



SUPPORTING, ENCOURAGING, BUILDING:  
*Children, Families, Communities*

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## TCF Thanks the Secret Santas of this Christmas

It's yet another year for TCF to show their grand appreciation and gratitude to those who have helped us during the holiday season to support the children and families that we serve.

Let's give a big shout out and Thank You to Karen Henderson and her partner Lucille who for the last 18 years have continued to be our 'Santa'.

This year was a record breaking one for Karen. Each year she pushes the threshold and manages to extend her gift giving to even more families. This year she broke the '100' mark and purchased gifts for 52 families which includes a total of 114 children. This endeavor that she undertakes year after year has grown as she continues to see the need. She has reached out to her family, friends and coworkers to help support her with donations and opportunities to raise funds. We are so lucky to have Karen as our 'Friend' and supporter.

Another great support for our families through the holiday season is the 'St George's Hamper Drive'. As TCF has been collaborating with St. George's now for 12 years we have been very fortunate to be on their Hamper Drive list of agencies. This means every year we get the 'call' from Sandi Cobb asking us to nominate the families most in need to receive the deluxe hamper that they will deliver to the families home just before Christmas.

Last but not least we are very grateful to the special women of the Vancouver Garden Club who for the last 20 or so years have been committed to ensuring that our Alderwood and Kennedy House children are sure to have a stocking filled with goodies hanging Christmas morning. These women sew and fill the stockings and deliver them just before Christmas break to ensure that we can get the stockings to them in time.

Every year at this time, I return from my Christmas break and get ready to write the thank you notes to these most generous friends of ours and every time I am in 'awe' of how lucky we are to have these supporters and so very grateful that I can be a part of it.



Colourful snowmen made by Alderwood children on a snow day

- Angie Casoria



# Monthly Health & Safety Planner



## JUST FOR FUN



### Alcohol Hand Rub is Now Best for Hand Hygiene—And it's Flue Season!

The Centers for Disease Control (US) recently released its long-awaited new guidelines for hand-hygiene. Sanitizer research shows it is more effective as people will actually use it more compared to inconvenient soap & water, if it is placed conveniently around the workplace. The new research also shows that it does not create “superbugs” like anti-biotic soaps, nor does it chaff hands as much as soap and water. In addition, Alcohol Rub evaporates before it can penetrate the skin. As for the “good” bacteria killed by the Alcohol – not a problem as it is replaced in minutes by the ample supply on your forearms. So feel free to sanitize your hands to protect yourself and others!

- Stephen Hockey

## Power Failures

Electricity is such a dependable source of power we tend to forget that in many emergencies, power may be lost. Power failures may last for a few minutes, several hours or several days.

### During a Power Failure

- Remain calm and in place
- Turn off any electrical equipment, computers etc.
- Know the location of your emergency kit, flashlight and batteries. Avoid using candles – the can create a serious fire hazard.
- If necessary, follow the directions of the emergency authorities
- Determine whether the phone system is operational
- Report power failures to your local power company.

### What to Do in the Event of a Power Failure at TCF

Occasionally there are power failures due to storms and other unforeseen circumstances. In the case of such a power failure, the “safety lights” will come on. As they are operated by a battery, their time is limited. As a backup, there are wall-mounted flashlights in site specific, designated areas. The telephone switchboard will not be operational if there is a power failure.

In the event of a power failure the Emergency Team Leader, and/ or other designated staff will:

- Determine if the power failure is a result of a major outage or is a result of a tripped breaker or other cause (i.e. fire).
- If it is a result of a tripped breaker – attempt to reset it. If the breaker fails to reset or trips again, do not attempt again to reset, but have the situation investigated by a qualified electrician.
- If the power failure is of short duration (one hour or less), return to normal activity when power is restored.
- If the power failure lasts longer than one hour, escort clients to the main door.
- If the power failure is a result of fire, then follow fire procedures.
- Power failures exceeding one hour require the completion of a Critical Incident Report form by the most senior person on site and distribute it according to the Critical Incident Reporting policy.

- Lisa Lowe

## Preventing Violence in the Workplace

### Here are Some Reminders for Handling Violent or Threatening Situations

In recognition of the potential for violence in its clients, TCF has adopted “Nonviolent Crisis Intervention” as espoused by the Crisis Prevention Institute. Staff are required to be trained in this approach as per the CPI Training Standards policy. This approach models non-physical interventions and uses restraints and seclusion as a last resort.

