

**CALGARY**

**ECAT**

Employee & Client Assistance Team

**403-819-0583**

Phones do not accept text messages– staff need to call ECAT.

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**TIME SHEET HAND-IN**

- **September 16<sup>th</sup> 2019–**  
For all shifts worked between September 1<sup>st</sup> and September 15<sup>th</sup>.
- **September 30<sup>th</sup> 2019–**  
For all shifts worked between September 16<sup>th</sup> and September 30<sup>th</sup>

**UPCOMING:**

- **HEALTH AND SAFETY MEETING–** September 12<sup>th</sup> 2019 at 1:00 PM
- **RPAC MEETING–** September 10<sup>th</sup> 2019 at 10:00AM

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

**Colin**

Colin is an energetic, approachable young man who moved to Edmonton from the Northwest Territories. Colin loves to regale his staff members with tales of his home and family, and he is always ready with a funny story or a joke to get everyone laughing. Colin's sense of humour makes him easy to talk to and helps people feel at ease. Like many young men his age, Colin is an avid gamer and really enjoys playing video games with his friends in person and on-line. Colin also enjoys socializing and playing chess and card games with staff, and people he meets through the agency. Colin is quite an athlete and is a member of the Clareview Recreation Centre which he attends three times a week to use the treadmill, swim and play basketball with staff support.

Since coming to Edmonton, Colin expressed a desire to be connected with his indigenous community and, with the help of his staff Richard, Colin found a wonderful Dene drumming group. Although he can be a bit shy, with staff support Colin attends this group weekly and really enjoys both the music and the cultural connections he has made there. In addition, Colin made his own traditional drum! Colin loves to share in and celebrate his culture through singing, storytelling and drumming.

Colin is also interested in giving back to the community. Colin is the first person to offer help to others at every given opportunity. His soft spoken and respectful nature serves him well when socializing with others in his community. To help Colin achieve his goal of helping out others in a meaningful way, support staff researched various volunteering options and Colin chose to focus on opportunities at the Canadian Native Friendship Centre where he is a member. Staff assisted with connecting Colin to the Centre volunteer program and helped him decide how to spend his time there. Colin now volunteers every week for up to five hours. As a volunteer, Colin participates in the bingo fundraisers. His job is to choose the bingo balls from the ball cage and call out the number for the players. Colin can really get into his job and doesn't need any encouragement to be heard all across the bingo hall. Colin is very proud of the work he does to help out, always taking the time to give back during his busy week.



### Employee Spotlight

Richard started working with the Edmonton region as a relief staff in February 2017 after moving to Edmonton from Cameroon in July 2016. His skills and work ethic soon saw him promoted to Team Coordinator in the Tigereye program where he has been working with Colin from his beginning of service with ICE. Richard has been instrumental in supporting Colin to achieve his goals; encouraging him to volunteer and to engage in cultural activities on a weekly basis.



Colin (left) and Richard (right)

Thank you for all your hard work over the past 3 years, Richard.

**ICE OFFICES WILL  
BE CLOSED  
MONDAY,  
SEPTEMBER 2<sup>nd</sup>  
FOR LABOUR DAY**

**Please direct all calls to the Employee Client Assistance Team for that day.**

**403– 819-0583**

## 2.2.2 CLIENT CONFIDENTIALITY

*\*(Selected sections of ICE policy 2.2.2 are reproduced here, please refer to the Policy manual for the complete policies).*

Independent Counselling Enterprises places a high priority on the right to confidentiality as it pertains to client personal information and the services they receive from the agency. Service is provided in accordance with the Health Information Act (HIA), the Freedom of Information and Protection of Privacy Act (FOIP), and the Personal Information Protection and Electronic Documents Act (PIPEDA).

All confidential information is collected, used, disclosed, and disposed of as per information and site security policies (see **Policy 3.9.1 Site Security** and **3.9.2 Information Security**).

1. Any information pertaining to Independent Counselling Enterprises' clients or their families will be held in strict confidence. No information will be released to outside sources without written consent from the client and/or guardian and the funding source as appropriate.

