
OCTOBER

Quest News ~ 2014

Wage Increases Enroute

Quest Support Services Inc. is excited to announce that wage increases are on their way! We have received confirmation from our funders, Persons with Developmental Disabilities, that the government has committed funds to address the wage concerns in the disability sector. The agency will use a strategic plan to disperse funds and redefine our current employee wage grid. What does this mean for you? Here are some basics:

- All employees in good standing will receive wage increases in the next month or two.
 - "Good standing" means: employee file meets agency expectation, employee is performing duties in line with Quest's mission & vision and the employee is not on performance probation.
- All employees will not be affected equally. As mentioned, the agency must use strategic planning to target areas in the agency where we see the greatest concern.
- Retroactive payments will be made back to April 2014 for all employees who meet the criteria listed above.
- Once the funds are received, the agency will work diligently to disperse them as quickly as possible.
- What is our goal? We continue to strive to provide the best supports possible to people with disabilities. Increased wages creates more job satisfaction for the people we employ. This satisfaction translates into more skilled, committed and satisfied employees.

Stay updated on this exciting news by visiting our website at www.questsupport.com. The agency will list updates there as quickly as they are received. If you have questions regarding your employee file, please contact a member of the Employee Resource Team.

PUMPKIN CHALLENGE

WHO: any member of the Quest Community

WHERE: must be at CAP on display by 12pm Wednesday Oct 29th, judging at 1pm

WHAT: bring a creative pumpkin for your chance to win a prize \$50 gift card per category

CATEGORIES: most intricate, most creative, pop-icon look alike + scariest

RULES: pumpkins must weigh less than 20lbs, no flammables, no offensive materials

You're probably doing up a pumpkin anyways! Might as well show it off!



Healthy living Corner



Neighbour Tip:

Parking Etiquette

Disputes over parking are commonplace. To prevent this, be mindful that parking facilities might not always work out as smoothly as you would like them to. For example, you only have access to on-street parking, make sure you park sensibly & do not expect that you will be able to park right outside your own house all of the time. If the houses do have driveways, make sure you show courtesy and do not block people's access to their driveway by parking any extra vehicles you may own right outside their house.

Crockpot Broccoli & Cheddar soup

Ingredients

- 3 Tablespoon butter
- 1 small onion, diced
- 4-5 cloves of garlic, minced
- 2 (10 oz bags) frozen broccoli
- 1 cup diced or shredded carrots
- 32 oz chicken or vegetable broth
- 1 cup water
- ½ teaspoon pepper
- 1 tsp salt
- 1 (12 oz) can evaporated milk
- 8 oz cream cheese, cubed
- 4 cups sharp cheddar cheese

Instructions

1. On a medium/high heat, saute the 3 Tablespoons of butter, diced onion and garlic until onion is soft and translucent, about 4-5 minutes. Place in crockpot.
2. Next out in frozen broccoli, carrots, broth, water, salt and pepper. Cook on LOW for 6 hours. After cooking time is up, add in milk, cream cheese and cheddar cheese. Stir, recover and cook for 30 more minutes.
3. Working in batches, process the soup in a blender or with an emulsion blender. Blend as much as you like to get the texture you desire. The girls and I love some broccoli chunks in our soup, so I only blended half of the soup. Add all of the blended soup back to the crockpot until you are ready to serve.

For more information visit: www.familyfreshmeals.com



October Stretch



Chair Lower Back Stretch

1. Sit upright on a chair.
2. Bend to one side with your arm over your head. You can hold onto the chair with your free hand.
3. Hold for 10 seconds and repeat for your other side.

FLU SHOTS!!

October 8th from 1:00-3:00
Flu shots will be available
@ CAP for all staff &
individuals. Please
contact Steph @ 381-
9515 for more
information.



Bed bugs have become a growing concern worldwide so it is important everyone is informed and aware of these household pests. Bed bugs are great hitchhikers and travel by latching onto fabric such as luggage, blankets, second hand furniture and clothing. They can be found anywhere in the community including homes, hospital, theaters, libraries, and hotels. They are small, flat, nocturnal insects that can hide under baseboards, cracks, crevices, and are often found in mattress seams.

Here are a few tips everyone can do to prevent the spread of this pesky insect. These can be done at home and at work;

- Do routine bed check, look in the seams and crevices of the mattress and box spring
- Regularly vacuum the mattress
- Prior to entering your car, home, or work location brush yourself off, including your shoes, arms and legs

If bed bugs are suspected at any Quest location, staff are expected to contact the house Supervisor or On-Call immediately.



