

# Carmichael Connection

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*“Do a little bit of good where you are; it’s those little bits of good put together the overwhelm the world”*

Archbishop Desmond Tutu

## Experiencing a Traumatic Event ~ Part 1

Excerpts From: Our benefits EFAP

In light of the recent accident, you may be experiencing various levels of reactions. This will depend on the degree to which you have been impacted, your exposure, relatability and proximity to the incident itself.

Perhaps it was a serious accident, an act of violence, a natural disaster or some other incident that has left people directly or indirectly involved feeling unsettled or seriously impacted. The purpose of this handout is to help you understand some possible reactions you may be experiencing as a result of this incident and provide suggestions regarding the best ways to manage your reactions and begin your recovery.

**What are some possible reactions?**

Even though everyone reacts differently, here are some of the more common ways people who have experienced a traumatic incident may respond:

- Physical reactions
- Numbness, shock, headaches, loss of appetite, sleep difficulties, persistent heart palpitations, fatigue, nausea, gastrointestinal problems.

- Emotional reactions
- Fear, anxiety, distress, anger, irritability, sadness, guilt, distrust.
- Behavioural reactions
- Tearfulness, feeling disconnected, excessive vigilance, withdrawal or isolation, increased tendency to blame or criticize others, increased consumption of alcohol or medication.
- Mental reactions
- Loss of concentration, forgetfulness, indecisiveness, confusion, distressing dreams and memories, recurring intrusive images about the event.

**Are these reactions “normal”?**

Absolutely. These are normal reactions that human beings experience when they are in abnormally distressing situations. Research has shown that when you acknowledge these stress reactions and take care of them, they usually diminish and can disappear within a few weeks. Most people recover even after acute traumatic events and they return to normal or close to normal functioning, either on

their own or with the assistance of a mental health professional.

**Do these reactions always occur right after the event?** Not always. Some individuals don’t experience these reactions until later, but this isn’t the case for most people. Whether these reactions occur right away or later, they are generally experienced by almost everyone who goes through an abnormally distressing situation.

**Is there any way to avoid these types of reactions?** You can never avoid them completely. Even individuals who are well-informed and well-prepared have acute stress reactions in such situations. Police officers, paramedics, first-aid workers, and fire fighters may have strong stress reactions to emergency situations, despite their training and experience. Remember that these are normal reactions.

Part 2 ~ Next Newsletter

## Staff Spotlights

**February Birthdays**

Shiva Jennifer T  
 Brenda Ron W  
 Katelynne Amanda C  
 Farah Samuel

**January Birthday Winner:**

Jasmine Chovi  
**New Staff ~ Returns**  
 Mariam Reese  
 Paul

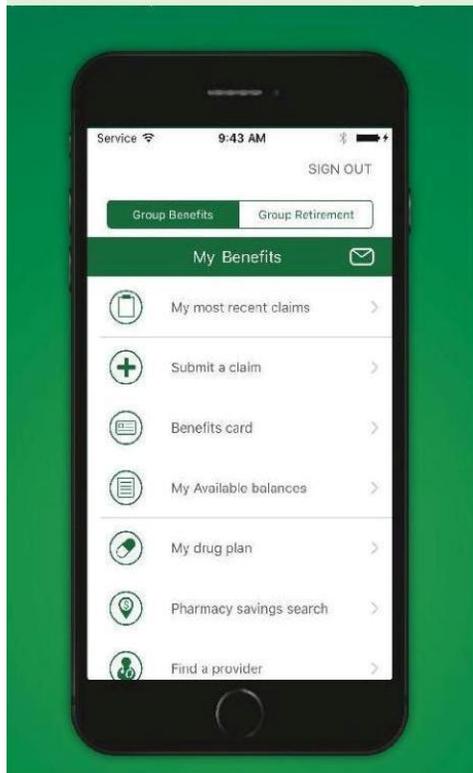


## Manulife Mobile App:

Submitted by: Carmela Taylor ~ Executive Administrator

### Your benefits on the go

Download **Manulife Mobile** and submit claims for fast refund. Include your direct deposit information the first time you submit a claim. We'll keep it secure for next time.