### 4. Information Technology Security:

- Confidential client information will not be posted online, emailed from the office or saved on employees' personal electronic equipment. Any employee/support home operator who must submit client information to the office via personal electronic equipment must maintain client confidentiality i.e. All client identifiers must be eliminated i.e. Only the first name and first three letters of the client's last name are to appear on any documents. Once information is submitted it must be immediately deleted from the employee's/support home operator's device. To protect client rights no photographs or video clips are permitted to be taken on any employee's cell phone or any other personal electronic equipment unless authorized by their supervisor for a specific purpose. (See **Policy 3.8.12 Smart Phones and Mobile Devices**).

### 7. Transportation:

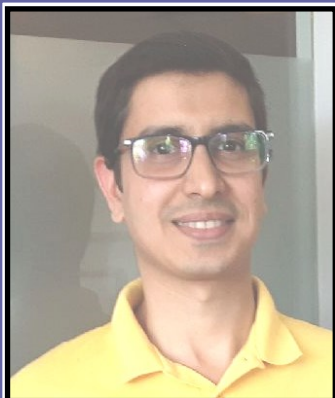
- Whenever transporting client information only transport what is required, secure the location of the documents, if possible remove client identifiers, and sign out the information as required.
- Employees may also carry their own documentation of visits if they work with clients that are not at I.C.E. operated sites (i.e. contact notes, activity sheets, client verification forms, time sheets, critical and general incident forms). Employees are to keep this documentation as anonymous as possible by only including the client's first name and the first three letters of the last name. No other identifying information is to be included on any of these forms.
- All client information is kept in the trunk of the vehicle, or otherwise hidden from view, when being transported. Client confidential information will not be left in an unattended vehicle.
- All employees carry with them only the information required to perform safe, effective and quality service. Documents not required in a given day are stored in the office, or at an I.C.E. operated site, or a secure area of the support employee's home if they do not work at an I.C.E. operated site. Access is restricted to the I.C.E. employee. When the employee is off duty, all documents are stored in this secure area of their home.

October 2018

## Looking for Answers? Below are some online links you may find of assistance:

|   |  |
|---|--|
| <a href="https://www.canada.ca/en/health-canada.html">https://www.canada.ca/en/health-canada.html</a>   | 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.   |
| <a href="https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957">https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957</a>   | Linking Albertans to a wide range of health information and service options.   |
| <a href="https://work.alberta.ca/occupational-health-safety.html">https://work.alberta.ca/occupational-health-safety.html</a><br><a href="https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws">https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws</a><br><a href="https://work.alberta.ca/occupational-health-safety/resources.html">https://work.alberta.ca/occupational-health-safety/resources.html</a> | 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 |

## ICE THANK YOU CARD INCENTIVE WINNER



Rahul T received a thank you card from two managers for agreeing to work with short notice. To complete the deep cleaning required ensuring the clients received their damage deposit. Rahul received a Starfrit Eco Copper 10 piece pot set.

Thank you for all your efforts!

### Other Thank You Cards

- ⇒ **Lucille W** received a thank you card from two managers for agreeing to work with short notice. Your willingness to complete the deep cleaning required, ensured the clients received their damage deposit.
- ⇒ **Susan H, Anoop M and Kendra F** received thank you cards from their coordinators for reporting and mitigating hazards in the community while with their clients.
- ⇒ **Kristine C** received a thank you card from her coordinator for noticing and removing a hazard in the home and advising the clients and other staff of the hazard.
- ⇒ **Sherry R** received two thank you cards from her coordinator for removing a hazard from her client's home on two separate occasions.
- ⇒ **Nova Lee B** received a thank you card from her coordinator for switching her schedule around to assist her client to volunteer at Global Fest.
- ⇒ **Sharon R** received a thank you card from her coordinator for always going above and beyond supporting her client, especially during her difficult times of transition.
- ⇒ **Mackayla L** received a thank you card from a coordinator for taking an extra shift on very short notice.

