

ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT



Roman began receiving services with ICE in 2023. Since joining services, he has continued to pursue his interests in fitness, recreation, and personal growth. In his free time, Roman enjoys playing video games, watching television, and going to the gym to stay active and healthy.

Because Roman and his family primarily communicate in Nepalese, communicating in English has been challenging for him at times. Roman shared with his support worker, Fisseha, that he wanted to improve his English vocabulary and become more confident communicating within his community.

While visiting the Genesis Centre, where Roman regularly attends the gym, Fisseha noticed a poster for English Conversation classes designed for people of all language levels. Recognizing this as a meaningful

opportunity, Fisseha discussed the program with Roman, who expressed interest in participating. With support, Roman registered for the class and began attending regularly.

During the first few sessions, Fisseha attended alongside Roman to help him feel comfortable and supported. Over time, Roman's confidence continued to grow and he now attends classes independently, with occasional support completing assignments when needed.

Since starting the program, Roman has made significant progress in his English communication skills. He has become more confident interacting with community members, participating in meetings, and attending events and group activities independently. Roman's journey reflects the importance of community-based supports that empower individuals to work toward their personal goals and build confidence in their everyday lives.



Fisseha has been a valued member of ICE since 2006. Throughout his years with the organization, he has demonstrated dedication, compassion, and a strong commitment to supporting individuals in achieving their personal goals.

In his role, Fisseha consistently demonstrates the ICE values of integrity, caring, and empowerment through the relationships he builds with the individuals he supports.

Since Roman joined ICE, Fisseha has played an important role in encouraging his confidence and independence. By recognizing Roman's desire to strengthen his English communication skills, Fisseha helped connect him with an English Conversation class within the community and provided support during the transition into the program.

Fisseha continues to support Roman in reaching his goals by encouraging participation in community activities that promote wellness, independence, and social inclusion. His ability to identify individual strengths and support people in overcoming challenges has had a meaningful impact on the lives of the individuals he serves.



ECAT

Employee & Client Assistance Team
(403) 819-0583

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



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Time Sheet Hand-In

June 15, 2026
For all shifts worked between
June 1-15

June 30, 2026
For all shifts worked between
June 16-30



HEALTH AND SAFETY MEETING

June 16, 2026
@ 1:30 PM
July 21, 2026
@ 1:30 PM

RPAC MEETING

June 9, 2026
@ 10:30 AM
July 14, 2026
@ 10:30 AM



ICE WILL BE CLOSED ON JULY 1, 2026 FOR CANADA DAY

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






Policy Review


Policy 3.8.16 – Artificial Intelligence (AI)

This is a synopsis of the ICE AI Policy. The full policy can be found in ICE policy manuals located in office settings and residential programs.

ICE is committed to safe, ethical, and responsible use of AI.

AI can help staff with: 

- Brainstorming ideas
- Simplifying information
- Creating plain language materials
- Administrative support tasks

Staff must NEVER: 

- Enter client names or confidential info into AI tools
- Use AI to make decisions about clients or staff
- Use AI for medical, legal, or clinical advice
- Rely on AI without reviewing carefully

AI does NOT replace staff judgment, professional responsibility, or decision making.


All AI-generated information must be reviewed by a person before use.

Privacy and Confidentiality 

All ICE privacy expectations apply when using AI.

Staff must protect:

- Client privacy
- Confidential information
- Organizational information

When Unsure 

If you are unsure whether AI can be used:

- Stop
- Speak with your supervisor before proceeding



Please refer to Policy 3.8.16 Artificial Intelligence (AI) for full policy expectations and requirements.

HEALTH & SAFETY

Emergency Evacuation: What to take with You

GRAB AND GO BAG CONTENT LIST

- Three days' worth of medication** – grab from medication cupboard during evacuation
- A copy of the medication profile**
- A copy of the personal profile**
- Copies of the client's identification**
- Change of clothing**
- Non-perishable food items (2 ready-to-eat snacks)**
- Water**



Each client must have their own go bag. These bags must be locked up at all times. Regularly check the Go Bag to ensure no items are damaged, missing, or expired.



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.

