

ECAT

Employee & Client Assistance Team
403-819-0583

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

ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT



What's inside this issue:

Virtual Training
page 5-6

Health & Safety Meeting Minutes
page 7

Time Sheet Hand-In

December 13 2024

For all shifts worked between December 1-15

December 31, 2024 For all shifts worked between December 16-31



Jason, a 25-year-old individual from Taloyoak, Nunavut, began services with ICE and his Support Home Operator (SHO) in September 2017. Since relocating to Edmonton, he has made remarkable progress and achieved significant success.

Jason has achieved an extreme amount of success with his move to Edmonton. Jason participates in local community resources including the Native Friendship Centre, the Schizophrenia Society, the Bent Arrow Healing Society, and the Edmonton Healing Society. Jason is championed by his SHO Tory, and by his dedicated support staff, Daniel, to participate and volunteer in these community events.

Jason volunteers five days a week at the Prosper Place canteen/café, where he takes on various responsibilities, including training new volunteers, stocking supplies, managing the cash register, and ensuring the café is clean and well-maintained.

In addition to his already busy schedule, Jason attends KUMON English classes on Saturdays. Jason excels at these classes and takes a tremendous amount of pride in achieving his high grades. Jason is an avid reader and believes in building his skill development in that area.

On October 8, 2024, Jason was recognized by the Canadian Mental Health Association at their Annual General Meeting for his volunteer work at Prosper Place. Jason received the prestigious Volunteer of the Year Award. Great Work Jason!

HEALTH AND SAFETY MEETING

December 18th 2024/
January 15th 2025 1:30 PM

RPAC MEETING
December 10th /
January 14th at 10:30AM

ICE WILL BE CLOSED ON
DECEMBER 25TH AND
DECEMBER 26TH, 2024
FOR CHRISTMAS AND
BOXING DAY
&
JANUARY 1ST, 2025 FOR
NEW YEAR'S DAY

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



Daniel has been employed with ICE for more than seven years as a community support worker. He has shared his incredible skills, compassion, relaxed and calm demeanor with many individuals throughout his employment.

Daniel has supported Jason since 2022, participating in a wide range of activities. These activities include Jason's volunteer placement at Prosper Place, soccer activities at the local park, and jogging in the local community.

Daniel, thank you for your terrific support of Jason.

POLICY REVIEW

The policy and operations manuals undergo a comprehensive review every three years, with the most recent review completed this year. We are currently in the process of distributing the 2024 manuals to all residential programs and offices across the province. Please ensure that you thoroughly review the manuals and familiarize yourself with any updates, including the use of new forms. All updated forms, including those in the Residential and Non-Residential Monitoring Manuals, will be marked with "October 2024" at the bottom. To assist with understanding the key updates, a Summary of Changes document has been included at the beginning of the Policy Manual.

Some general changes you will find in the 2024 Policy Manual Include:

- **Changed font from Times New Roman to Universal to make the manual easier to read.**
- **In a number of policies, references to Support Home Operators were added to already referenced employees**
- **Changed references from 'home' to 'program'**
- **Using gender-inclusive language throughout the manual (E.g. changed his/her to their)**
- **The hard copy of the manual is double spaced rather than single spaced as before.**

SOME POLICIES HAVE BEEN ADDED. THESE INCLUDE:

- **3.5.16 EMPLOYEE EMERGENCY MEDICAL SITUATIONS**
- **3.5.17 WORKPLACE ACCOMMODATIONS**

A SECTION OF THE POLICY MANUAL HAS BEEN ELIMINATED: APPENDIX D. POLICY DEVIATIONS RE COVID-19

Policies that have changed titles include (with the new title):

- **2.3.11 Client Emergency Medical Situations**
- **2.6.1 Client Absence / AWOL / Elopement**
- **3.5.1 Health and Safety Commitment**
- **3.5.6 Investigations of Internal Injury, Illness, Near Misses and Work Refusals**
- **3.8.10 Tobacco, Smoking and Vaping**
- **3.8.12 Smart Devices and Messaging Application Usage**

