

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

What's inside this issue:

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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

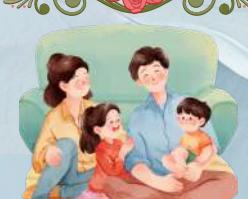
February 3, 2026
@ 2:30 PM
March 3, 2026
@ 2:30 PM

RPAC MEETING

February 10, 2026
@ 2:30 PM
March 10, 2026
@ 2:30 PM

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.
(780) 512-3129



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



Melody

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.

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 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.

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.

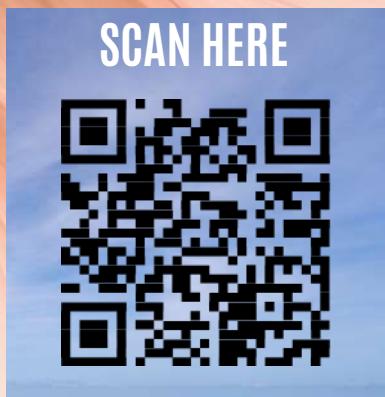
THANK YOU CARD RECIPIENTS



JOY O.



FRANCISCA D.



New ICE Website



Easier to use.
More accessible.
Designed for everyone.



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.

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

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 Training
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)

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)

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

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

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 and Harassment
March 19, 2026 (1 PM - 4 PM)

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

HEALTH AND SAFETY MEETING MINUTES

January 6, 2026

(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 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: 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: The South HSC reviewed one incident investigation. The incident involved staff losing their balance while using the stairs and falling.

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: COR Audit Report section 1.1-1.7

Discussion: Discussed the three rights and Policy 3.5.1, including how the Health and Safety Committee can effectively communicate this information and these rights to coworkers.

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

What was reviewed: Pg 10-11 Driving, Pg 12-13 Driving with Clients, Pg 14-15 Use of Public Transportation and Pg 16-17 Outdoor Activities

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

Suggestions for 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 the Health and Safety Committee's responsibilities to employees, clients, visitors, and the general public.

Emergency Response Plans

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

Number of drills reviewed: 0 drills reviewed this month. Any recommendations for improvement: No additional recommendations at this time.

Emergency response plan reviewed: ERP #14 Severe Weather – Blizzard and Snow Storm

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

Next Meeting Date: February 3, 2026



HEALTH AND SAFETY MEETING MINUTES

January 14, 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 member becoming injured after completing a two person lift by themselves and not utilizing the mechanical lift available in the home.

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 four incident investigations. The incidents involved a staff being chased by a community member, staff being rear ended by a community member during stop and go traffic, staff was struck in the face by a client while police officers were present, and staff slipped on a door mat resulting in swelling to their ankle.

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: No meeting in December.

Health and Safety Committee Participation/ Recommendations: None.

Near Miss Investigations: No meeting in December.

Health and Safety Committee

Participation/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.

Health and Safety Committee Participation/ Recommendations: None.

Near Miss Investigations: None reviewed as there were not any in the past reporting period by the South HSC.

Health and Safety Committee Participation/

Recommendations: None.

COR Audit/Action Plan

What was reviewed: Review 2025 COR Executive Report Element Five – Qualification, Orientation, and Training sections 5.7, Element Six – Other Parties in the Vicinity sections 6.2-6.4 and Element Seven – Inspections sections 7.2 – 7.7.

Discussion: Discussed the importance of completing visitor and contractor orientations at residential programs. As outlined in the Orientation Manual, visitor and contractor orientation forms are located at the front of the Staff Communication Log and must be completed whenever a visitor or contractor is granted access to the residence.

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

What was reviewed: Pg 14-15 Potential for Client Self Injurious Behaviours, and Pg 16-17 Potential for Client Suicidal Behaviours

Any changes requested or required: Pg 16-17 Potential for Client Suicidal Behaviours – Change the rating for Exposure Frequency for psychological and physical hazards from 1 to 2.

Suggestions for upcoming yearly HACD review:

Edmonton HSC members are to be assigned pages of the HACD to review in preparation for the upcoming formal HACD review.

Policy

Policy number and name reviewed: 3.6.4 Workplace Violence and Bullying/Harassment

Discussion: Discussed and reviewed the recent memo regarding policy and reporting procedures. The memo outlined ICE's commitment to maintaining a safe and healthy workplace, provided guidance on responding to concerning behaviour from a community member, and reinforced that all incidents of harassment or violence must be reported as soon as it is safe to do so.

Emergency Response Plans

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

Number of drills reviewed: 1 reviewed this month.

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

Emergency response plan reviewed: #7 – Security Risk – Fraud, Theft, Vandalism, and #8 – Security Risk – Information Theft, Sabotage, and Cyber Hacks.

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

Next Meeting Date: February 11, 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**

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
 ”