April 2026 Thank You Card Submissions

- **Randy D.** received a thank you card for unclogging a kitchen sink in a residential home, he received another thank you card for reporting to the office and pharmacy of a medication dosage error in the delivered medications and recording this for other staff members.
- **Aminata J.** received a thank you card for identifying a hazard and mitigating the risk in a residential home, she received another thank you card for repairing a broken closet knob.
- **Jody H.** received a thank you card for unclogging a toilet in a residential home.
- **Ngozi C.** received a thank you card for reporting missing medication to the pharmacy and office after a delivery.
- **Juju M.** received a thank you card for her hard work and dedication to the clients she works with.
- **Justin S.** received a thank you card for cleaning the carpet in the bedroom before a new client moved into the residential home
- **Jessy B.** received a thank you card for assisting a client purchase and install a new blind for the residential home.

May 2026 Thank You Card Submissions

- **Hawa N.** received a thank you card for reporting a hazard in a residential home.
- **Aminata J., Winnifred A., Cynthia A., Joyce N. and Bridget E.** all received a thank you card for taking on extra duties and ensuring the monthly paperwork in a residential home was completed while the Team Leader was on an extended leave.

HEALTH & SAFETY



ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Omolade O.	4	Jun 17, 2026
Bhupinder M.	11	Jun 19, 2026
Caroline N.	9	Jun 21, 2026
Gideon G.	11	Jun 22, 2026
Vaishaliben D.	10	Jun 23, 2026
George K.	21	Jul 1, 2026
Gabriel Aigbe	4	Jul 5, 2026
Obioma N.	4	Jul 11, 2026
Gabriel Akpan	3	Jul 11, 2026
Niven O.	3	Jul 13, 2026
Ange S.	4	Jul 14, 2026
Don B.	28	Jul 23, 2026
Jeff S.	8	Jul 25, 2026
Lucille W.	7	Jul 29, 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.

JUNE TRAINING

Pre- Employment Training

June 2, 3, 16, 17, 23, 24, 29, 30

Bipolar/ FASD/ Psychosis Training

June 2, 2026 (1:30 PM - 4:30 PM)

Trauma Informed Care Training

June 3, 2026 (1 PM - 5 PM)

Incident Investigation Training

June 5, 2026 (9:30 AM - 1 PM)

HACD Training

June 8, 2026 (1 PM - 5 PM)

Promoting Safety Training

June 15, 2026 (1 PM - 4:30 PM)

Abuse Prevention Training

June 15, 2026 (2 PM - 4 PM)

Cultural Appreciation - Blackfoot Training

June 16, 2026 (1:30 PM - 4:30 PM)

Harm Reduction/ ODD/ Substance Abuse Training

June 17, 2026 (1:30 PM - 4:30 PM)

Manual Material Handling Training

June 19, 2026 (9:30 AM - 1 PM)

Workplace Inspections Training

June 22, 2026 (1 PM - 5 PM)

Epic Training

June 22, 2026 (2:30 PM - 3:30 PM)

Due Diligence for Supervisors and Managers Training

June 23, 2026 (2 PM - 5 PM)

Cultural Appreciation - Cree Training

June 24, 2026 (1:30 PM - 4:30 PM)



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



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

April 16, 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 injuring their back while lowering an electric toaster oven from the top of the fridge.

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: 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 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

COR Audit/Action Plan

What was reviewed: Sections 5.1 to 5.4 of the 2025 COR Audit Executive Report

Discussion: Discussed staff qualifications, the range of training opportunities available through ICE, and the organization's encouragement for staff to participate in additional training or request further development as needed.

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

What was reviewed: Pg 106 - 107 Lifting, Moving, and Cleaning Furniture. Changing the Water Bottle on the Water Cooler. Pg 108 Paperwork (Documentation by Hand, Filing etc.)

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: 3.3.3 Staff Support

Discussion: Discussed the various ways ICE supports staff and encouraged employees to share feedback and suggestions through the suggestion box located in the reception area.

Emergency Response Plans

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

Number of drills reviewed: 0 reviewed this month.

Any recommendations for improvement: No recommendations at this time.

Emergency response plan reviewed: #13A Tornado, Thunderstorms – Residential Programs

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

Next Meeting Date: May 21, 2026



Give us a



and a follow on Facebook!



HEALTH AND SAFETY MEETING MINUTES

May 20, 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 twisting their ankle while pushing a client in a wheelchair.

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 two incident investigations. The incidents involved a staff eating ramen noodles and spilling hot water on their leg, and a client throwing a metal walker at staff after becoming agitated.