### 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 procedures.

**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.**



## Training

### PET (Pre-Employment Training)

September 24-26, 2019

9:00am - 5:00pm

### PBI (Proactive Behavioural Interventions)

September 27, 2019

9:00am - 5:00pm

### CPI (Crisis Prevention Institute)

September 5, 2019

9:00am - 5:00pm

### Promoting Health and Safety

September 11, 2019

1:00pm - 5:00pm

### Cerebral Palsy

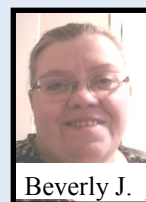
September 17, 2019

9:30am - 10:30am

## 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!**



Beverly J.

### ICE Calgary Congratulates

### Long Term Employees!!!

| Staff               | Years | Date           |
|---------------------|-------|----------------|
| Diane S             | 16    | Sept. 2, 2003  |
| Theresa W           | 15    | Sept. 16, 2004 |
| Stephanie N         | 15    | Sept. 9, 2006  |
| James R             | 11    | Sept. 18, 2008 |
| Edwin J             | 6     | Sept. 13, 2013 |
| Aji M               | 4     | Sept. 3, 2015  |
| Michelle (Shelly) R | 4     | Sept. 24, 2015 |
| Kendra F            | 4     | Sept. 25, 2015 |
| Marcello M          | 3     | Sept. 8, 2016  |
| Shaista N           | 3     | Sept. 8, 2016  |
| Anoop M             | 2     | Sept. 12, 2017 |
| Louanne F           | 2     | Sept. 21, 2017 |

## **Health and Safety Meeting Minutes**

**August 1, 2019**

*(Minutes edited for publication)*

### **3.0 Standing Items**

- 3.1 Review of 'Regional Health and Safety Meeting Minutes' – Review other region's minutes especially sections 3.2 and 3.3.
- 3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Incident Investigations for Injury, Health and Property Damage

### **Edmonton- July 3, 2019 Meeting Minutes**

**May 31, 2019**

An office employee went to pick up a box with both hands and the contents shifted, resulting in the employee's wrist being sore. It was determined that the file box was half full on one side of the box and nothing on the other side. Recommendations include ensuring to check the contents of the box prior to lifting it and checking to ensure even distribution. If it is not evenly distributed, lay contents flat to minimize movement.

#### **Incident Investigation Complete**

**Recommendations:** Include hazard in office HACD.

### **South- July 9, 2019 Meeting Minutes**

**June 20, 2019**

Staff and client were driving home from day program. The staff proceeded through an intersection when the light turned green. Another vehicle went through a red light and struck the front driver's side bumper of the staff's car. Minimal damage to the staff's car and no injuries occurred as both drivers were driving slowly. Police were contacted to report the accident.

#### **Incident Investigation Completed**

**Recommendations:** Staff to be aware of other drivers at all times but especially when proceeding through intersections. ICE staff were not at fault in this accident.

**Additional Recommendations:** Staff to utilize public transportation if possible.

**July 2, 2019**

A client was due to check back in at the psychiatric unit at a certain time. They were already late for the check-in and the client wanted to stop and have a cigarette at the hospital smoking area before going back to the unit. Staff suggested they go and check in first and then have the cigarette afterward. Client was upset and tried to grab the staff. The staff was able to move out of the way but the client did make contact with the staff's bag. The hospital staff quickly intervened and the client did not get the bag or make further contact with the staff.

**Recommendations:** Review incident with RPAC and update RPAC tracking record. Review CPI/PBI skills with the staff. Review RPAC documents with the staff.

#### **Incident Investigation in Progress**

**Additional Recommendations:** If possible, staff to call and notify hospital when running late.

### **Grand Prairie- July 9, 2019**

**May 28, 2019**

Staff was driving client to the store during a community access outing. As staff approached traffic lights they turned yellow and staff proceeded through. A driver coming from the other direction also proceeded through and turned left in front of staff causing staff to hit the other driver on the passenger side door. No injuries.

#### **Incident Investigation to be completed.**

**Recommendations:** Safe driving policies were discussed with staff. Staff encouraged to choose less busy roads especially during rush hour traffic.

