

# ICE PAGE

Making it Happen! - Supporting Social Inclusion

## ON SPOTLIGHT

Tannis has been a valued and cherished member of the Grande Prairie ICE community since 2019. She is a very independent individual who takes pride in her daily life and routines. With the support of her staff, Kerry and Melody, Tannis receives assistance with budgeting, shopping, attending appointments, and accessing community activities. This support helps her maintain her independence while continuing to build confidence and important life skills.



Tannis is known for being sweet, kind, and thoughtful. She proudly embraces her Indigenous culture and identity, which is an important part of who she is. With encouragement and support from Kerry and Melody, Tannis regularly participates in women's circles and cultural gatherings.

These activities help her stay connected to her culture, traditions, and community. She also enjoys going out for lunch at the Friendship Centre, where she participates in social activities and builds meaningful relationships.

Faith and spirituality are also important to Tannis. Tannis attends Sunday church services, which support her spiritual well-being and sense of belonging. Through the consistent, respectful, and person-centred support provided by her staff team, Tannis continues to grow, show resilience, and approach life with a positive spirit. Since 2019, she has continued to inspire those around her with her kindness, determination, and personal journey.



Kerry and Melody are the dedicated and compassionate support staff who work closely with Tannis and play an important role in her daily life. Kerry has been supporting Tannis since 2019, providing consistent, reliable, and person-centred support. Over the years, Kerry has built a strong and trusting relationship with Tannis, supporting her independence while offering guidance and encouragement as needed.



Kerry

Melody joined Tannis's support team last year and has quickly developed a positive and respectful connection with her. Together, Kerry and Melody support Tannis in staying active in her community and participating in the activities that are important to her. This includes attending appointments, enjoying community outings, and building social connections that help strengthen her confidence and well-being.



Melody

Melody also supports Tannis by accompanying her to Sunday church services, helping her continue her spiritual practices and maintain a strong sense of belonging. Both Kerry and Melody are caring, dependable, and attentive staff members who ensure Tannis feels safe, respected, and supported. Their teamwork and dedication directly support Tannis's independence, happiness, and continued growth within her community.

## What's inside this issue:

- Training -Page 5
- Health & Safety
- Meeting Minutes
- Page 6 - 7

## Time Sheet Hand-In

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

February 27, 2026  
For all shifts  
worked between  
February 16-28

## HEALTH AND SAFETY MEETING

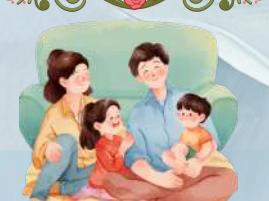
February 18, 2026  
@ 1:30 PM  
March 18, 2026  
@ 1:30 PM

## RPAC MEETING

February 10, 2026  
@ 10:30 AM  
March 10, 2026  
@ 10:30 AM

ICE WILL BE CLOSED  
ON FEBRUARY 16, 2026  
FOR  
ALBERTA FAMILY DAY

Please direct all calls to  
the Employee Client  
Assistance Team for that  
day.  
(403) 819-0583



# POLICY REVIEW

## 3.5.1 - HEALTH AND SAFETY COMMITMENT



### 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).



### KEY SAFETY GOALS:



Strong Leadership and Supervision to Reinforce Safety.



Employee Participation at All Levels.



Thorough Training and Qualification of Staff and Support Home Operators.



Effective System for Hazard Identification, Inspection, Incident Reporting, and Injury Management.

### 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.



*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.

# THANK YOU CARD RECIPIENTS



**SHAFIQUL A.**



**GABRIEL A.**



**TANYA D.**



**ADEKUNLE(JESSY) B.**

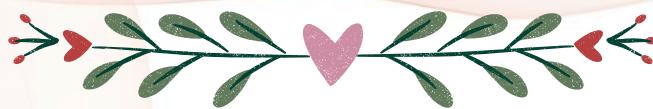
## January 2026 Thank You Card Submissions

### Thank You Card Incentive Winner:

- **Tanya D** received a thank you card for reporting a hazard in the community.
- **Adekunle(Jessy) B** received a thank you card for reporting a hazard in the home and ensuring it was mitigated.

### Other Thank You Cards:

- **Don B** and **Esteban A** all received thank you card for reporting a hazard in the community.
- **Adekunle(Jessy) B** received a thank you card for repairing the balcony door knob in a home.
- **Justin S** received a thank you card for replacing all of the cupboard liners and returning all of the dishes and food to them after an insecticide application.
- **Anthonia A** all received thank you cards for being flexible with their schedules.
- **Ijeoma A** received a thank you card for their outstanding response to a medical emergency with a client.
- **Esteban A** received a thank you card for his professionalism and dedication.
- **Aminata J, Frehiwot B, Cynthia A and Joyce N** all received thank you cards for the assistance they provided packing and unpacking a residential home.