One of the new policies is Policy 3.5.16 Employee Emergency Medical Situations:

Emergency medical services (911) will be immediately called if any employee indicates they require emergency medical attention (e.g. the employee is experiencing a diabetic emergency) and / or exhibits serious or life-threatening symptoms, including but not limited to:

- decreased consciousness or unconsciousness
- profuse bleeding
- difficulty breathing / choking
- chest pains
- absence of a pulse or heartbeat
- fall where body and / or head injury are suspected
- a seizure
- mental health crisis / emergency

If ICE deems it necessary for the employee to receive medical attention, the employee is to comply with this request. The employee will assume all costs associated with the event, barring application of **Policy 3.5.5 Employee Work Related Injury, Illness and Near Misses.**

ICE will notify the employee's emergency contact of the situation in consultation with the employee, as applicable.

Employees are to initiate CPR or First Aid only if they are currently certified to do so and do so in accordance with that certification training.

THANK YOU CARD WINNERS

October 2024 Thank You Card Winners



received a thank you card for supporting their client(s) above and beyond their job to ensure their well-being.

WEGDAN M.



received a thank you card for ensuring that their client has access to English classes and is encouraging them to continue progressing in their education.

FISSEHA K.

November 2024 Thank You Card Winners



received a thank you card for supporting their client(s) safety by taking the initiative to find and schedule a Furnace inspection.

NGOZI C.



received a thank you card for ensuring the safety of the client and team by reporting a hazard and mitigating the hazard immediately.

FREHIWOT B.

ICE \$100 Referral Incentive



DEBORAH A.



SEDEM A.



STEPHANIE N.

REFERRAL INCENTIVE
 RECIPIENT Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three-month probation with a minimum of 120 hours worked, receive \$100.00!

REFERRAL PROGRAM

Other Thank You Cards Winners

- **Frederick A, Mona Liza C, Blessen A, Tsegay G** all received a thank you card for being flexible with their schedules and accepting last minute shifts.
- **Jessy B** received two thank you cards for being flexible with their schedule and accepting last minute shifts.
- **Justin S, Beverly J, and Tsegay G** received a thank you card for helping clients transition to their new residence and assisting with cleaning, organizing, and packing/unpacking.
- **Oluwabukola O** received a thank you card for providing additional support after their shift was completed.
- **Jacqueline M** received a thank you card for supporting their client(s) above and beyond their job to ensure their safety.
- **Frehiwot B** received a thank you card for helping to drop off clinical equipment so that their client could focus on another activity.
- **Hawa N** received a thank you card for helping to motivate and encourage their client(s) to explore their community.
- **Ijeoma A, Ngozi C, Mona Liza C, Mary A, Tsegay G** all received a thank you card for being flexible with their schedules and accepting last minute shifts.
- **Frehiwot B** received a thank you card for ensuring that a client was safely removed from a hazard and mitigated the hazard immediately.
- **Mona Liza C** received a thank you card for completing the EQA follow-up.

ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Linda Doherty	17	December 03, 2024
Steven Franson	6	December 05, 2024
Adekunle Babs	3	December 07, 2024
Anu George	9	December 09, 2024
Omary Muna	2	December 13, 2024
Navneet Kaur	2	December 16, 2024

Staff	Years	Date
Kristine Caterial	7	December 19, 2024
Frehiwot Bekele	3	December 31, 2024
Eugenia Kumodzi	9	January 04, 2025
Comfort Nnagbo	3	January 06, 2025
Oluwabukola Ogunbodede	2	January 09, 2025
David Abatan	19	January 19, 2025

ICE • DECEMBER 2024 • CALGARY •
DECEMBER TRAINING

Pre-Employment Training

December 3, 4, 10, 11, 17, 18

Client Lifts and Transfers Training

December 3, 2024 (1:00PM - 4:30PM)

Depression & Anxiety/Mood Disorders Training

December 5, 2024 (1:00PM - 4:00PM)

December 17, 2024 (2:00PM - 3:00PM)

December 20, 2024 (9:30AM - 11:30AM)

