



Carmichael Connection

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CARMICHAEL ENTERPRISES RESIDENTIAL PROGRAMS LTD

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BOMB THREATS & THE WORKPLACE

Excerpts from: Emergency Information Manual 2016 by Mike Taylor Executive Director

BOMB THREATS

Bombing or threats of bombing are now harsh realities in today's world. While most bomb threats turn out to be hoaxes and most suspicious packages are harmless it is important that all threats and suspicious objects be treated seriously. Time is of the essence when a bomb threat is received and we must be ready to react quickly and efficiently to minimize the risk of injury to persons served, staff, and visitors.

TELEPHONE THREAT RESPONSE

A calm response to a bomb threat caller could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths. If told that the group-home is occupied or cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb's location, components or method of initiation.



WRITTEN THREAT RESPONSE

While written threats are usually associated with generalized threats and extortion attempts, a written warning of a specific device may occasionally be received.

LETTER AND PACKAGE BOMBS

While the likelihood of receiving a bomb through the mail is remote, letter or package bombs represent an alternate delivery method if the motive of the attack is to inflict injury on a specific individual. Bombs can be constructed to look like almost anything and can be placed or delivered in a number of ways. Its appearance is limited only by the imagination of the sender.

Refer to the Emergency Information Manual: Section 8 ~ Bomb Threats for procedures & protocols

Bomb Threat Reporting Form example on page 4 of this newsletter



WORKPLACE VIOLENCE

STATISTICS

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BOMB THREAT

REPORTING CHECK LIST

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STAFF SPOTLIGHTS

happy
birthday
to you!

Birthdays ~ October 2016

Andrea	Jarrod
Mike T.	Monika
Stephanie	Noel
Peter	Ian

Welcome

Welcome New Staff & Returns

Lori	Lora
Tamara	Rasheed

RANDOM FAST FACTS



Roughly 5,000 earthquakes are recorded in Canada every year



Canada gets more tornadoes than any other country except the U.S., averaging about 50 tornadoes per year

OOPS!

If we have missed anyone off the Staff Spotlights please contact the office so we may correct in the next issue. Thank you!



Why bullying persists in the workplace

Excerpts from: The Early Edition, CBC News, Feb. 28, 2016

Incivility or disrespect can quickly spiral into something worse, says workplace psychologist Jennifer Newman who sat down with host Stephen Quinn on *The Early Edition* to talk about what office bullying consists of, why it persists, and what can be done to stop it.

We seem to be good at telling kids to stop bullying. Why is it still a factor in the workplace?

Just as in the school yard, those in authority roles have to lead the way. That means setting a tone of civility and respect, and intervening when uncivil, disrespectful or harmful behaviour is occurring. So, it's up to leaders, managers and supervisors to insist on appropriate workplace behaviour. If they find it difficult to do so, bullying can quickly take hold in an organization.

You seem to be laying it squarely at the feet of leadership. Is that fair?

Leaders, or managers who are willing to take a zero-harm approach will get results. It's not a punitive, stamp out bullying' message. Rather, it's about recognizing no one comes to work expecting to get hurt psychologically. Also, bullying bullies doesn't work. Looking at it from a safety and health point of view is really important. Managers who promote healthy and safe workplace behaviour do best. They let workers know what unhealthy and unsafe behaviour looks like too.

What is unhealthy and unsafe workplace behaviour?

You can place it on a continuum, spanning from incivility, all the way to physical assault. It's a progressive escalation in inappropriate behaviour. If a manager lets incivility go, it can morph into disrespect. So, not saying thank you, not being polite may seem minor. And, as a one off, it is. But then letting rudeness, passive aggressiveness, gruff angry responses go, time after time, can contribute to an escalation.

How does bullying differ from disrespect?

What's the difference?

Bullying is behaviour known to be — or should be known to be — humiliating or intimidating. Disrespectful behaviour can be humiliating and intimidating, but it can be a function of being rude or abrasive. Bullying is a more focused behaviour. The worker on the receiving end feels targeted, whereas disrespectful behaviour can be exhibited by a colleague who thinks being blunt is honesty, or thinks their brand of sarcasm is funny. There can be an element of social awkwardness or difficulty reading social cues, in a disrespectful situation. Bullying has more intentionality attached to it.

You mentioned things can escalate, to harassment and even physical violence. How does it get to that point?

That is pretty rare. But one of the ways to understand violence is not just somebody attacking somebody, but throwing things. If incivility or disrespect is left unchecked, it can escalate to worse behaviour. That's because the workplace acclimatizes to new norms all the time. For example, if it's okay to sit at a meeting texting, emailing and repeatedly coming in and out to take phone calls, others may join in. But listening when others are talking is a civil thing to do.

Also, over time, it may seem to become okay to sigh loudly and yawn when you are bored. Maybe it gets a laugh. Or, it's okay to mutter passive aggressively under your breath. Then, it becomes normal to have sidebar conversations. Later on, maybe a worker does not like what they hear, so they register it with an f-bomb and tell the person they are stupid in front of others.

So you can see how this behaviour can build on itself, and that's where it becomes an issue.

How can managers intervene early enough so the bad behavior doesn't escalate? Talk about the healthy and safe behaviour you are looking for. The same concept works on the flip side: positive behaviour can engender more positive behaviour, and civility can lead to respectful interactions and constructive debate. Respect at work can encourage collaboration, which in turns leads to caring about colleague's welfare. The end result is kindness.