# ICE CALGARY CONGRATULATES LONG TERM EMPLOYEES!!!

Staff	Years	Date
Name	# of years	Month/Day/Current Year
Megan J.	15	Feb 15, 2026
Esteban A.	14	Feb 1, 2026
Jacqueline M.	10	Feb 19, 2026
Adedolapo (Cynthia) A.	7	Feb 25, 2026
Rebecca N.	7	Feb 25, 2026
Jean Kimararungu S.	5	Feb 3, 2026
Ijeoma A.	4	Feb 4, 2026
Kelly G.	4	Feb 16, 2026
Stella N.	4	Feb 28, 2026
Wehazit G.	3	Feb 9, 2026
Kristine M.	3	Feb 14, 2026
Hawa N.	3	Feb 17, 2026
Mary A.	2	Feb 7, 2026

Staff	Years	Date
Name	# of years	Month/Day/Current Year
Genevieve A.	1	Feb 3, 2026
Tanya D.	27	Mar 18, 2026
Richard S.	15	Mar 10, 2026
Susan Moseley J.	15	Mar 23, 2026
Arjun Rajendra Prasad J.	9	Mar 29, 2026
Aminata J.	7	Mar 20, 2026
Miya G.	6	Mar 4, 2026
Caroline G.	6	Mar 5, 2026
Ngozi C.	6	Mar 6, 2026
Deborah A.	4	Mar 21, 2026
Rajveer B.	3	Mar 27, 2026
Tolu O.	1	Mar 13, 2026
Bridget E.	1	Mar 26, 2026

**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.

# FEBRUARY TRAINING

**Pre- Employment Training**  
February 3, 4, 10, 11, 17, 18, 24, 25

**OCD/ODD/Hypertension Training**  
February 2, 2026 (1:30 PM – 4:30 PM)

**Healthy Eating and Food/Kitchen Safety**  
February 3, 2026 (2 PM – 4:30 PM)

**Down Syndrome/FASD/Parkinson Training**  
February 5, 2026 (1 PM - 4 PM)

**Bipolar Dementia Training**  
February 6, 2026 (1:30 PM – 4:30 PM)

**Client In-person Training (Calgary)**  
February 9, 2026 (10:30 AM - 12 PM)

**Trauma Informed Care Training**  
February 9, 2026 (1 PM - 5 PM)

**Schizophrenia/Down Syndrome Training**  
February 10, 2026 (9:30 AM - 11:30 AM)

**CR Documentation Training**  
February 10, 2025 (1 PM – 4:30 PM)

**Client Lifts & Transfers Training**  
February 11, 2026 (9:30 AM – 12 PM)

**Client Workshop-Healthy Relationships, Rights, Abuse & Scam Prevention Training**  
February 11, 2026 (1 PM - 2:30 PM)

**Workplace Inspection Training**  
February 13, 2026 (9:30 AM - 1 PM)

**Substance Abuse Harm Reduction Training**  
February 13, 2026 (1:30 PM - 4:30 PM)

**NR Documentation Training**  
February 17, 2026 (1 PM - 4 PM)

**Cultural Appreciation: Blackfoot Peoples**  
February 18, 2026 (1 PM - 4 PM)

**Abuse Prevention Training**  
February 18, 2026 (2 PM - 4 PM)  
February 27, 2026 (10 AM - 12 PM)

**FASD/ Brain Injury/Epilepsy Training**  
February 19, 2026 (1 PM - 4 PM)

**Incident Investigation Training**  
February 20, 2026 (12:30 PM - 4:30 PM)

**Online Client Workshop-Healthy Relationships, Rights, Abuse & Scam Prevention Training**  
February 23, 2026 (10 AM - 11:30 AM)

**HACD Training**  
February 23, 2026 (1 PM - 5 PM)

**Diabetes/Healthy Eating Training**  
February 24, 2026 (1 PM - 4 PM)

**Cultural Appreciation NWT Training**  
February 27, 2026 (9:30 AM - 12:30 PM)

# 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 AM - 4:30 PM)

**BPD/PTSD/Somatization Training**  
March 6, 2026 (1:30 PM - 4:30 PM)

**Abuse Prevention Training**  
March 9, 2026 (10 AM - 12 PM)

**Trauma Informed Care Training**  
March 13, 2026 (9:30 AM - 1 PM)

**Documentation Res and Non-res Training**  
March 16, 2026 (10 AM - 1 PM)

**Manual Material Handling Training**  
March 17, 2026 (9:30 AM - 1 PM)

**Conduct Disorder/ODD Training**  
March 18, 2026 (9:30 AM – 11:30 AM)

**Client Lifts and Transfer Training**  
March 18, 2026 (1 PM - 4 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 & Harassment**  
March 19, 2026 (1 PM - 4 PM)