Epilepsy Training

December 6, 2024 (9:30AM - 11:30AM)

December 9, 2024 (3:30PM - 4:30PM)

Abuse Prevention Training

December 6 2024 (10:00AM - 12:00PM)

December 17, 2024 (9:30AM - 11:30AM)

Cultural Appreciation: Blackfoot Peoples Training

December 9, 2024 (1:00PM - 4:00PM)

Brain Injury Training

December 9, 2024 (1:30PM - 4:00PM)

Diabetes Training

December 9, 2024 (2:00PM - 3:00PM)

December 20, 2024 (1:30PM - 3:00PM)

Documentation and Reporting Practices – Residential Training

December 10, 2024 (9:30AM - 12:00PM)

ADD/ADHD/OCD/Conduct Disorder Training

December 10, 2024 (10:00AM - 11:00AM)

December 13, 2024 (9:30AM - 11:30 AM)

Hoarding Training

December 10, 2024 (2:00PM - 3:00PM)

Promoting Safety Training

December 11, 2024 (9:30AM - 12:00PM)

December 18, 2024 (1:30PM - 4:00PM)

PBI Training

December 11, 2024 (1:00PM - 4:00PM)

Schizophrenia Training

December 11, 2024 (1:30PM - 3:30PM)

December 16, 2024 (2:00PM - 3:30PM)

December 18, 2024 (2:00PM - 3:30PM)

Cultural Appreciation – NWT/NU Training

December 13, 2024 (9:30AM - 12:30PM)

Down's Syndrome Training

December 13, 2024 (11:00AM - 12:30PM)

December 16, 2024 (1:30PM - 3:00PM)

Alzheimer's / Dementia Training

December 16, 2024 (10:00AM - 11:00AM)

Cerebral Palsy Training

December 17, 2024 (1:30PM - 3:00PM)

December 23, 2024 (1:30PM - 3:30PM)

Autism Training

December 17, 2024 (3:30PM - 4:30PM)

Diversity in the Workplace Training

December 18, 2024 (9:30AM - 11:30AM)

Substance Abuse Training

December 18, 2024 (10:00AM - 11:00AM)

Documentation and Reporting Practices – Non-Residential Training

December 20, 2024 (10:00AM - 12:00PM)



REMINDER!

WHEN AT THE OFFICE, FIELD STAFF ARE CLASSIFIED AS VISITORS FOR SAFETY AND SECURITY PURPOSES. PER POLICY 3.5.8 VISITORS/CONTRACTORS, ALL VISITORS ARE REQUIRED TO DOCUMENT THEIR ARRIVAL AND DEPARTURE ON A SIGN IN SHEET AVAILABLE AT THE RECEPTION DESK.

THE SIGN IN / OUT SHEET IS USED TO ENSURE EVERYONE WORKING IN THE OFFICE IS SAFE AND ACCOUNTED FOR IN THE EVENT OF AN EMERGENCY. PLEASE DO YOUR PART IN KEEPING EVERYONE SAFE BY REMEMBERING TO SIGN IN AND OUT.

**FOR MORE INFORMATION SEE
POLICIES 3.5.8 VISITOR/CONTRACTOR
AND POLICY 3.9.1 SITE SECURITY.**

JANUARY TRAINING

Pre-Employment Training

January 7, 8, 14, 15, 21, 22, 28, 29

Brain Injury Training

January 2, 2025 (1:00PM - 2:00PM)

Bipolar Disorder Training

January 6, 2025 (1:00PM - 3:00PM)

Diabetes Training

January 6, 2025 (1:00PM - 3:00PM)
January 8, 2025 (10:00AM - 11:00AM)

OCD & ODD Training

January 7, 2025 (2:00PM - 3:00PM &
3:00PM - 4:00PM)

Depression Training

January 7, 2025 (10:00AM - 11:30AM)
January 17, 2025 (9:30AM - 11:30AM)

Abuse Prevention Training

January 8, 2025 (1:30PM - 3:30PM)