#### What you can use the app for

- ✓ Submit claims (if offered).
- ✓ Look at recent claims and payment information.
- ✓ Check your coverage.
- ✓ Find health care providers in your area.
- ✓ Find where to get your prescriptions for less.

Explore [manulife.ca/planmember](http://manulife.ca/planmember) to learn more about being a Manulife plan member.

Download Manulife Mobile today

Principles of Inclusion for Our Clients and Our Teams

Excerpts from: <https://allbelong.org/inclusive-education-in-action/>

Head — Heart — Hands

“Head knowledge” does not guarantee true inclusion. True inclusion begins not with the *head* but with the *heart*.

Successful inclusion is not built from what we know, but from who we are, and who we believe our clients and co-workers to be. *Heart* principles that should inform our *Head* and guide our *Hands* include concepts of interdependence, community, hospitality, and justice and reconciliation.

Interdependence

*Interdependence* leads to valuing and honoring each individual, not because of what they can do or contribute, but because of who they are – regardless of ability or disability.

Community

An inclusive *community* is one which recognizes the gifts and talents, as well as the needs, of *all* individuals. A community characterized by caring will be one in which everyone, clients and caregivers alike, plays a role in supporting others.

Hospitality

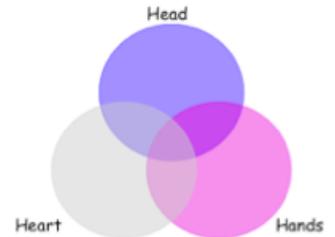
*Hospitality* will be shown by making appropriate accommodations and modifications for *all* clients / teammates as necessary (recognizing that what is helpful to a client / teammate who has a disability or challenge will also be of benefit to others) and through promoting friendships. The environment is characterized by protection, emotional support, empowerment, and personal commitment on the part of the members of the team.

Justice and Reconciliation

*Justice* will be demonstrated in an interdependent, hospitable, community which shows especial concern for those who are weaker and may feel powerless or oppressed by others and seeks to break down attitudinal barriers in order to promote *reconciliation* between those with and without disabilities / challenges.

With the *Head* being guided by these *Heart* attitudes, the *Hands* are enabled to consistently practice inclusion—something we *do* because of who we are.

David W. Anderson, Ed. D. All Belong Center for Inclusive Education



*“We all should know that diversity makes for a rich tapestry and we must understand that all the threads of the tapestry are equal in value no matter what their color”*

Maya Angelou

## Carmichael Enterprises Residential Programs

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*“Carmichael Enterprises is committed to meeting the needs of individuals with disabilities”*



We're on the Web!

[www.carmichaelenterprises.ca](http://www.carmichaelenterprises.ca)

## Supervising for Health & Safety

Managers play an important role in promoting and maintaining workplace safety. Their words and actions demonstrate how they view and value health and safety. The manager's attitude influences how workers approach and practice safety on the job; to them the manager's attitude reflects the company's values.

Effective managers are intentional and purposeful in promoting health and safety. They should perform or take part in regular safety activities, such as internal inspections, employer incident investigations, observing staff to ensure they are following safe work procedures, and discussing health and safety issues at staff meetings.

Some routine safety-related actions managers may take include:

- Providing New and Young Worker training before a new staff begins work in their home
- Observing and ensuring staff performance meets safety expectations
- Identifying any new workplace hazards and taking steps to ensure everyone stays safe
- Correcting improper and unsafe work activities and conditions
- Reinforcing safe and proper work performance
- Ensuring all documentation is clear, appropriate, and frequent, showing a systematic approach to safety

By measuring whether workers are meeting health and safety expectations and completing required activities, managers can help drive and embed safety as an organizational value. The demonstration by managers of how important health and safety is will then be passed on to the staff.

[www.supervisingforsafety.com](http://www.supervisingforsafety.com)



WORK SAFE BC

### Supervising for Safety online course for supervisors

Be a safety champion and understand your role in workplace health and safety. Whatever your industry or job title, if your role involves supervising workers, this free, self-paced course will help you understand your responsibilities. Discover how to be a more effective supervisor by championing workplace health and safety, and earn a certificate of completion at the end of the course.

[Click here to get started](#)