**Additional Recommendations:** Staff to check traffic in all directions before entering in the intersection as per H&S binder Part 2 section: transportation safety. Staff to review safe driving habits in

Part 2 H&S binder.

**June 3, 2019**

Staff was driving client to the program on a lightly travelled road returning from an outing. Staff slowed as she approached the intersection and the vehicle following her struck her vehicle's rear end. No injuries.

#### **Incident Investigation to be completed.**

**Recommendations:** Safe driving policies were discussed with staff. Staff encouraged to choose most direct path to and from destinations.

**Additional Recommendations:** Staff to review safe driving habits in the H&S binder Part 2.

**June 25, 2019**

Staff was putting laundry away and entered the washroom to put away towels. Staff slipped on a wet patch on the floor and struck her knee. It appears that the client who exited the washroom just prior did not use the toilet effectively and the bathroom floor should have been cleaned prior to staff putting away laundry as this is a known issue.

#### **Incident Investigation to be completed.**

**Recommendations:** Staff reminded to check washroom for cleanliness upon client exit. And to ensure bathroom floor is kept dry and clear of obstructions.

- 3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)

### **Edmonton- July 3, 2019 Meeting Minutes**

**June 5, 2019**

A shelf inside the kitchen cabinet fell down and broke the blender. Follow up included placing a note in the hazard communication log and put a hazard sign on the cupboard. The cause was determined to be a loose screw holding the shelf.

#### **Incident Investigation Complete**

**Recommendations:** Routinely check shelves to ensure clips are securely in place and ensure that cupboards are not overloaded.

**Additional Recommendations:** Review with team to report hazards as soon as they are identified and ensure follow up is completed as soon as possible (E.g. item repaired right away or landlord notified immediately of repairs required).

**June 6, 2019**

Staff tripped over a pair of shoes left on the floor by staff which weren't put on the shoe rack. Follow up included bringing up issue at the next team meeting, including shoes kept on the shoe rack and ensuring that staff are maintaining awareness for potential hazards.

#### **Incident Investigation in progress**

**June 12, 2019**

Staff was opening the top drawer of a filing cabinet in the Edmonton Office when the cabinet came down. Staff initially attempted to stop the filing cabinet but realized it was too heavy and were able to get out of the way when it fell over. Follow up included: The file room door code was changed and a hazard sign put on the door until the hazard could be assessed. It was determined that the bottom drawer of the filing cabinet was empty causing the cabinet to be top heavy. The interlock safety mechanism on 2 older cabinets (which mean only one drawer at a time opens) were broken. The older cabinets were replaced with new ones and all filing cabinets were checked and it was ensured that files were evenly distributed so that they wouldn't be top heavy. A health and safety memo was sent out on June 17, 2019 to all employees regarding file cabinet safety. On June 30, 2019, the Hazard Assessment and Control document was revised to incorporate this hazard and associated controls, including ensuring that filing cabinets are in working order and that they are loaded properly.

#### **Incident Investigation in Progress**

**Recommendations:** N/A – No further recommendations.

### **South- July 9, 2019 Meeting Minutes**

No Near Miss Incidents to Report.



### **Grand Prairie- July 9, 2019**

No Near Miss Incidents to Report.

### **3.2 Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:**

#### **June 21, 2019**

Staff was cleaning client's washroom shower door. While cleaning it, staff hit their wrist twice on the handle of the door causing some skin to peel off and redness. Staff reported incident to management and applied first aid. Follow-up: Staff purchased a long-handled brush.

#### **Incident Investigation Completed.**

**Recommendations:** It is recommended for staff to utilize heavy duty dishwashing gloves.

#### **July 2, 2019**

Staff went into client's room to help client with their electronic device. Client jumped off their bed, screamed and struck staff in the chest. Staff received a red mark. Staff reported the incident to management. Staff stated that they were not injured.

#### **Incident Investigation Completed.**

**Recommendations:** Staff to review PBI skills. Staff should see if client is ready to be assisted. Staff could also engage client with assisting staff fix the problem if possible.

