

Carmichael Connection

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“Our ability to reach unity in diversity will be the beauty and the test of our civilization.”

Mahatma Gandhi

Experiencing a Traumatic Event ~ Part 2

Excerpts From: Our benefits EFAP

What can you do?

- Pay more attention to your feelings and reactions than to the event itself.
- Don't judge or blame yourself. Don't criticize yourself for having these reactions. Be patient. Think about how you would support a friend in this situation and then treat yourself the same way.
- Try to reduce other sources of stress in your life for a while.
- Take the time to talk about your physical and emotional reactions with someone close to you like a friend, spouse /partner or family member. You can also turn to coworkers.
- Let your family, colleagues and friends know how they could best support you during your period of recovery. If they are doing something unhelpful, give yourself permission to let them know.
- Get some physical exercise within twenty-four hours following the event, no matter how light it is. Try to stay active.
- Find something that will help distract you from thoughts

about the traumatic event. Some people find it helpful to keep busy (leisure activities, hobbies, routine chores, warm baths, physical exercise, etc.), while others find it helpful to relax or go out with friends.

- Take time to rest and maintain good sleep habits.
- If you find you are experiencing distressing images or feeling fearful, remind yourself that you are safer now and try to direct your attention to something else.
- If you are being questioned about the event, it's perfectly appropriate to explain politely that you prefer not to talk about it. You can say, "I understand that you would like to know more about what happened, but I'd rather not talk about this at this time. I hope you'll understand."

What should you do if your stress reactions don't diminish from week to week?

It's better not to keep the problem all to yourself. People close to you don't always know how to help, despite their best intentions. If these reactions have not diminished from week to week, don't hesitate to contact your organization's Employee Family Assistance Program to meet with a professional. If you take good care of yourself, ensuring that you obtain the support you might need, you will gradually regain your normal sense of self and resume life activities.

What have you gained from your experience?

After some time, once things have calmed down, it can be useful to ask yourself, "What have I learned from this experience?" After a traumatic event, most people learn something about themselves or others, or about what matters most to them. When ready, take some quiet time to think about this. You may make some interesting discoveries. For more information, to book a counselling session, or to access any of your EFAP services our Client Services Representatives are ready to speak with you 24 hours a day, seven days a week, in English or French. All is Confidential!

Staff Spotlights

March Birthdays

- Olabisi
- Faith M
- Samantha S
- Jason R
- Reanna
- Lucille
- Melvin A
- Mark W
- Stephen
- Abigail
- Aaron
- Dave N

February Birthday Winner(s)

Amanda C

New Staff ~ Returns

- Jackleen Isher
- David C
- Phyllis
- Chanel Noah
- Mallory
- Victor P



Coronavirus Information:

Submitted by: Carmela Taylor ~ Executive Administrator

The Coronavirus Outbreak Fast Facts & General Information



You have been provided this handout as an aide to support yourself, other employees and family members as a result of the questions and possible anxiety that has arisen from the recent novel coronavirus outbreak.

What is the novel coronavirus?

On 31 December 2019, the World Health Organization (WHO) was alerted to several cases of pneumonia in Wuhan City, Hubei Province of China. The virus did not match any other known virus. This raised concern because when a virus is new, we do not know how it affects people. One week later, on 7 January, Chinese authorities confirmed that they had identified a new virus. This new virus was temporarily named '2019-nCoV.' As of 2 February 2020, the WHO reports there are now more than 14,500 confirmed cases in 24 countries.¹

Symptoms are close to those of the common flu.

How are coronavirus infections diagnosed?

Coronavirus infections are diagnosed by a health care provider based on symptoms and laboratory tests. In some cases, travel history may be important.²

How is coronavirus treated?

According to Health Canada, currently, there are no specific treatments required for most people with coronavirus

infection, as most people with common coronavirus illness will recover on their own. Your health care provider may recommend steps you can take to relieve symptoms.

Consult your health care provider as soon as possible if you are concerned about your symptoms or have travelled recently to a region where the coronavirus outbreak is significantly widespread.

How do I reduce the risk of coronavirus infection?