Substance Abuse Training

January 10, 2025 (9:30AM - 11:30AM)
January 13, 2025 (10:00AM - 11:30AM)

Parkinson's Training

January 10, 2025 (10:00AM - 11:00AM)

Schizophrenia / Schizoaffective Disorder Training

January 10, 2025 (11:30AM - 1:00PM)
January 30, 2025 (10:00AM - 12:00PM)

Epilepsy / Seizure Disorder Training

January 10, 2025 (1:00PM - 2:00PM)
January 24, 2025 (9:30AM - 11:30AM)

Hypertension Training

January 13, 2025 (10:00AM - 11:00AM)

Sleep Apnea Training

January 13, 2025 (11:30AM - 12:00PM)
January 24, 2025 (10:30AM - 11:30AM)

PTSD Training

January 13, 2025 (1:00PM-3:00PM)

Cerebral Palsy Training

January 13, 2025 (1:30PM - 3:30PM)

Borderline Personality Disorder Training

January 13, 2025 (2:00PM - 3:00PM)

Avoiding Power Struggles Training

January 14, 2025 (10:00AM - 12:00PM)

Workplace Violence, Bullying and Harassment Prevention for Supervisors

January 15, 2025 (1:30PM - 4:30PM)

FASD Training

January 16, 2025 (9:30AM - 12:00PM)
January 29, 2025 (10:00AM - 11:30AM)

Manual Materials Handling Training

January 17, 2025 (9:30AM - 12:30PM)

Workplace Inspections Training

January 17, 2025 (9:30AM - 4:30PM)

Hypoglycemia Training

January 20, 2025 (11:30AM - 12:30PM)

Autism / Pervasive Developmental Disability – Non-Specific Training

January 20, 2025 (1:30PM - 3:30PM)

PBI Training

January 21, 2025 (1:00PM - 4:00PM)

Psychosis Training

January 22, 2025 (10:00AM - 11:00AM)

Somatization Training

January 22, 2025 (11:00AM - 12:00PM)

Incident Investigations Training

January 24, 2025 (1:00PM - 5:00PM)

Hoarding Training

January 27, 2025 (2:00PM - 3:00PM)

Client Lifts and Transfers Training

January 28, 2025 (9:30AM - 11:30AM)

Trauma Informed Care Training

January 28, 2025 (1:00PM - 4:00PM)

Due Diligence for Supervisors and Manager Training

January 28, 2025 (10:00AM - 2:00PM)

HACD Training

January 29, 2025 (1:00PM - 5:00PM)

HEALTH AND SAFETY MEETING MINUTES**October 28, 2024****(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.

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

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.

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

Review of Northwest Health & Safety Investigations**Incident Investigations for Injury, Health, and Property Damage:**

Grande Prairie did not have a meeting in September.

Near Miss Investigations: Grande Prairie did not have a meeting in September.

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.

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

COR Audit/Action Plan

What was reviewed: Awaiting completion of 2024 COR Audit.

Discussion: 2024 COR Audit has been submitted for review from CCSA. Revisions are currently being completed.

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

What was reviewed: Calgary has been assigned pages 39-75 of the General Section.

Pg 39 – 40 Dishwashing – Manual (Hand Washing Dishes)

Any changes requested or required: Remove bleach from chemical hazards. Add MSI training under resources.

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

Policy

Policy number and name reviewed: 3.5.3 Health and Safety Committee

Discussion: 2024 Policy review has been completed and the new manual has been sent to be printed.

Emergency Response Plans

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

Number of drills reviewed: 1

Any recommendations for improvement: Length of time to complete drill is the amount of time to complete drill, not how long the conversation was. Staff and client participation should note which staff and clients participated in the drill.

Emergency response plan reviewed: #5 Personnel Risk – Pandemic – Shortage/Loss of Staff

Any recommendations for improvement: None at this time.

Next Meeting Date: November 20, 2024**HEALTH AND SAFETY MEETING MINUTES****November 20, 2024****(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.

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

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.

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.

