accreditation: Creating Excellence Together

CET stands for Creating Excellence Together. It is an accreditation process that reviews how well we support the individuals in our services.

The CET survey looks at how we:

- Support individuals to be part of their community
- Respect individuals' rights, privacy, and choices
- Support physical, emotional, and mental health
- Protect individuals from abuse, neglect, and harm
- Provide proper staff training and supervision
- Help individuals make their own decisions and reach their goals

CET surveyors will review our policies, training records, and documentation. They may also speak with staff and leadership to learn about how we provide support.

CET helps confirm that we are providing quality services that promote dignity, independence, and inclusion.

**OUR CET ACCREDITATION SURVEY WILL TAKE PLACE IN JUNE**  
**2026.**

# COR Certification: Certificate of Recognition for Health and Safety

Certificate of Recognition (COR) evaluates our health and safety program – including safe work practices, training, hazard prevention, and leadership’s commitment to safety.

These audits confirm that we meet high standards, protect the individuals we serve, and maintain a strong safety culture. They also reflect the excellent work our staff do every day.

Every team member plays a role by

- Following procedures,
- Completing training,
- Reporting concerns, and
- Supporting individuals with dignity and respect.



Thank you for your continued dedication to excellence and to ICE’s Vision of Integrity, Caring, and Empowerment.



## 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 procedures.**

**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.**



## **MARCH TRAINING**

### **Pre-Employment Training**

March 3, 4, 10, 11, 17, 18, ,24, 25, 31

### **Autism/Brain Injury/Epilepsy Training**

March 5, 2026 (1:30 PM -4:30 PM)

### **Medication Administration EDM in Office Training**

March 6, 2026 (9:30 AM- 4:30 PM)

### **BPD/PTSD/ Somatization Training**

March 6, 2026 (1:30 PM -4:30 PM)

### **Promoting Safety Training**

March 9, 2026 (1:30 PM - 4:30 PM)

### **Abuse Prevention Training**

March 11, 2026 (10:00 AM - 12:00 PM)

### **Trauma Informed Care**

March 13, 2026 (9:30 AM- 1:00 PM)

### **Documentation Training Res and Non Res**

March 16, 2026 (10:00 AM- 1:00 PM)

### **NR Documentation Training**

March 17, 2026 (1:00 PM- 4:00 PM)

### **Manual Material Handling Training**

March 17, 2026 (9:30 AM- 1:00 PM)

### **Conduct Disorder/ODD Training**

March 18, 2026 (9:30 AM- 11:30 AM)

### **Clients Lifts and Transfer Training**

March 18, 2026 (1:00 PM -4:00 PM)

### **Due Diligence Training**

March 18, 2026 (1:30 PM - 4:30 PM)

### **ADHD/Autism/Anxiety Training**

March 19, 2026 (9:30 AM - 12:30 PM)

### **Workplace Violence Bullying and Harassment Training**

March 19, 2026 (1:00 PM- 4:00 PM)

### **Cultural Appreciation Training**

March 24, 2026 (9:30 AM- 12:30 PM)

### **Depression/Schizophrenia/Conduct Disorder Training**

March 26, 2026 (1:00 PM- 4:00 PM)

### **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.

# HEALTH & SAFETY



**Individual Accountability in Workplace**  
 Safety is part of every job. Protect yourself and others by following procedures, using PPE properly, participating in training, reporting hazards, and responding quickly to incidents.



## Accountability Pillars



- Policy & Procedure Compliance**  
Follow all safety policies and site procedures.
- Hazard Identification & Reporting**  
Report hazards, unsafe actions, and near misses immediately.
- Training & Participation**  
Attend and actively participate in required training.
- Safe Work Practices**  
Use equipment properly. Never take unsafe shortcuts.
- Incident Response**  
Report incidents quickly and cooperate in follow-ups.



## Performance Is Reviewed Through:

- Supervisor observations
- Incident reports
- Employer documentation
- Performance evaluations



## OUR GOAL "Improvement, Not Punishment"



- Safe Behavior is recognized.
- Coaching and Retraining support continuous growth.
- Health and Safety are essential job responsibilities and a shared commitment across the organization.



# Situational Awareness Prevention of MSI's

## Idea

**Musculoskeletal Injuries (MSI's)** - damage to muscles, tendons, ligaments, joints, nerves, or blood vessels due to repetitive strain, overexertion, or awkward postures.

**Situational Awareness** - the ability to perceive, understand, and effectively respond to one's situation

## Scan



Check the area and equipment and assess your task before starting.

Any hazards, obstacles, chances of strain and is assistance required?

## Adjust



Make changes to reduce risk.

Do I need to adjust the body, environment, load, equipment, or is there assistance needed?

# S.A.F.E.

## Evaluate

Reflect after task.

Anything I need to report to my supervisor?

How the body feels?

Anything that went well or not well?



**Scan for a self-check!**

## Follow-through

Carry out the task using safe techniques and good body mechanics.

Stop and think, what are my arms and legs doing? Communicate with anyone else who may be involved.

