

A U G U S T 2 0 1 3

Quest News

Quest 20th Annual BBQ!



When: Friday August 16, 2013 12:00pm to 6:30pm

Where: Lethbridge Rotary Picnic Shelter (28 St. & 30 Ave North)

Who: All individuals, staff, affiliates, & families!

Everyone is welcome to come down for a fun filled day of food and activities! Quest is planning on having a dunk tank, bouncy palace, door prizes, and much more!

Reminders

Please dress for the day! Hat, sunscreen, sneakers, etc.! Families are welcome but must not interfere with your work if you are on shift. Children cannot be left without a secondary guardian, etc. We look forward to seeing everyone there!



Policy Changes!

Please be aware the Policy and Procedure Manuals were updated on July 15, 2013. It is important that you as Quest staff review the following policies: GA-03: Addendum, GA-16: Maintenance/Safety Reporting Process (New), GE-02: Release of Info See Part 2: references and Reference Checks, and CA-08: CAP Bathing Water Temperature (New).

Warm Welcomes!

Quest would like to welcome Jasmine Del-Rizzo and Hari Ramdam to the residential program! Another warm welcome to Garland Peters who has joined our supported home program. All three joined our team in July and we look forward to the good times ahead!

Happy Retirement!

Wendy Beringer has been a member of the Quest Community Access Program for 19 years! Wendy will be retiring from the program this summer and we wish her all the best in the future.



Kids Camp

Kids Camp is willing and ready to work. Do you have odd jobs that you need completed around your home or within the community? If you're looking for a hand please contact Erin at 403-381-9515 for information!



Save the Date!

Abuse Protocol

August 7, 2013
13:00-16:00
August 28, 2013
13:00-16:00

Crisis Prevention Intervention

Full Course
August 9, 2013
9:00-16:00
Refresher
August 8, 2013
17:00-21:00

Med Admin

September 10, 2013
16:30-20:00

Lift & Transfer

August 14, 2013
13:30-16:30
September 9, 2013
14:00-17:00

Minimum Wage Increase

Beginning September 1, 2013 minimum wage will be increased to \$9.95. This means that all sleep hours, and orientation hours at Quest will be change to \$9.95 instead of the current \$9.75 rate. You will see this change on your September 30, 2013 paycheque.

Complex Needs Wage Grid

As many of you are aware, we have a few complex needs houses where you can receive a premium added to your regular wage for all hours worked in these locations. Below is a list of all of the houses and where they are classified. If you are interested in working in a complex needs setting, please apply to Jen or Ashley in the ERC. See the Grid below!

Wages Increases!

Quest Support Services has received additional funds from the Government of Alberta to allocate towards employee wages. As an agency we have decided to focus these funds on *retention and recruitment of employees* and have allocated the funds accordingly. Please see the "Wage Increase" letter that is attached to your July 31, 2013 paycheque for detailed information regarding how Quest has decided to allocate the funds, and to see your new Front Line (DSWI) wage. For your new Team Leader or DSWII wage, please see your July 31, 2013 paycheque and contact Kendal if you have any questions.

If you do not see an increase in your wage on your current pay stub, the please contact the ERC to determine which file requirements you need to complete in order to receive the increase. There will NOT be any increases for staff who have an incomplete file.

If you have any questions about your wage, and how you fit on the new wage grids, please call Kendal in the ERC for clarification.

Due to wage increases, staff may see a slight change in their Blue Cross premium amounts. If you see a significant change and have questions about your premiums, please contact the Benefits Administrator



Complex Needs DSWI Wage Grid

Front Line Designation

Shift Premium added to DSWI Wage: \$0.00

House 01	House 14
House 02	House 16
House 03	House 22
House 04	House 23
House 05	House 25
House 06	House 26
House 08	House 27
House 09	House 28
House 11	House 29
House 12	House 37
House 13	

Complex Needs 1 Designation

Shift Premium added to DSWI Wage \$1.50

House 15
House 17
House 18
House 20 (excl. AJ's daytime hours)
House 24
OR 04

Complex Needs 2 Designation

Shift Premium added to DSWI Wage \$3.00

House 07
House 19



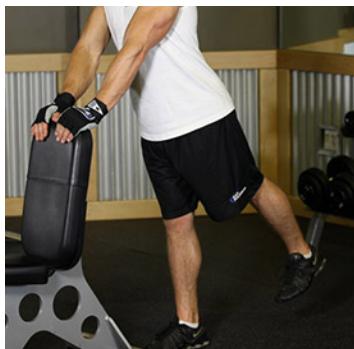
Thanks from the Q.S.S. Enterprise!