Near Miss Investigations: One near miss investigation reviewed by the Northwest HSC. The incident involved police accompanying a community member in the common area of the building and then escorted him outside. After the police left the community member attempted to regain entrance to the building, when he could not gain access, he began throwing small rocks at the program's windows trying to get their attention

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.

Near Miss Investigations: One near miss investigation reviewed by the South HSC. The incident involved a staff's vehicle being hit in a store's parking lot.

HSC Recommendations: None.

COR Audit/Action Plan

What was reviewed: Review of 2024 COR Audit results and Executive Summary.

Discussion: : Congratulations to ICE for receiving 99% on the 2024 COR Audit.

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

What was reviewed: Calgary has been assigned pages 39-75 of the General Section.

Pg 43 - 44 Bed Making Pg 45 – 46 Washing / Mopping Floors

Any changes requested or required:

Bed Making – No changes.

Washing / Mopping Floors – Add MSI Training to resources.

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

Policy

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

Emergency Response Plans

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

Number of drills reviewed: 7

Any recommendations for improvement: Manager's and staff to ensure the assigned drills are being completed as scheduled.

Emergency response plan reviewed: #6 Security Risk – Loss or Theft of Private Information

Any recommendations for improvement: No recommendations at this time.

Next Meeting Date: December 18, 2024

INDEPENDENT COUNSELLING ENTERPRISES

Time Sheet Submission Dates and Pay Dates for 2025

MONTH	TIME SHEETS	PAY DATE
December 2024	Hours for December 16th-31st Due December 31	Paid on January 10
January	Hours for January 1st-15th Due January 15 Hours for January 16th-31st Due January 30	Paid on January 24 Paid on February 10
February	Hours for February 1st-15th Due February 13 Hours for February 16th-28th Due February 27	Paid on February 25 Paid on March 10
March	Hours for March 1st-15th Due March 14 Hours for March 16th-31st Due March 31	Paid on March 25 Paid on April 10
April	Hours for April 1st-15th Due April 14 Hours for April 16th-30th Due April 30	Paid on April 25 Paid on May 9
May	Hours for May 1st-15th Due May 13 Hours for May 16th-31st Due May 30	Paid on May 23 Paid on June 10
June	Hours for June 1st-15th Due June 13 Hours for June 16th-30th Due June 30	Paid on June 25 Paid on July 10
July	Hours for July 1st-15th Due July 15 Hours for July 16th-31st Due July 29	Paid on July 25 Paid on August 8
August	Hours for August 1st-15th Due August 14 Hours for August 16th-31st Due August 29	Paid on August 25 Paid on September 10
September	Hours for September 1st-15th Due September 15 Hours for September 16th-30th Due September 30	Paid on September 25 Paid on October 10
October	Hours for October 1st-15th Due October 15 Hours for October 16th-31st Due October 30	Paid on October 24 Paid on November 10
November	Hours for November 1st-15th Due November 14 Hours for November 16th-30th Due November 28	Paid on November 25 Paid on December 10
December	Hours for December 1st-15th Due December 15 Hours for December 16th-31st Due December 30	Paid on December 24 Paid on January 9, 2026

Independent Counselling Enterprises

STATUTORY HOLIDAYS 2025

New Year's Day	Wednesday	January 1, 2025
Alberta Family Day	Monday	February 17, 2025
Good Friday	Friday	April 18, 2025
Easter Monday	Monday	April 21, 2025
Victoria Day	Monday	May 19, 2025
Canada Day	Tuesday	July 1, 2025
Heritage Day Holiday	Monday	August 4, 2025
Labour Day	Monday	September 1, 2025
Thanksgiving	Monday	October 13, 2025
Remembrance Day	Tuesday	November 11, 2025
Christmas	Thursday	December 25, 2025
Boxing Day	Friday	December 26, 2025

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.

MESSAGE FROM THE CHIEF OPERATING OFFICER 2024 HEALTH & SAFETY COR AUDIT UPDATE

What is a Certificate of Recognition (COR)?