To reduce your risk of coronavirus infection: clean your hands with soap and water or alcohol-based rub; cover your nose and mouth when coughing and sneezing with a tissue or flexed elbow; avoid close contact with anyone with cold or flu-like symptoms; thoroughly cook meat and eggs and have no unprotected contact with live wild animals. The Government of Canada is now recommending avoiding all non-essential travel to China and all travel of any kind to Hubei Province, China.

Need more information or assistance? All calls are completely confidential.

English: 1 866 644-0326

En français : 1 888 361-4853

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CELEBRATE MISTAKES: Creating a Culture of Forgiveness

Excerpts from: <https://garfinkleexecutivecoaching.com/celebrate-mistakes-creating-a-culture-of-forgiveness-2>

Your team is made up of some of the best -- you have seen them in action and you know they're great players. Every day, you see them minimize risk, manage issues and deliver quality work. Do you trust them enough to let them make mistakes?

There's value to being able to follow a known path and complete the work, but we all know that projects (and lives) rarely follow a script. There are always unknowns and unexpected issues, no matter how well you plan.

When you encourage healthy risk-taking, you encourage innovative behavior in your teammates. Those who know that they'll have your help and support when problems arise feel empowered to integrate changes into new projects and daily operations. Those changes could save time, expand program options, or bring in a big win for our clients, just the sort of behavior you want to encourage. But does your team know you'll make it a learning opportunity and not a mark of shame if something doesn't work?

Of course, we're talking about reasoned risk, with plenty of planning. There are always ways to learn from a thought-out endeavor that failed. Even poorly executed or sloppy work is a learning or teaching opportunity through one on one coaching or feedback. But here's why you might want to consider rewarding those who try and fail in the name of better results:

- ✓ Team members feel empowered, allowing them to be more creative and move ahead with projects.
- ✓ New ideas are generated by those who take risks.
- ✓ Employee knowledge is company knowledge -- everyone will benefit from lessons learned.
- ✓ Even ideas that fail, if well planned, often have nuggets of value. When the team builds an approach that tweaks the new idea so it will work, everyone wins and everyone feels inspired.

When examining the remains of a failed attempt, don't blame or shame, but stay factual -- there's no use glossing over the fact that someone tried something that didn't work. Don't dwell on the failure itself, or the person -- a little humor here can diffuse the anxiety around a mistake -- instead focus on the positive and what can be learned.

By being the kind of team that celebrates mistakes in addition to the successes, you can generate the energy that will foster new ideas and keep all members invested in delivering great results.

Credits to Joel Garfinkle



"All the diversity, all the charm, and all the beauty of life are made up of light and shade."

Leo Tolstoy, Anna Karenina

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



We're on the Web!

www.carmichaelenterprises.ca

Engaging in Health & Safety

Scott Hartnett ~ Health & Safety Coordinator

Creating and managing a safe and healthy workplace involves everyone. We want you to be truly engaged in health and safety, and we want you to know that we value your well-being and input!

Open Lines of Communication

As an employer, our goal is to make sure that our staff and managers feel comfortable talking about health and safety.

We listen actively to what our staff and managers are telling us, and do our best to respond in a timely and appropriate way. If our staff know we are open to listening to, and addressing their questions and concerns, it makes everyone more likely to let us know if there are any unsafe conditions or behaviors in the workplace.

Our staff are our eyes and ears on the frontline and we count on you to report health and safety concerns, solutions, and suggestions for improvement.

Knowledge is Power

To utilize your knowledge and experience as frontline workers, we invite and encourage you to participate in health and safety activities. We want you to know that safety is a joint responsibility and everyone has a role to play.

Some examples of activities to engage in together, to get us all thinking and talking about health and safety, include:

- Conducting drills
- Discussing health and safety at staff meetings
- Bringing issues for discussion forward to the Joint Occupational Health
- Assisting with the development of safe work procedures
- Participating in workplace inspections
- Conducting workplace health and safety investigations

We want to encourage everyone to participate and take ownership of health and safety issues. Each one of us should follow safe work practices and speak up if they see something or experience a situation in the workplace that may be unhealthy or unsafe.