

ECAT
Employee & Client
Assistance Team
780-461-7236
Phones do not accept
text messages. Staff need
to call ECAT.



What's inside this issue:

CET/COR Article-
pages 1-2

TC Graduates 2026-
pages 3-5

Virtual Training-
page 6

Health & Safety Article-
page 7



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 11, 2026 @1:30PM

RPAC MEETING
March 18, 2026 @2:00PM



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.





Congratulations to Our Team Coordinator Training Graduates!



From Left to Right: James N., Samuel E., Feven G., Damilola O. Rupal U., Adeola G., Yosief D., David O., Shirley Ann O., Luwam T., Joseph S., Oluwadare O., Leemu McKay-D, Jean Pierre N., Maebel M., Mildraed V.

We proudly recognize the 18 participants who completed our four-month Team Coordinator Training Program. Through 20 in-depth modules, they strengthened their leadership skills, expanded their knowledge of agency operations, and prepared for supervisory roles.

This achievement reflects true dedication and commitment to excellence. Congratulations on this important milestone – we look forward to your continued impact within our organization.

Greg Lane
Manager of Administration and Training



Congratulations on completing Team Coordinator Training



GRADUATE



Adeola A.



Damilola O.



David O.



Feven G.



James N.



Jean Pierre N.



Joseph S.



Leemu McKay- D



Congratulations on completing Team Coordinator Training



GRADUATE



Maebel M.



Oluwadare O.



Rupal U.



Luwam T.



Yosief D.



Samuel E.



Shirley-Ann O



Mildraed V.

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)

CPI Training

March 20, 2026 (9 AM- 5 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.

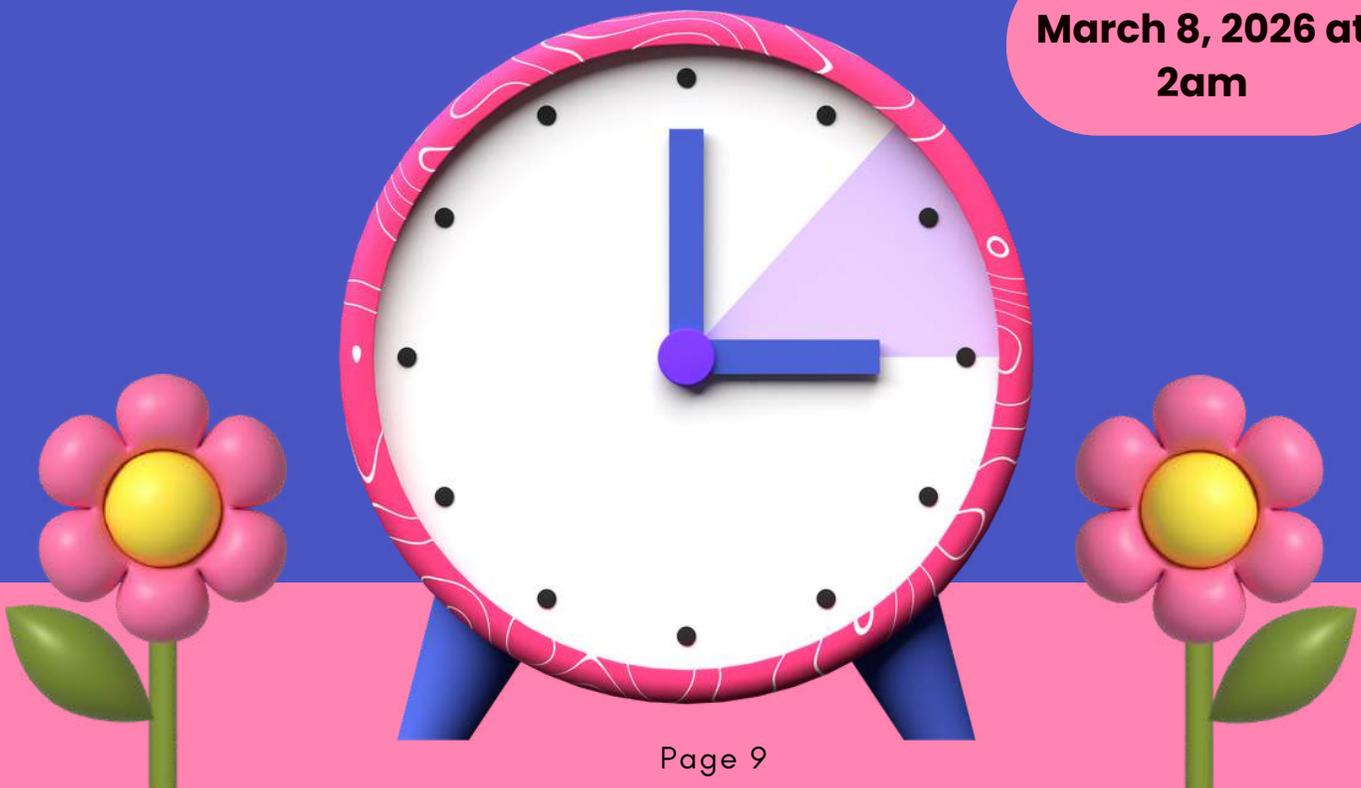


SPRING

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.”
– Ety 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.

