

# QUEST NEWS

## May 2016

### Agency Updates

Human Services has announced that it will be repealing the existing Safety Standard Regulation until further discussion is had. What does this mean for us?

- New home inspections not required
- Quest will continue to implement strategies to mitigate risk
- Quest will increase fire awareness and implement fire safety plans
- No annual inspections in September
- Policy HS-24 is being reviewed; for now everything will remain as is

Quest has come up with two new agency goals for 2016 – 2019!

#### **1) Quest Support Will Increase Community Connections**

- Planning and Participating in Quest Organized Volunteering
- Increased Agency Advertisement
- Fundraising for Community Organizations

#### **2) Quest Support Will Invest In The Employees**

- Professional Development
- Improved Individual Orientations
- Improved Goal Setting

The Community Living team will be participating in the Coulee Clean Up on Saturday May 28<sup>th</sup> at Indian Battle Park. Everyone is welcome to come provide a helping hand in keeping our community clean! Please let Michele Currie know if you are planning to help out! More information to come on the website!

# employee RESOURCE CENTRE

# MAINTENANCE DEPARTMENT

With the warm weather upon us, and exams wrapping up there will be a lot of changes to staff schedules and vacations being booked. We ask that you help us out in making the transitions as smooth as possible.

## Time Off Requests

When booking your trips and vacations please give the ERC the most notice possible, although our policy states 7 business days prior, the more notice we receive the better chance of being approved and the ease of filling your shifts. Keep in mind there may be limited time off requests approved per location during summer months. Time off requests are available at the main office as well as on our website to be emailed in.

## Availability Changes

The Employee Resource Center asks that you inform us of your availability changes as soon as possible whether you are more available or less available it makes it easier on everyone when we know what you are looking for. These forms will be available at the front desk or you can email [a.herbers@questsupport.com](mailto:a.herbers@questsupport.com) with your changed availability.

## ERC Changes

Along with all the other changes experienced in the warmer months the Employee Resource team will be experiencing some changes as well. We will be welcoming Jen Pike back from her maternity leave, she will be returning to her staffing position along side her partner, Ashley. Megan will be remaining with the agency and will now be the first face you see at the office greeting you at the front desk.

## Spring Cleaning & Maintenance Checklist!

- Store away all snow removal items (shovel and de-icer)
- Bring out all summer equipment from storage. Ensure you have a sprinkler, hose, rake, lawnmower (or shared access to one). If the house does not have these items please report to the community living team leader or supervisor
- Rake lawn to remove dead grass
- Add weed control as necessary
- Clean debris from around the premises
- Clean exterior windows and window wells
- Turn off heating system when weather allows
- If there are large items to dispose of contact your community living supervisor

## Spring Cleaning Challenge!



Your house could win a Costco membership for the best Spring Clean!

Houses will be judged by the Residential Monitoring happening in May.

Winner will be announced in the June newsletter.

If your house would like to participate please let your Community Living Supervisor!



# Health & Safety

## BBQ SAFETY

### BEFORE USE:

Make sure the BBQ is:

1. Outside & in well ventilated area
2. Far away from combustible materials and windows/doors
3. On an even surface

### OTHER TIPS:

1. Never leave a lit grill unattended
2. Use long-handled utensils
3. Refrain from Barbequing on high wind days

### DURING USE:

When you use your BBQ keep the lid open when lighting it. Follow these 3 steps

1. Open the shut-off valve on your tank to turn on the gas
2. Turn the burner controls on the BBQ to the appropriate position
3. Ignite the BBQ using the Igniter shift or the recommended means

**If the BBQ does not light right away:**

1. Turn off the gas
2. Wait for the gas to go away before relighting

### AFTER USE:

1. Shut off the gas valve
2. Let the gas remaining in the connecting hose to burn off
3. Close the burner controls
4. Allow BBQ to cool completely and cover



## Footwear

As it begins to warm up outside it is important for all of us to ensure we are wearing safe footwear in your designated working environment. As detailed in the Dress Code policy (ER-06) open toed shoes are not considered safe footwear.

For more information please refer to policy ER-06.



## May Stretch:

### Chest Stretch

To stretch the muscles of your chest:

Place your hands behind your head.