Behavior Management

Why should I take CPI?

One of the first things we do in CPI is take a pre-test which asks, "Why are you taking this training session?" Responses vary from person to person. Some people are there because "they were told they had to". Others take CPI because it will open up more training opportunities. And some people don't know why they're there.

Whatever your motivation for taking CPI, the goal is to help you develop the skills to "safely and effectively respond to anxious, hostile, or violent behavior while balancing the responsibilities of care" (from the CPI Manual). Whether you have been in the Human Services field for a few days or a few years, CPI training can give you the knowledge to provide for the "Care, Welfare, Safety and Security of everyone involved in a crisis situation" (from the CPI Manual)

For more information about CPI, contact Matt or Tom at the Quest Main Office, or follow the link on our website under the Behavior Management section.

CPI Featured Move of the Month: One-Hand Hair Pull Release

Immobilize this grab by securing the persons hand to your head. By using one or both of your hands to immobilize the person's hand, you can prevent further grabbing of hair and minimize injury. Move your head toward the person, leveraging the arm position to a 45- degree angle. The grip of the hair pull is levered backward, reducing the strength of the grip and opening up the weak point of the grab at the fingers. At the same time, you can gain a psychological advantage by using a verbal distraction or an element of surprise.

As your hair is released, attempt to move out of the way to maintain safety.





OCTOBER CAP CALENDAR



Monday	Tuesday	Wednesday	Thursday	Friday
		1 Tactile Art Class 1015 Adopt a Park Chinook	2 Cooking Class 1030 Swimming 1300	3 Adopt A Park Chinook LLL Class 1000
6 Jam Session Bowling 1030 Cooking Class 1030 Drama Class 1300	7 QFF Lite 1000 Swimming 1300 Singing Class 1300	8 Tactile Art Class 1015 Adopt a Park Chinook Flu Shots 1300 Employment Class 1300 OR Swim Nite 630 SS Pool	9 Cooking Class 1030 Swimming 1300 Opokaasin 1330	10 Adopt A Park Chinook LLL Class 1000
13 Thanksgiving Holiday Quest Closed!	14 QFF Lite 1000 Swimming 1300 Singing Class 1300	15 Tactile Art Class 1015 Adopt A Park Chinook Employment Class 1300 OR Field Games Henderson 630 pm	16 Cooking Class 1030 Swimming 1300 Bowling 1330	17 Adopt A Park Chinook LLL Class 1000
20 Jam Session Bowling 1030 Norbridge OR 1330 Cooking Class 1030 Drama Class 1300	21 QFF Lite 1000 Swimming 1300 Singing Class 1300	22 Tactile Art Class 1015 Adopt A Park Chinook Employment Class 1300 OR Name that Tune @ Day Program 6pm	23 Cooking Class 1030 Swimming 1300 Opokaasin 1330	24 Adopt A Park Chinook LLL Class 10:00
27 Jam Session Cooking class 1030 Drama Class 1300	28 QFF Lite 1000 Swimming 1300 Singing Class 1300	29 Tactile Art Class 1015 Adopt A Park Chinook Employment Class 1300 Pumpkin Contest 1300	30 Cooking Class 1030 Swimming 1300 Bowling 13:30 OR Halloween Party 6pm @ CAP	31 Halloween Party All Day!

CAP Quotes of the Month:



Courage is not the absence of fear, but rather the judgment that something else is more important than fear. – Ambrose Redmoon

I failed my way to success. – Thomas Edison

MARK YOUR CALENDARS!!! October 31st

HALLOWEEN PARTY ALL DAY!!!

Follow these five steps for serving up a tasty roast turkey!

Step 1: Thaw it. If using a frozen turkey, thaw in its original plastic wrapper in the fridge. Allow for five hours per pound, or per 500 g.

Quicker method: Cover the turkey with cold water (the sink is a good place for this), and change with fresh cold water every 30 minutes, allow one hour per pound or per 500 g.

Step 2: Season it. Prepare the turkey by removing giblets and neck. Rinse and wipe the cavity; sprinkle with salt & pepper or stuff lightly using skewers to fasten skin over the cavity.