## Policy & Training

- Policy 3.5.9 Eliminating / Mitigating / Controlling Work Site Hazards
- Policy 3.5.10 Hazard Assessment and Control Document (HACD)
- Health & Safety Manual – Hazard Assessment and Control Document
- Health & Safety Manual - Part 2 Section C Back Care
- Musculoskeletal Injury Prevention Training



If you require more information or details on how to prevent Musculoskeletal injuries from happening, contact your supervisor, or a health and safety committee member.

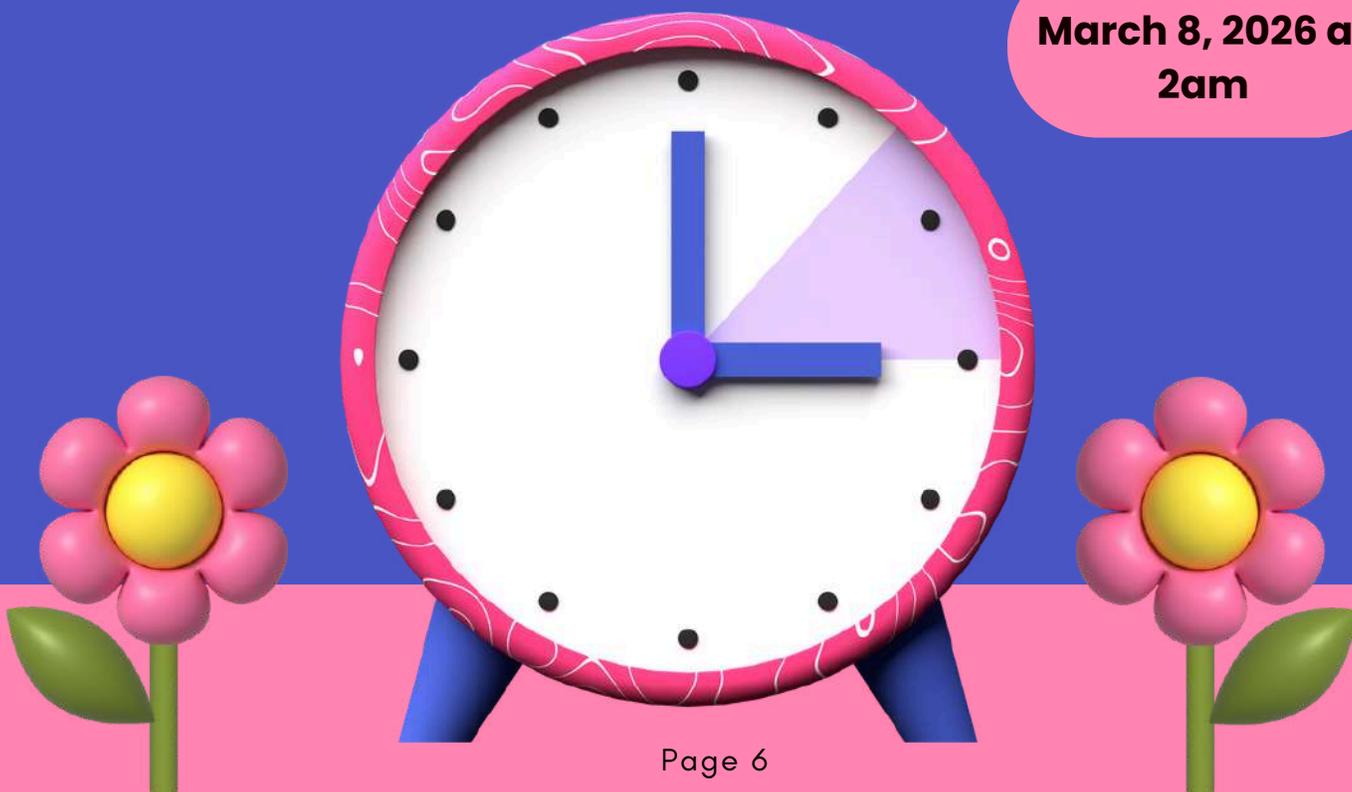


# SPRING

## *Forward*

Spring Forward is almost here, so remember to set your clocks ahead one hour before bed on Saturday night. While we lose an hour of sleep, we gain brighter evenings and a welcome hint of spring sunshine. Take a moment to adjust your smoke alarm batteries and give yourself a little extra rest to ease into the time change.

**March 8, 2026 at  
2am**



# BEHAVIOURAL SUPPORT CORNER



“Sometimes the most important thing in a whole day is the rest we take between two deep breaths.”  
– ETTY HILLESUM

## WORKING TOGETHER WITHOUT POWER STRUGGLES

### our values

Our values of integrity, caring, and empowerment guide how we work together. Respectful communication and shared decision-making build positive relationships and safe, supportive environments.



Disagreements are normal, but when emotions rise or people feel unheard, small issues can grow into power struggles. Listening, collaborating, and sharing clear expectations help prevent misunderstandings and reduce conflict.



Clients have the right to be involved in decisions about their lives, and staff support those choices with respect and clarity. Providing the right level of guidance, encouragement, and time helps people succeed. Recognizing effort and focusing on strengths builds confidence and independence.



By staying patient, pausing when needed, and returning to conversations calmly, we create a respectful, person-centred environment that reflects our commitment to dignity and empowerment.