A COR is awarded to employers who have developed a health and safety program that meets standards established by the Alberta Government and an accredited certifying partner. ICE's certifying partner is the Continuing Care Safety Association, and we are required to complete an audit of ICE's health & safety program each year to maintain our Certificate of Recognition.

Why does ICE participate in the COR program?

ICE has a strong focus on ensuring and promoting the health & safety of employees, clients, contractors, and all other parties who are involved in the work we do. We strive to accomplish many things through our COR program participation including but not limited to: minimizing workplace injuries, meeting or exceeding legislative compliance, and improving health & safety culture and participation.

Who is involved in the ICE Health & Safety Program?

In August 2024, ICE participated in an internal COR maintenance audit which occurs two times every three years. Internal ICE auditors spent around three weeks completing interviews, documentation reviews and observation tours within two ICE regions (Edmonton, Calgary). After the audit was completed, a score was awarded based on the results of reviewing 10 critical elements related to ICE's health & safety program. **We achieved an overall score of 99%!** Even though this is an excellent score, we still have work to do. We will be reviewing the audit and developing an action plan to further strengthen our health & safety program. Watch for health & safety initiative in the coming months!

Where can I find information about the COR Audit results?

The results of the COR Audit can be found in any ICE Health & Safety Manual. These manuals are available at all residential and office sites. The COR Audit results are located in Part One – Section 6 under the heading 'Certificate of Recognition (C.O.R) Audit'

Congratulations to everyone on our excellent COR performance! All ICE employees should be incredibly proud of how hard we all work to ensure a health & safety workplace. Keep up the great work!



Hilary Smith
Chief Operating Officer
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Message from the President:

As we approach the end of another year and the holiday season draws near, I want to take a moment to reflect on the year that has passed and express my sincere gratitude for each and every one of you. The holiday season is a time when we come together, share in the spirit of giving, and take stock of the year behind us. It is a perfect opportunity to pause and recognize the remarkable efforts that have shaped our company's success in 2024.

This year has not been without its challenges. Like so many agencies, we have faced unexpected hurdles, shifting demands, and evolving circumstances. Yet, through it all, your resilience has been nothing short of extraordinary. Instead of being daunted, you have shown incredible strength and adaptability, continuing to provide the excellent service our clients and stakeholders have come to expect. You responded with professionalism and dedication, proving that no challenge is too great when we stand together as a team.

Throughout the year, you have exemplified the core values that define our company—**Integrity, Caring, and Empowerment**. Your actions have proven time and time again that these aren't just words we say—they are principles you live by. You've approached every task with honesty, with empathy for your colleagues and clients, and with a shared commitment to making a positive impact. Whether working together to solve problems, supporting one another during difficult moments, or taking ownership of your work, you have brought these values to life in ways that make me incredibly proud.

Equally important, I want to recognize your unwavering commitment to health and safety. As we all know, ensuring a safe and healthy workplace is a priority for our company, and this year, you have upheld that responsibility in ways that have made a real difference. From following safety protocols to actively identifying and addressing hazards, you have set the standard for what it means to prioritize the well-being of our teams and clients. This is a cornerstone of our agency culture, and your dedication has helped ensure we remain a safe, supportive environment for everyone.

I am deeply impressed by the hard work, the sacrifices, and the genuine care you've shown throughout this year. Your dedication has not only helped us navigate changing landscapes but has laid the foundation for a successful future. As President of this company, I want to extend my heartfelt thanks to each of you for everything you do. It's your commitment, your passion, and your willingness to go above and beyond that makes this company truly great.

As we move into the holiday season, I encourage you to take time to recharge and spend quality moments with those you hold dear. On behalf of the entire leadership team, thank you for your hard work, your resilience, and your commitment to excellence. It's because of you that our service is rated at the top of our industry, and I look forward to seeing what we will achieve together in the year to come.

Wishing you all a joyful, peaceful, and well-deserved holiday season.

Brandy Thompson- President
Independent Counselling Enterprises



Creating a Joyful and Safe Holiday Season for Our Clients

Christmas is a meaningful day filled with cherished traditions, often spent with family and friends. We want to ensure that all of our clients have a joyful holiday season. Support staff play a key role in making the holidays special by helping clients decorate their spaces to reflect their personal celebrations.