#### **July 10, 2019**

Staff walked into an office area where a diffuser was diffusing strong essential oils. Staff immediately backed out of the office area. Staff went to another part of the building and had difficulty breathing. Staff decided to hold their breath and run back to their office on several occasions. Staff called their doctor and advised staff to go to the hospital. Follow-up: All diffusers have been removed from the office. During a meeting, Management provided all staff reminders of a scent free zone. New scent free posters put up throughout area.

#### **Incident Investigation Completed.**

**Recommendations:** Scent free zone poster signage to be posted at the entrance to advise visitors of a scent free zone. Staff could have stayed in the other office wing until the office was clear of scent.

#### **July 18, 2019**

Staff was taking items out of the trunk of their car when a community motorist sped into a parked vehicle which subsequently caused the parked vehicle to strike the back of staff's car with force. Staff was able to jump out of the way in time as they heard the initial car being struck. 911 was dispatched as soon as the accident occurred and arrived on scene. Significant property damage occurred. Staff was not physically injured.

#### **Incident Investigation Completed.**

**Recommendations:** Staff did an excellent job paying attention to their surroundings. No further recommendations.

### **3.3 Evaluation of near miss investigations.**

#### **June 8, 2019**

While staff was assisting client with changing their briefs, client slapped staff on the chest. Staff reported the incident to management. Staff was not injured.

#### **Incident Investigation Completed.**

#### **July 12, 2019**

Client and staff were out having lunch. Client had a confused look on their face and staff asked if they needed assistance. Client raised their hand as if they were going to strike staff. Staff gently lowered client's hand and client shrieked. Follow-up: staff was reminded not to physically touch the client and to prompt client instead. RPAC involvement.

### **Incident Investigation Completed.**

#### **July 24, 2019**

Staff was emptying dishwasher and found a broken drinking glass. Staff removed the two pieces of broken glass and threw them away. Staff reported the hazard.

#### **Incident Investigation.**

**Recommendations:** Staff to avoid overloading the dishwasher and to inspect dishes before placing them in the dishwasher.

### **3.4 Health and Safety Committee Inspections**

3.4 A) Inspections held as a result of health and safety concerns - include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved: n/a- none for July.

3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type: n/a; none for July

### **3.5 COR Audit Review**

Reviewed and discussed Element 3.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed)

The Health and Safety Committee reviewed pages 1-3 in the HACD. No further recommendations.

### **3.7 Policy review- 3.5.10 HACD**

### **4.0 Other Business**

- The health and safety committee will require another health and safety worker member
- COR Update – Internal COR has been set for October 2019.
- HACD has been reviewed, updated and completed.
- Health and Safety Training updates: All health and safety committee members have completed their training.

**NEXT MEETING DATE:** September 12, 2019 @ 1:30 p.m.

### **ICE HAS A TD GROUP RSP PLAN!**

**Refer to Policy 3.4.18 FUTUREBUILDER RSP If you are eligible, ICE will match your contributions!**

**To sign up, please contact:**

**Independent Counselling Enterprises at : 780-453-9664**

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:

<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:

<https://www.td.com/ca/en/personal-banking/products/saving-investing/>



Allergies occur when your immune system reacts to a foreign substance — such as pollen, bee venom or pet dander — or a food that doesn't cause a reaction in most people.

Your immune system produces substances known as antibodies. When you have allergies, your immune system makes antibodies that identify a particular allergen as harmful, even though it isn't. When you come into contact with the allergen, your immune system's reaction can inflame your skin, sinuses, airways or digestive system. The severity of allergies varies from person to person and can range from minor irritation to anaphylaxis — a potentially life-threatening emergency. While most allergies can't be cured, treatments can help relieve your allergy symptoms.

### **Symptoms**

Allergy symptoms, which depend on the substance involved, can affect your airways, sinuses and nasal passages, skin, and digestive system. Allergic reactions can range from mild to severe. In some severe cases, allergies can trigger a life-threatening reaction known as anaphylaxis.

**Hay fever**, also called allergic rhinitis, can cause: sneezing; itching of the nose, eyes or roof of the mouth; runny, stuffy nose; and/or watery, red or swollen eyes (conjunctivitis).