Workplace violence prevention: Get the stats

Excerpts from: Public Service Alliance of Canada

<http://psacunion.ca/workplace-violence-prevention-get-stats>

Workplace bullying

A 2012 Workplace Bullying survey of 552 full-time employed Canadians found the following:

- 45% of respondents said they were bullied. Sources of bullying were: 24% coworker, 23% immediate boss, 17% higher manager, 17% external to company (e.g. customers)
- Only one-third of workers reported the bullying to HR.
- One-third of bullied workers said it caused them health problems.
- 26% of bullied workers stopped the bullying by quitting their jobs.

Workplace harassment

- A 2014 Queens University poll found that 23% of Canadians have experienced workplace harassment.
- A 2014 Angus Reid survey reported that one quarter (28%) of Canadians have experienced sexual harassment in their place of work or at a work-related function (43% women and 12% men).

Federal public service:

- According to the 2014 Public Service Employee Survey, 19% of federal government workers reported being the victim of harassment in the workplace.
- One-quarter of those who experienced harassment took no action and only 7% filed a grievance or formal complaint.
- The following sources of harassment were reported: individuals with authority over them: 63%; co-workers: 50%; members of the public: 9%; individuals working for them: 7%; individuals from other

departments or agencies: 5%; individuals for whom they have custodial responsibility (e.g. prison inmates): 4%.

Physical violence in the workplace

In 2007, Statistics Canada released a report called Criminal Victimization in the Workplace. Highlights from the report include the following:

- Nearly one-fifth of all incidents of violent victimization, including physical assault, sexual assault and robbery, occurred in the victim's workplace
- 71% of the workplace violent incidents were classified as physical assaults.
- Men and women were equally likely to have reported experiencing workplace violence.
- 27% of incidents involving male victims resulted in injuries, compared with 17% of those involving female victims.

Domestic violence

- A 2013-14 University of Western Ontario – CLC survey reported that a third of women (33%) have experienced domestic violence.
- Of that number, 81% stated that this affected negatively their work performance, 53% stated that at least one type of abusive behavior happened at or near the workplace and 38% stated it impacted their ability to get to work. (CLC 2014 survey "Can work be safe when work isn't?").



Public Service Alliance of Canada

UP COMING EVENTS



Healthy Workplace Month

October, 2016

<http://healthyworkplacemonth.ca/en/>



CARF Canada

CARF Canada Advanced Performance Measurement

October 17-19, 2016

Simon Fraser University at Harbour Centre
515 West Hastings Street
Room 7000, Vancouver, BC

<http://www.cvent.com/events/carf-canada-advanced-performance-measurement/event-summary-af5f242e34794c3da2c49b79d2e531f5.aspx>



Thanksgiving

Monday October 10th

BOMB THREAT REPORTING

Excerpts from: Emergency Information Manual, Carmichael Enterprises 2016

BOMB THREAT REPORT

Time: _____ Date: _____

Name of caller (if known): _____

Exact wording and actions of person making threat:

Characteristics of person making threat:

Sex: _____ Race: _____
 Age: _____ Eye Color: _____
 Height: _____ Weight: _____
 Hair Color: _____ Hair length: _____
 Distinguishing features: _____

Threatening Language:

Foul	<input type="checkbox"/>	Well Spoken	<input type="checkbox"/>
Irrational	<input type="checkbox"/>	Message read by threat maker	<input type="checkbox"/>
Taped Message	<input type="checkbox"/>	Incoherent	<input type="checkbox"/>

Phone Threat:

When a threat is made by phone, note the following:

Caller's Voice

Calm	<input type="checkbox"/>	Angry	<input type="checkbox"/>	Nasal	<input type="checkbox"/>
Excited	<input type="checkbox"/>	Slow	<input type="checkbox"/>	Rapid	<input type="checkbox"/>
Soft	<input type="checkbox"/>	Loud	<input type="checkbox"/>	Normal	<input type="checkbox"/>
Laughter	<input type="checkbox"/>	Crying	<input type="checkbox"/>	Deep	<input type="checkbox"/>
Distinct	<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Stutter	<input type="checkbox"/>
Lisp	<input type="checkbox"/>	Clearing Throat	<input type="checkbox"/>	Ragged	<input type="checkbox"/>
Distinguished	<input type="checkbox"/>	Deep Breathing	<input type="checkbox"/>	Raspy	<input type="checkbox"/>
Familiar	<input type="checkbox"/>	Cracked Voice	<input type="checkbox"/>	Accent	<input type="checkbox"/>

If voice is familiar, who did it sound like? _____

Background Sounds

Static	<input type="checkbox"/>	Clear	<input type="checkbox"/>	Street Noises	<input type="checkbox"/>
Music	<input type="checkbox"/>	Motor	<input type="checkbox"/>	Animal Noises	<input type="checkbox"/>
Voices	<input type="checkbox"/>	PA system	<input type="checkbox"/>	House Noises	<input type="checkbox"/>
Booth	<input type="checkbox"/>	Local	<input type="checkbox"/>	Long Distance	<input type="checkbox"/>
Office Machinery	<input type="checkbox"/>	Factory Machinery	<input type="checkbox"/>	Other: _____	

**Carmichael
Connection**

Serving Nanaimo to Campbell River

Randi's Place ~ Wellington Place ~ Oceanside Place ~ Creekside Place ~ Shamrock Home ~ Hammond Place ~ Uplands Home ~ Harbourview Place ~ Matt & Dan's Home ~ Buckley Bay Home ~ Bronte's Home ~ Outreach Home ~ Sherbourne Home