Each client may have different preferences for how they celebrate the season. Some may enjoy traditional touches, such as hanging stockings or decorating a Christmas tree, while others may prefer baking holiday treats or preparing a festive meal. It's important to remember that not all clients celebrate Christmas. Some may observe different holidays or traditions, and we should respect and support their choices.

Preparing for a Safe and Festive Season

When helping clients prepare their homes for the holidays, safety should always be a priority. Be sure to follow **Policy 3.5.9 Eliminating/Mitigating/Controlling Worksite Hazards**. Here are some important safety tips:

- Check and replace any frayed cords or string lights with burnt-out bulbs.
- Watch for tripping hazards like cords or decorations.
- Only use artificial Christmas trees, garlands, and wreaths, as real ones can pose a fire risk.
- Avoid lighting candles or using fireplaces, as these are also fire hazards. Instead, opt for battery-operated LED lights.
- Follow safe food handling practices and keep a close eye on food while it's cooking.
- Never use stick pins to hang decorations, as these can be sharp hazards.
- Refer to the Holiday Decorations Hazard Checklist found in Section I of the Health and Safety Manual, Part 2.

Fostering a Comfortable and Connected Holiday Experience

It's important that regular staff are available during the holiday season so clients can celebrate with those they are most comfortable with. To ensure smooth planning, speak with your clients ahead of time about the holiday schedule and any special traditions they may have. This will help set clear expectations for everyone.

Activities should be tailored to each client's individual needs and interests. Since gift-giving is a common part of the season, make sure to discuss with your supervisor the arrangements for providing clients with a gift to open during Christmas.

Hosting Safe and Enjoyable Holiday Events

If your clients wish to host friends or family during the holidays, make sure safety remains a priority while creating a warm, welcoming atmosphere.

With thoughtful planning and attention to detail, everyone can enjoy a safe and happy holiday season.

Fun & Affordable Christmas Activities

Here's a list of activities you can do with your client to help make their holiday season extra special:

- Holiday Baking
- Sing Christmas Karaoke
- Listen to Christmas Music
- Read Christmas Books
- Wear Christmas Pajamas
- Watch Christmas Movies
- Make an Ugly Christmas Sweater
- Make Holiday Decorations/Ornaments
- Attend Holiday Festivals
- Visit Christmas Markets
- View Christmas Lights
 - Lions Festival of Lights
 - Christmas Lights at Spruce Meadows

For more Holiday Activities visit:

<https://www.calgary.ca/major-projects/holiday-magic.html>

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: 780-453-9664. FOR MORE
INFORMATION ABOUT CANADA LIFE:**

**[HTTPS://MY.CANADALIFE.COM/SIGN-IN](https://my.canadalife.com/sign-in)
CANADA LIFE HELPDESK:**

1-800-724-3402

Give us a



and a follow on Facebook!



Wishing You a Peaceful Holiday Season





BEHAVIOURAL SUPPORT CORNER



Do you provide A+ service to the people you support?

A is for ACCEPTANCE

Accept people for who they are, including their oddities and flaws. Help the person to understand they are valuable, no matter what.

A is for ATTENTION

Get to know the person you are spending time with. Do you know what their favourite food is, activity is, song is? Ask questions and pay attention to the answers. Remember what you have been told. Write it down if you need to!

A is for APPRECIATION

Look for things that a person has done right and comment on them. Make it personal and tell that person how you appreciate their action.

A is for AFFIRMATION

Notice the positive traits a person has and comment on them (affirm them). What behaviours do you appreciate? Do they always have a smile on their face? Do you appreciate how truthful a person is? Or funny, or brave, or helpful, or curious or....?

A is for AFFECTION

Affection does not mean touch but rather is that unconditional like that you give to someone. That confirmation that you will not give up on someone, no matter what.

Adapted from Linda Albert's Teacher's Guide for Creating Positive Classroom Culture

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.