**Depression/Schizophrenia/Conduct Disorder**  
March 26, 2026 (1 PM - 4 PM)

## HEALTH AND SAFETY MEETING MINUTES

December 17, 2025

(MINUTES EDITED FOR PUBLICATION)

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

**Damage:** The Calgary HSC reviewed two incident investigations. The incidents involved a staff member becoming injured after completing a two person lift by themselves and not utilizing the mechanical lift available in the home and staff lost their footing while descending stairs and fell.

**HSC Recommendations:** None.

**Near Miss Investigations:** The Calgary HSC reviewed one near miss investigation. The incident involved a staff member carrying a glass container and it breaking when it hit a door frame on their way into the office.

**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 a staff member's vehicle being rear ended by a community member while making a left turn.

**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:** Sections 4.1 to 4.4 of the 2025 COR Audit Executive Report

**Discussion:** Reviewed the Terms of Reference and confirmed that all HSC members have an updated, signed copy on file.

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

**What was reviewed:** Pg 89- Ascending/Descending Stairs, and Pg 91- Travel on wet/slippery surfaces (water, ice, or snow), Travel around obstructions on the floor.

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

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

Policy

**Policy number and name reviewed:** 3.5.8 Visitors/Contractors

**Discussion:** Discussed where visitor/contractor orientations are in the residential programs and where the office HACD is located.

Emergency Response Plans

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

**Number of drills reviewed:** 8 drills reviewed.

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

**Emergency response plan reviewed:** #12 Hail and Ice Storms

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

Next Meeting Date: January 16, 2026



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## HEALTH AND SAFETY MEETING MINUTES

January 16, 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:** NoneReview 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 pushing a staff member.**HSC Recommendations:** None.**Near Miss Investigations:** None reviewed as there were not any in the past reporting period by the Edmonton HSC.**HSC Recommendations:** NoneReview 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:** NoneReview 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:** NoneCOR Audit/Action Plan**What was reviewed:** Sections 4.5 to 4.8 of the 2025 COR Audit Executive Report**Discussion:** Discussed the importance of the Health and Safety CommitteeFormal (Master) Hazard Assessment and ControlDocument (HACD)**What was reviewed:** Pg 93- Potential Exposure to Emergency/Disaster Events, and Pg 95- Exposure to Allergens (ie Stings, Nuts, Animals, Dust, Smoke etc.), Exposure to Personal Scented Products and Deodorants, Exposure to Noxious Odors, Exposure to Smoking and Vaping Fumes.**Any changes requested or required:** No additional recommendations at this time.**Suggestions for the upcoming yearly HACD review:** No additional recommendations at this time.Policy**Policy number and name reviewed:** 3.5.3 Health and Safety Committee**Discussion:** Discussed our roles and responsibilities as members of the Health and Safety CommitteeEmergency Response Plans

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

**Number of drills reviewed:** No drills completed since last meeting.**Any recommendations for improvement:** No recommendations at this time.**Emergency response plan reviewed:** #4 Workplace Violence- Bomb Threat, Robbery, Home Invasion.**Any recommendations for improvement:** No additional recommendations at this timeNext Meeting Date: February 18, 2026

# EARLY SIGNS MATTER: MSI AND RSI AWARENESS



February is Musculoskeletal Injury (MSI) and Repetitive Strain Injury (RSI) Awareness Month. These types of injuries are the most common in the healthcare industry. MSIs and RSIs are caused by repetitive motions, such as moving materials or assisting clients.

These injuries can affect muscles, tendons, ligaments, joints, nerves, blood vessels, and other soft tissues. They are often called strains, sprains, or inflammation caused or made worse by work activities. If untreated, MSIs and RSIs can lead to long-term conditions like tendonitis or carpal tunnel syndrome.



Knowing the signs and symptoms of MSIs and RSIs can help you recover faster. But what is the difference between a sign and a symptom?



- A **SIGN** is something that can be seen, such as swelling, redness, or difficulty moving a body part.
- A **SYMPTOM** is something that is felt but not visible, such as pain, stiffness, or tingling.