Squeeze your shoulder blades together, bringing your elbows back as far as possible.

Hold the stretch for 15 to 30 seconds.

Relax & slowly return to the starting position.

Repeat.

# Behavior Management



How many of us would say we have a good relationship with the people we support? If asked, how many of the people we support would agree? Do relationships matter? Can we be effective staff without building a relationship with those in our care?

There is a vast difference between “relationships” and “coverage”. Think of the last time a friend asked you for a favor. Maybe they asked you to help them move, or watch their kids while they went grocery shopping. Would you have been as willing to help if a stranger asked you for the same favor? Sometimes we do things for friends because we want to do them, and sometimes we do things for friends because they’re our friends and they need our help. Yet, when someone we don’t know, or don’t like, asks for the same favor, our response is often different because there’s not a connection.



Our relationships with the people we support make all the difference in our ability to successfully do our job. When we cue the people in our care to do something, are we asking as someone with whom they have a positive relationship, or are we telling them what to do as their staff? It’s important to know the person you’re supporting as a person. Do you see them as more than just a responsibility or a collection of paperwork? Do you see them as a person? Do they see you as someone who cares about them... as someone they can trust?

On our website there is a short video by David Pitonyak entitled “Coverage or Relationships”. I encourage you to take few minutes in the next week to watch this video and listen as David illustrates the difference between simply being a staff and having a real relationship with the person you support.

## SHOUT OUTS

Thanks to **Reynold** for being an all star ball player! You rock! ~ Kevin

Shout out to **Randy** for being so awesome! You always brighten my day! ~ Melissa

Shout out to **Minette Abendong & Gracy Subba** for jumping into their new positions at H16! ~Ashley

Shout out to **Sydney** for rocking the Front Desk! Thank you for all your hard work over the last couple months. ~ Brenna

Huge shout out to **Jaclyn** for always being the first one to hold the door & welcome people to Impact! ~ Kevin

Huge thanks to **Nrip Rizal** for all he does for H19 & for his communication amongst teams! ~ Ashley

Thanks to all the **TL's at REACH**, I would not make it through a day without you! ~ Melissa



# QUEST COMMUNITY CALENDAR

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2 JAM SESSION	3 BAKING CLASS 1000	4 TACTILE ARTS & CRAFTS 1000  REACH HENDERSON LAKE GAMES NIGHT 1830	5 BAKING CLASS 1000  OPOKAASIN	6 GYMNASTICS 1000  DANCE CLASS 1340
9 JAM SESSION	10 BAKING CLASS 1000	11 TACTILE ARTS & CRAFTS 1000  BOWLING 1330  REACH SWIM NIGHT SS POOL 1830	12 BAKING CLASS 1000  BOWLING 1330	13 GYMNASTICS 1000  DANCE CLASS 1340
16 JAM SESSION  NORBRIDGE OR 1330	17 BAKING CLASS 1000	18 TACTILE ARTS & CRAFTS 1000  REACH KARAOKE NIGHT 1830	19 BAKING CLASS 1000  OPOKAASIN	20 GYMNASTICS 1000  DANCE CLASS 1340  BAKING 1000  TEA/BINGO 1300
23 QUEST CLOSED	24 BAKING CLASS 1000  AGENCY 0 8-430	25 TACTILE ARTS & CRAFTS 1000  BOWLING 1330  REACH HIDE AND SEEK TB PARK 1830  MED ADMIN 1630-1830	26 BAKING CLASS 1000  BOWLING 1330  CPI REFRESHER 1700-2100	27 GYMNASTICS 1000  DANCE CLASS 1340
30 JAM SESSION	31 BAKING CLASS 1000  LIFT & TRANSFER 1300-1600	LEGEND ACCESS: PURPLE IMPACT: ORANGE REACH: BLUE COMMUNITY: REGULAR TRAINING: GREEN/ITALIC	GYMNASTICS DROP IN FRIDAY MORNINGS AT WESTWINDS \$6 PER TIME, CAP MEMBERS FREE. TALK TO KEVIN TO SIGN UP	EVERY MONDAY NIGHT GAMES NIGHT @ REACH EVERY FRIDAY NIGHT MOVIES NIGHT @ REACH