The Quest dragon boat team participated in the 2013 Lethbridge Rotary Dragon Boat Festival. Our team was called the Q.S.S. Enterprise and we would like to extend our thanks to those who helped to make our adventure a success. We would like to thank Mike for his sponsorship of this team and we proudly wore our company logo on our sleeves as we raced! Darla provided our team with much needed pizza to give us energy to paddle! Also, members of the Quest family donated time, money and effort to put together a team that performed well. The support from our friends and family buoyed our spirits as we suffered setback after setback. Together we managed to overcome our adversities and win our final race. We hope to do better next year and we look forward to seeing you all come out and support us. Thank you!

August Stretch: Leg Lift

1. While standing up straight with both feet next to each other at around shoulder width, grab a sturdy surface such as the sides of a squat rack or the top of a chair to brace yourself and keep balance.
2. With or without an ankle weight, lift one leg behind you as if performing a leg curl but standing up while keeping the other leg straight. Breathe out as you perform this movement.
3. Slowly bring the raised leg back to the floor as you breathe in.
4. Repeat for the recommended amount of repetitions.
5. Repeat the movement with the opposite leg.

Variations: You can perform the same movement with a low pulley attached to your ankle using an ankle attachment. Optionally, you can use exercise cables as well.



OPEN SHIFTS

Female Positions

H 05 E/O Wknd Live-In 23:00Fri-23:00Sun ***First Aid**
 H 18 E/O Wknd Half Live-In 20:45Sat-21:00Sun ***CPI**
 H 25 1 Wknd Live-In/Month 22:00Fri-22:00Sun ***L&T**
 H 26 E/O Wknd Supports Sat & Sun 10:00-21:30
 H 15 Mon, Wed, Fri 16:00-23:00 ***CPI**

Male Positions

H 04 Mon-Fri 7:00-9:00 ***CPI**
 H 04 E/O Wknd Supports Sat & Sun 17:00-23:00 ***CPI**
 H 04 E/O Wknd Supports Sat & Sun 9:00-17:00 ***CPI**
 H 09 Sun 17:00-22:00 Mon-Thur 16:00-22:00 ***CPI**
 H 23 E/O Wknd Supports Sat & Sun 9:00-21:00 ***CPI**
 H 29 E/O Wknd Live-In 23:00Fri-23:00Sun ***CPI**
 H 29 E/O Wknd Supports Sat & Sun 11:00-23:00 ***CPI**
 H 01 E/O Wknd Live-In 23:00Fri-23:00Sun ***CPI**
 Outreach Full-time Male Mon-Fri Starting Aug 1/13
***First Aid, CPI & Vehicle**



Male or Female Positions

H 02 16:00-20:00
 H 13 Mon-Fri 7:00-15:00 ***CPI**
 H 24 E/O Wknd Supports 9:00-21:00 ***CPI**
 H 24 E/O Wknd Supports Sat & Sun 11:00-23:00 ***CPI**

Team Leader DSWII – All TL positions require a vehicle!

Female Positions

H 25 Mon-Fri 15:00-23:00

Male Positions

H 06 on-Fri 7:00-15:00
 H 09 Sun 17:00-22:00 Mon-Thur 16:00-22:00
 H 17 Mon-Fri 15:30-23:00

Male or Female Positions

H 13 Mon-Fri 7:00-15:00
 H 14 Mon-Fri 15:30-23:00
 H 02 Mon-Fri 7:00-15:00
 H 03 Mon-Fri 8:00-16:00 * Starting Sept 1/13

Quest Employment

As many are aware, a strong movement has begun for individuals in our community to find meaningful employment. This is an exciting time as finding enjoyable work not only provides a sense of purpose, but also can increase ones self esteem and quality of life.