Step 3: Roast it Place turkey, breast side up, on rack in roasting pan. Brush with melted butter or oil. Tent loosely with foil. Roast in 325 °F oven for about 20 minutes per pound (500 g) or until juices run clear when the turkey is pierced and when thermometer inserted into the thickest part of thigh registers 180°F (82 °C) for a stuffed turkey or 170°F (77 °C) for an unstuffed turkey. Remove tent for last hour of roasting.

Step 4: Cover and leave it. When turkey is done, transfer to warm platter. Tent with foil & let stand for 20 to 30 minutes. This allows time for the juices at the surface of the bird to distribute evenly throughout the meat.

Step 5: Carve turkey. Eat & Enjoy!



Welcome to Fall!

Fall & Winter are upon us! Fall cleaning checklists have gone out to each residence and must be completed in full by October 10th. Also in preparations, we need to ensure the following tasks are completed:

- ✓ Yards should be free of unwanted items & debris. Please collect and bag all leaves in the yard. There will be dump runs scheduled for residential locations so please notify the Maintenance department or your Residential supervisors if you have any unwanted items. No later than October 6th.
- ✓ Sprinklers, garden hose & lawn mowers need to be stored in a shed, garage or storage area for the winter to avoid damages.
- ✓ Outdoor taps, & underground sprinkler systems (if applicable) should be winterized as well. This is typically something that the landlord would take care of. Maintenance will be taking care of this task for NSR houses.
- ✓ Please make sure that all the houses have shovels, and de-icer available. (De-icer for NSR houses will be provided as per rental agreement by the middle of October)
- ✓ Make sure that there isn't any paper recycling, cardboard or any other flammable material stored in the furnace room.
- ✓ Furnace filters need to be purchased & changed. Please check with your Residential Supervisor if you are unsure whose responsibility it is to change filters (tenant or landlord). Furnace filters will be provided to NSR houses as per rental agreement.

Quest Shout Out's!!

The Maintenance department is pleased to announce that the Residential Standards inspections are completed for the 2014 year. Our inspector indicated she was very pleased to see the progress we have made. Out of the 24 houses that were subject to inspection, 18 of them were fully compliant. The Maintenance Department will be working on the 6 remaining houses so we can eliminate all of the non-compliances before the end of the year. The Maintenance Department would like to thank all of the individuals, front line staff, team leaders & supervisors for their hard work & contributions!

Huge thank you goes out to Tom for all of his hard work during the standards inspections! Your efforts do not go unnoticed! ~ Quest Team

Shout out to Kevin for organizing the Quest Vs. Peak softball game! Even though the first date was cancelled by rain, the nice September heat gave us an extra shot!



Thank you Pieter for your diligent work & continued efforts in working with the individuals you support! ~ Melissa

Huge thank you to the staff @ Houses 10, 31 & 32 for doing so well adapting to the individuals! ~ Staffing

Brianna K. you have been the glue that keeps everything together @ House 18, thank you for stepping up! ~ Jana

All the staff @ House 15, thank you for your continued support. ~ Bri

Shout out to Sarah K. for stepping into the TL position & making positive changes @ House 13! ~ Shardé

Spence W. Thank you for making the transition @ House 23 so smooth! ~ Shardé

Christina M. Thank you for all your support @ House 15. ~ Darla



Congratulations to:

Shardé D. for winning the best carney costume at our Carnival this year!



FYI News:

Payroll: Attention all staff! Miki has added payroll to her role here at Quest! She will be taking care of your questions & concerns. You can reach her by email m.saito@questsupport.com.

In the spirit of Thanksgiving:

Please help us continue to strengthen our community-a community where we support one another!

We are currently looking for donations of Womens XL Fall/Winter clothing. If you could please have your donations washed and dropped off here at the main office.

Thank you in Advance for your support.

Upcoming Training:

CPI Refresh: November 6th 17:00-21:00

Med Admin: November 26th 16:30-18:30

Abuse Protocol: October 14th 13:00-16:00

Lift & Transfer: October 22nd
13:00-16:00



REFER A FRIEND!