**A food allergy** can cause: tingling in the mouth; swelling of the lips, tongue, face or throat; hives and anaphylaxis.

**An insect sting allergy** can cause: a large area of swelling (edema) at the sting site; itching or hives all over the body; cough, chest tightness, wheezing or shortness of breath and anaphylaxis.

**Atopic dermatitis**, an allergic skin condition also called eczema, can cause skin to: itch, redden, flake or peel

### **Anaphylaxis**

Some types of allergies, including allergies to foods and insect stings, can trigger a severe reaction known as anaphylaxis. A life-threatening medical emergency, anaphylaxis can cause someone to go into shock. Signs and symptoms of anaphylaxis include: loss of consciousness, a drop-in blood pressure; severe shortness of breath; skin rash; light-headedness, a rapid, weak pulse; nausea and vomiting

### **When to see a doctor**

You might see a doctor if you/your client has symptoms you think are caused by an allergy. If you or your client have symptoms after starting a new medication, call the doctor who prescribed it right away.

**For a severe allergic reaction (anaphylaxis)**, call 911 or your local emergency number or seek emergency medical help. If you/your client have an epinephrine auto-injector, give yourself or your client a shot right away prior to calling 911.

Even if your symptoms improve after an epinephrine injection, you should go to the emergency department to make sure symptoms don't return when the effects of the injection wear off. If you/your client has had a severe allergy attack or any signs and symptoms of anaphylaxis in the past, make an appointment for yourself or your client to see a doctor. Evaluation, diagnosis and long-term management of anaphylaxis are complicated, so you'll probably need to see a doctor who specializes in allergies.

### **Causes**

An allergy starts when your immune system mistakes a normally harmless substance for a dangerous invader. The immune system then produces antibodies that remain on the alert for that particular allergen. When you're exposed to the allergen again, these antibodies can release a number of immune system chemicals, such as histamine, that cause allergy symptoms. Common allergy triggers include:

- **Airborne allergens**, such as pollen, animal dander, dust mites, and mold
- **Certain foods**, particularly peanuts, tree nuts, wheat, soy, fish, shellfish, eggs and milk
- **Insect stings**, such as from a bee or wasp
- **Medications**, particularly penicillin or penicillin-based antibiotics
- **Latex or other substances you touch**, which can cause allergic skin reactions

### **Complications:**

Having an allergy increases your risk of certain other medical problems, including:

- **Anaphylaxis.** If you have severe allergies, you're at increased risk of this serious allergy-induced reaction. Foods, medications and insect stings are the most common triggers of anaphylaxis.
- **Asthma.** If you have an allergy, you're more likely to have asthma — an immune system reaction that affects the airways and breathing. In many cases, asthma is triggered by exposure to an allergen in the environment (allergy-induced asthma).
- **Sinusitis and infections of the ears or lungs.** Your risk of getting these conditions is higher if you have hay fever or asthma.

### **Prevention**

Preventing allergic reactions depends on the type of allergy you or your client may have. General measures include the following:

- **Avoid known triggers.** Even if you're treating your allergy symptoms, try to avoid triggers. If, for instance, you're allergic to pollen, stay inside with windows and doors closed when pollen is high. If you're allergic to dust mites, dust, vacuum and wash bedding often.
- **Staff should ensure that they are aware of any client and staff allergies in the program.** If there are staff or client allergies, this should be reflected in information provided to all staff and should be contained in the Site-Specific Hazard Assessment and Control Document. Post signage in the home if there are severe client and/or staff allergies.
- **Staff should take precautions to avoid causing triggers to other staff or clients.** For example, staff should avoid wearing perfume or aftershave, especially when near people who are sensitive to fragrances. Wear latex free gloves if you have an allergy to latex.
- **Keep documentation.** When trying to identify what causes or worsens your allergic symptoms, track your/your client's activities and what you/your client eat, when symptoms occur and what seems to help. This may help identify triggers
- **Wear a medical alert bracelet.** If you/your client have had a severe allergic reaction, a medical alert bracelet (or necklace) lets others know that you/your client have a serious allergy in case there is a reaction and you/your client are unable to communicate.