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: The South HSC reviewed one near miss investigation. The incident involved a client becoming verbally aggressive towards staff and throwing objects at but missing staff.

HSC Recommendations: None.

COR Audit/Action Plan

What was reviewed: Sections 5.5 to 5.9 of the 2025 COR Audit Executive Report

Discussion: Discussed the mandatory and refresher training requirements at ICE. As several team members have experience with other agencies it was noted that ICE's training program is more comprehensive in both scope and depth.

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

What was reviewed: Pg 109 Use of Telephones (Landlines and Cell Phones), Pg 110-111 Testing and/or Changing Batteries on Safety Equipment, including Smoke Alarms, Carbon Monoxide Detectors and Emergency Lighting

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: 3.8.16 – Artificial Intelligence (AI)

Discussion: Discussed when AI can be appropriately applied and the circumstances under which it should be used, including considerations around timing, purpose, and operational relevance.

Emergency Response Plans

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

Number of drills reviewed: 0 reviewed this month.

Any recommendations for improvement: No recommendations at this time.

Emergency response plan reviewed: #11 Severe Weather - Lightning

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

Next Meeting Date: June 16, 2026





Learning from Incident Investigations at ICE

At ICE, it is important that employees understand how information from incident investigations is shared. Knowing what happened, what was learned, and what actions were taken helps keep everyone safe and supports continuous improvement across the organization.



How Information is Shared

When an incident investigation is completed, employees may receive information in several ways. In many cases, management will communicate the details directly through a conversation, phone call, email, or written notice.

During these discussions, management will explain what occurred, what was learned, and what steps were taken to help prevent a similar incident in the future.



Updates During Work Activities

Investigation updates may also be shared during regular work activities, such as staff meetings, site visits, or when employees are involved in the investigation process.

This helps ensure staff are aware of any new safety practices, changes, or expectations that result from an investigation.



Written Communication

Summaries or updates may be posted on the ICE Page or recorded in staff communication binders to ensure accessibility and consistency across all regions.



Monthly Committee Review

Each month, the Health and Safety Committee reviews incidents and near misses, along with follow-up actions, to improve safety and share any additional recommendations at the Provincial Teleconference.



Questions?

Speak with your supervisor or manager, or contact a member of the Health and Safety team for more information.



HEALTH & SAFETY

Hazard Assessment



Hazard assessments are an important part of workplace safety. They help us find dangers before someone gets hurt. Hazard assessments also help prevent injuries, property damage, and unsafe situations for staff and clients.

At ICE, safety is everyone's responsibility.

Types of Hazard Assessments



Formal

This is a detailed review of a job or task. We look at:

- what hazards may be present
- how serious the risk is
- what controls can keep people safe

This type of assessment may involve several people and can take time to complete.



Site-Specific

This assessment is completed before work starts at a new location or when conditions change. Examples include:

- poor lighting
- slippery floors
- new equipment
- unfamiliar environments
- non-routine tasks

Staff should stop and look for hazards before beginning work. If conditions change, the assessment should be reviewed again.

Hazards must be controlled before work continues.



Informal

This is something we do every day.

Staff should always stay aware of their surroundings and watch for hazards while working.

If you notice a hazard:

- fix it right away if safe to do so
- or report it to the appropriate person

Measuring Risk

After a hazard is identified, we ask:

- How likely is it to happen?
- How serious could the injury or damage be?
- How often are people exposed to the hazard?

This helps ICE decide which hazards need immediate attention.



Controlling Hazards

ICE uses the "Hierarchy of Controls" to reduce risk. This means we try to:

1. Remove the hazard completely
2. Replace it with something safer
3. Use equipment or barriers for protection
4. Use safe work procedures and training
5. Use personal protective equipment (PPE)

Sometimes more than one control is needed to keep everyone safe.



By working together and reporting hazards early, we help create a safer environment for everyone.

Everyone Has a Role

All employees are encouraged to participate in hazard assessments. Staff should report hazards to:

- supervisors
- managers
- team leaders or coordinators
- ECAT
- coworkers
- the Health & Safety Committee



Hazard Assessments Are Ongoing

Hazard assessments are not "one and done." Work environments change often, so assessments must be reviewed and updated regularly.

The Hazard Assessment and Control Document (HACD) is a living document and must be updated at least yearly or whenever new hazards are identified.