These may appear gradually over time or suddenly following a specific incident.

Common signs and symptoms of MSIs and RSIs include:

- Persistent, worsening, or severe pain
- Pain that radiates through the affected area
- Symptoms that interfere with sleep
- Swelling or redness
- Difficulty moving the affected body part



Prevention starts with hazard recognition. All ICE staff are responsible for identifying and reporting workplace hazards, especially those without proper controls in place. Recognizing hazards allows the organization to implement measures that reduce risk and help prevent injuries.

## PREVENTION IS ALWAYS BETTER THAN CURE

Training also plays a key role in prevention. MSI training is available to employees to ensure they understand and effectively use control measures. Please refer to the ICE page for upcoming training dates or speak with your supervisor for more information. Additional resources can be found in the Health and Safety Binder, Part Two, Section C (Back Care), and in the Policy Manual.

If you believe you may be experiencing an MSI or RSI, it is important to report it promptly to your supervisor or Health and Safety Specialist. Early reporting and intervention can prevent injuries from progressing and reduce the risk of lost time.

By staying aware, recognizing early signs, and acting, we can work together to prevent MSI and RSI injuries and maintain a safe and healthy workplace.

### 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.





# WATER SAFETY MATTERS: ANNUAL WATER SHADOWS



February is **Annual Water Shadow Month**.

As part of Policy 3.3.4 – Mandatory Employee/Support Home Operator Training, all ICE employees are required to complete water shadows each year.

## WHEN ARE WATER SHADOWS COMPLETED?

- Annually, as a training requirement
- As needed if:
  - An error has occurred
  - Documentation is incomplete or incorrect
  - A supervisor requests additional training

## NEED MORE INFORMATION?

If you have questions, please speak with your supervisor.

Additional guidance is available in:

- Policy 2.3.14** – Water Temperature Monitoring & Safe Practices (Bath/Shower)
- Policy 2.3.15** – Water Temperature Monitoring & Safe Practices (Overall Facility)



## 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

## WHAT ARE WATER SHADOWS?

Water shadows help ensure the safety and well-being of ICE clients by confirming that proper water safety procedures are followed during daily care. They also support consistent standards and help reduce the risk of injury related to water temperature.

## WATER TEMPERATURE STANDARDS TO REMEMBER:



- Baths & Showers: 35°C – 40°C
- Facility Sinks: 45°C – 49°C

Maintaining these temperature ranges is essential for client safety.

**Completing water shadows correctly and consistently helps maintain a safe environment and supports quality care across ICE programs.**



## ATTENTION ALL STAFF !

**2025 T4's are now available on Dayforce. If you are experiencing difficulties and require assistance logging in to Dayforce,**

**Please contact Acieng –  
[adeng@icenterprises.com](mailto:adeng@icenterprises.com)**

# BEHAVIORAL SUPPORTS CORNER

## New Year's Resolutions for People with Disabilities:

### Goal planning is for everyone!

The start of a new year is a great moment for setting new goals and intentions. For individuals with disabilities, setting some new year's resolutions can be a meaningful way to increasing personal well-being, improving accessibility, and focusing on continued independence.

#### Goal #1: Increase Accessibility in the Community.

Increase community accessibility by planning and attending local events, committing to a daily outing (even a short walk), and becoming familiar with nearby people and places.

#### Goal #2: Enhance Physical and Mental Health

Enhance physical and mental health by maintaining nutritious eating habits, engaging in enjoyable physical activities, regularly checking in with mental health supports, and keeping consistent routines for sleep, medication, and personal care.

#### Goal #3: Focus on Personal Development & Bring Joy to Your Life

Focus on personal development and joy by engaging in new skills or hobbies, setting aside time for self-care to reduce stress, and seeking opportunities for personal achievement.

#### Goal #4: Increase Social Interaction and Support Networks

Increase social interaction and support networks by strengthening existing relationships, participating in safe community events to meet new people, and volunteering with local organizations to connect with like-minded individuals.

#### Goal #5: Become a Stronger Self-Advocate

Become a stronger self-advocate by attending disability-related self-advocacy workshops and creating a personal plan that identifies concerns, actionable steps, limits of control, and sources of support.

#### Goal #6: Improve Your Financial Health

Improve financial health by tracking spending and setting a realistic budget, distinguishing needs from wants, and saving small amounts regularly with support for accountability.

“  
**YOUR POSITIVE ACTION  
 COMBINED WITH  
 POSITIVE THINKING  
 RESULTS IN SUCCESS.**  
 -SHIV KHERA  
 ”