Excitement brought on by change can also bring challenges, uncertainty, or even fear. However, there is no reason to worry because everyone in the Quest community is in it together! Employment classes are already taking place focusing on skill building, resumes, cover letters, job-hunting, and many other areas that will help bring success!

We are already seeing results:

- 4 individuals have begun a regular Sun Times delivery route
- 1 individual will be starting a job at Edo Japan
- 1 individual has applied at over 20 places and she has contacted many regarding follow up interviews.

Any individual within the Quest Agency can contact Kevin to set up regular personalized meetings to begin to working towards your employment goal!

Did you know?

- In the 2012-2013 funding year, 45 individuals agency wide had some form of employment working an average of 9.5 hours per week
- In the same funding year 32 individuals engaged in volunteering with an average of 2.46 hours a week.
- This is where we start! It's great to see so many individuals engaging in regular meaningful activities, and we can do even better!
- Help us to meet our goal for **2013-2014 of 65 individuals working an average of 15 hours a week**. Contact Kevin to find out how and if you find employment let him know so you can be counted!

Contact Kevin @ 403 381 9515 or k.chubb@questsupport.com



Healthy Living Corner

Italian Tomato, White Bean, Kale & Fresh Basil Soup: It's a good source of protein and fiber, thanks to the navy beans and nutrient-packed kale leaves. (It's also gluten free!). Makes about 8 cups of soup.

Per cup: 132 calories, 2.3 g total fat (0.3g saturated fat), 6 g protein, 24 g carbohydrate, 6.2g fiber, 0mg cholesterol, 278mg sodium

Ingredients:

1 tbsp olive oil
 1-1/2 cups chopped sweet onions
 1 cup each diced carrots and diced celery
 2 tsp minced garlic
 2 tsp dried Italian seasoning
 1/2 tsp dried fennel seeds
 4 cups reduced-sodium vegetable broth
 3 cups (packed) chopped fresh kale leaves
 Freshly grated Parmesan cheese for garnish (optional)

1 can (28 oz) no-salt-added diced tomatoes, well drained
 1/4 cup tomato paste
 1 tbsp balsamic vinegar
 1 tsp sugar (any kind; we like coconut sugar)
 1/2 tsp each sea salt and freshly ground black pepper
 1 bay leaf
 1 can (14 oz/398 mL) navy beans, drained and rinsed
 8 whole basil leaves, chopped

Directions

- Heat olive oil in a large soup pot over medium heat. Add onions, celery, carrots and garlic. Cook and stir until vegetables begin to soften, about 5 to 6 minutes.
- Add Italian seasoning and fennel seeds and mix well. Add broth, drained tomatoes, tomato paste, balsamic vinegar, sugar, salt, pepper and bay leaf. Bring soup to a boil. Reduce heat to low, cover and simmer for 20 minutes.
- Add navy beans and simmer for 5 more minutes. Using an immersion blender, puree soup until it's about 50% pureed (still kind of chunky). Stir in kale, cover and simmer for 10 minutes. Remove soup from heat and stir in basil. Taste and add a bit more salt and pepper if needed. Top each serving with some freshly grated Parmesan cheese (optional but yummy.)



Positive Approaches with Matt



We all experience behaviour. Whether it's the behaviour of someone you support, someone you work with, a family member, or your own, each of us deals with behaviour on an almost daily basis. How we respond to that behaviour can depend on how prepared we are. For example, if you're delivering bad news to someone, you can anticipate a reaction and prepare yourself. But if the behaviour is unanticipated there may be less time to form a response. As we support those with whom we work it is important to be prepared for the unanticipated. What will be your approach when a behaviour occurs? Will your response serve to escalate the individual's behaviour, or will you react positively and help them calm? Positive approaches include controlling your response, communicating calmly, showing empathy, giving redirection, removing or changing the cause of the behaviour, listening, offering help, and so on.

In some situations it may be necessary to use a restrictive approach to ensure the safety of those you support. Restrictive approaches are a last resort and should only be used when the individual is in danger, or when they are a danger to others and positive approaches have been exhausted. Restrictive approaches, like positive approaches, are used in an emergency to manage unanticipated behaviour, and should always start with the least restrictive intervention that is appropriate for the situation.