Candidate Name: _____

Referred by: _____

Why do you want to work for Quest? _____

How it works: Submit this form to the main office along with your resume and references. You will be contacted for an interview for potential employment. If you are a successful hire, and work your first shift, then the person who referred you will receive a **\$50.00 gift!!**

OFFICE USE ONLY

Hired? Yes ☐ No ☐

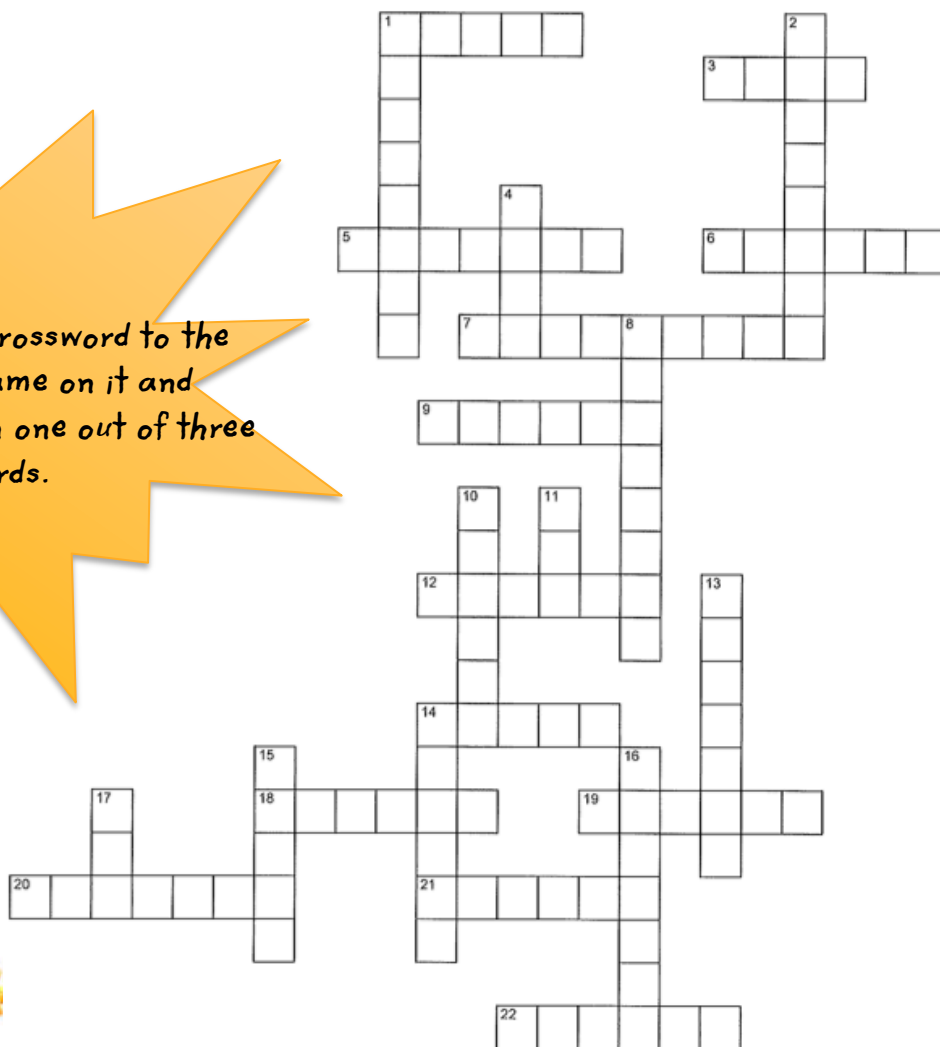
Date of first shift: _____

Date gift given: _____

ERC Signature: _____

QUEST SPOOKTACULAR CROSSWORD

Please submit completed crossword to the main office with your name on it and compete for a chance to win one out of three \$15.00 Gift Cards.



Across:

- | | |
|---|--|
| 1. Magical Being | 14. Trick or Treat |
| 3. Concern or Anxiety | 18. Scary Movie Genre |
| 5. Apparel for Halloween | 19. Individuals continue to reach personalized goals |
| 6. Thanksgiving | 20. What we produce or deliver |
| 7. October 31st | 21. Used to do the work or the resources |
| 9. Sudden Terror | 22. Organization that provides services |
| 12. Supernatural spirit that reanimates a dead body | |

Down:

- | | |
|---------------------------------|---|
| 1. Transformed Human | 13. Jack O' Lantern |
| 2. Witches brew is made in this | 14. Lady Finger |
| 4. Moon | 15. Haunts the living |
| 8. What we wish to achieve | 16. To provide quality services which enhance the lives of people with disabilities |
| 10. Irrational Fear | 17. Winged creature |
| 11. Spiders Home | |