Some clients and/or individuals may exhibit violence, intoxication, or other disruptive behaviours. These situations are addressed by agency policies and procedures – namely, Critical Incidents – Response, Critical Incident Reporting, Critical Incident Debriefing, Disruptive Behaviour, Intoxicated or Substance Impaired People, Restraint and Seclusion, Staff Working Alone On-Site, Staff Working Off-Site, Reporting Threats of Harm, and Weapons.

Staff are encouraged to address the safety of others and themselves in the event of a violent outburst or threat of violence. When in doubt, staff members must assume that an encounter could become violent and exercise safety precautions. These precautions include awareness of the physical surroundings, means for handling hostile individuals and what to do in the case of a robbery.

Some physical surroundings create particular concerns for staff relative to violent acting out behaviours. Staff are cautioned to be aware of areas where potentially violent encounters may occur. These areas include:

- Inside waiting/reception areas
- In hallways
- In group situations
- In individual offices
- Outside building at main entrances
- During home visits
- Waiting/Reception/Hallways: Basic Safety Precautions

Some ways to reduce the likelihood of problems arising in waiting and reception areas as well as hallways are to:

- Remove potential weapons in the waiting room areas (i.e. letter openers, desk message spikes, items that could be used as clubs or weapons).

- Not permit the waiting area to become crowded; the more people, the greater chance for violence.
- If you begin to sense a potentially violent encounter, and you are sitting, push back from the other person and stand up, assuming a non-aggressive posture while continuing to address the other person.
- Avoid keeping your back to persons. Face the waiting area if at all possible.
- Maintain an escape route.

In the event that potential for violence is appearing to escalate:

- If sitting, stand up.
- If another staff member is close by, enlist help in a non-threatening way. Often the presence of another staff member will prevent violence. Tell the angry/potentially violent client/person that you see they are angry and that this may not be the right time to address their concerns. Negotiate a mutually convenient time to talk about their issues.

If there isn't another staff member close at hand:

- Remain standing
- Back away from the other person
- Tell the other person/client that you are not able to provide the answer they want and that you are going to call someone who may be able to help.
- Page Supervisor/another staff member and ask for assistance.

If the threat of violence appears imminent:

- Stand up, back away, remain standing.
- Push Panic Alarm, if available, to initiate call to police.
- Dial 9-1-1 and tell police that a person has threatened violence at your site and that you need assistance.
- Pay close attention to the physical description of the person in order to assist police. Staff should not attempt to disarm the violent person.
- When safe to do so, attend to any injured person(s).
- In the event that violence is appearing to escalate or when it appears imminent, complete a Critical Incident Report and distribute as specified in the Critical Incident Reporting policy and procedures when it is safe to do so.

- Lisa Lowe

## Upcoming Event

- In-House Trainings

<b>Two Day CPI Training</b>	Thursday & Friday, March 13 & 14, 2014
<b>One Day Refresher CPI Training</b>	Friday, January 24, 2014
<b>TCF H&amp;S Workshop “Self Care—Stress Reduction” by Michael Kingscott and Faye Causley</b>	Wednesday, February 19, 2014 12:00—2:00 pm
<b>TCF H&amp;S Workshop “Stress Management” by Margaret Lloyd and Sukhvinder Rangji</b>	Wednesday, February 26, 2014 12:00—2:00 pm

## Telus Ambassadors’ Books for School Donation

Alderwood Family Development Centre was incredibly fortunate to receive donated funds from Telus’ Books for Schools that enabled us to improve our literacy resources for our students. With these funds we purchased book bags, books on CD, picture books, early readers and aboriginal graphic stories. In June, we also took the students on an outing to Chapters where they were able to choose a book of their choice as a graduation gift. This outing to Chapters allowed our students a unique and special opportunity to purchase a book of their choice. We hope to make this an annual event to coincide with children’s graduation from Alderwood.

In September, we used the remaining donated funds to purchase books for our growing on site library knowing our current students’ interests and abilities. This is a luxury that we are rarely afforded, yet is immensely helpful in engaging reluctant and struggling readers who attend Alderwood. Also, we have wanted to purchase the Raven Tales collection for some time, as our students are often drawn to these books. With this funding we were able to purchase a copy of each book, while also purchasing some guided reading book sets.

Overall, this donation has enhanced our ability to engage our students in literacy while also directly supporting our reading instruction. We cannot think of a better way to build community and grow individual literacy skills than by striving to develop a love of reading with our students. Thank you Telus Ambassadors for supporting us in this endeavor!

- Trinity Southworth, Alderwood Teacher



Telus Ambassadors, Ross, Hilary, Pearl and Lorna, stamp books purchased with the generous \$1,500 donation from Telus Books for Schools Program donated to Alderwood Family Development Centre.