



Quest News

May 2014



Upcoming Training

Abuse Protocol

May 7 13:00-16:00

June 4 13:00-16:00

Lifting, Transferring & Wheelchair Safety

May 13 13:00-16:00

June 17 13:00-16:00

**Wear comfortable clothes & flat shoes*

Crisis Prevention Intervention (CPI)

Full Course

May 10 9:00-16:00

June 7 9:00-16:00

Refresher Course

May 8 17:00-21:00

June 5 17:00-21:00

**Wear comfortable clothes & flat shoes*

Medication Administration

TBA

Offered every 3-4 months

Announcements

The Quest Management Team is moving!

Stay tuned for the official move date at the beginning of June, as the Quest Management Team currently located on the third floor is moving to a new building. Please excuse our mess upstairs until we move.

New Quest Policies and Procedures

In April, all Quest Policy & Procedure Manuals received updated content. As a growing and changing Agency, it makes sense that our policies and procedures grow and change with us. Staff, please make yourselves aware of our new policies by having a look through one of our manuals located at every Quest house, program, and office.

Getting Ready for Camp Quest!

The Children's Program is getting ready for another great summer of Camp Quest! Please see our website www.questsupport.com for program information and a registration form. This year our camp is a transitional program targeting kids ages 15-17. We will still be doing fun summer activities, but also focusing on workplace shadowing, and volunteer experiences.



CAP Summer Semester is beginning!

Head over to page 6 of the newsletter to read about course offerings and sign-up information! After such a long winter, it looks like we're going to have a great summer thanks to Kevin and the CAP team! Congrats to new CAP Team Leader Geoff Rhodenizer who will be helping to coordinate summer semester, providing some class facilitation, and lots of other great creative things!

Staff Feedback: Peer and Management Reviews

A big thank you to everyone who participated in our anonymous Peer and Management reviews this year! These reviews are kept in strict confidence and help us gain feedback on what employees are doing well and helpful tips on how employees can improve their performance. We gathered feedback for all employees at every level within the Agency. We want to know opinions from multiple perspectives to get a complete picture on how we are doing as an Agency, and in what areas we need to improve. The data has been summarized, and only this information will remain on record. All original documents have been shredded.

This information is used to:

- Help complete DSWI, DSWII, and Management evaluations and provide constructive feedback
- Identify areas within the agency where more training and/or improvement is needed
- Praise employees who are performing well
- Get employees thinking about their own performance and how they can improve

A link to an anonymous online peer survey is available on our website. Please feel free to complete these surveys at any time.

Staff Shout Outs! A Big Thank You to:

To the fine staff of H02: Thank you for your great work welcoming the new roommate!

Team Leaders Michael Brosbol and Cory Trombley. The gentlemen from Nunavut just celebrated their 2 year anniversary with Quest, and Mike and Cory have been with them since day one! Thank you for your support.

H25 staff for doing so well for the last month without a Team Leader and for working together.

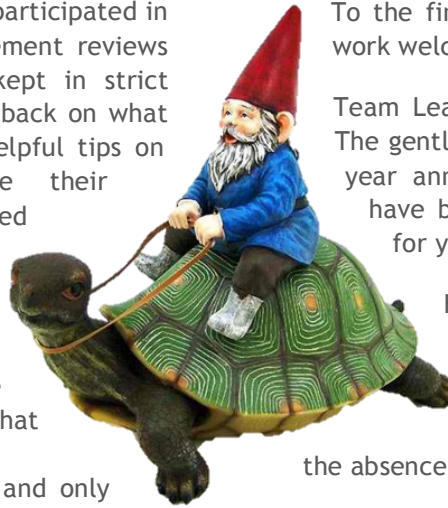
H20 staff also working well together in the absence of a Team Leader.

H07 staff for their flexibility, patience, and dedication to the Agency and to H07.

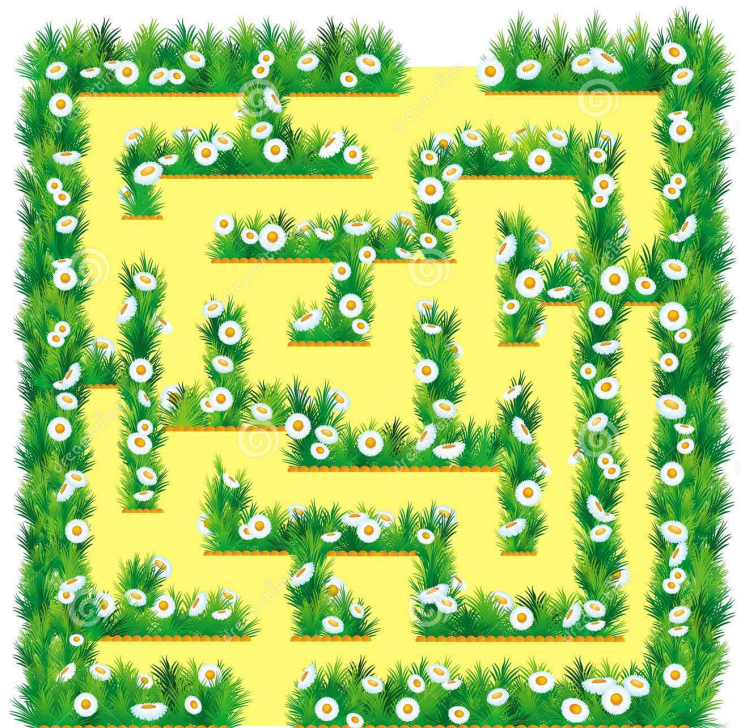
H03 for doing a great job with spring cleaning and being creative by bringing new ideas to the table.

Tom Virag, Ashton Beekman, and Nicole Vingo for doing a great job organizing and executing the initial stages of the Quest Management move.

Shout out to Shawn McNamara for another great refresher of the Quest Policy & Procedure Manual! No one can write policy like you, Shawn.



Gnome-Maze



FOIP Reminder to our staff: Quest will not give your phone number to another staff unless they are in a position of authority and are required to contact you for work purposes. Also a reminder that if you text another staff member, we are not to use names or even initials. Things like pick up and drop off info are okay. Anything more than this is a violation of FOIP. Thank you for your cooperation.

News from the Employee Resource Centre (ERC)



Have you been to visit the Quest Website yet? It's pretty much the coolest place in town. Check us out at www.questsupport.com for information on open shifts (updated weekly), internal course sign up, information regarding our in-house courses, and much more.

Also, next time you're at work, please review the new Policy & Procedure Manual. These have been updated effective April 1st, and the whole layout has changed. Many policies have been amended, and some policies are brand new. If you have any questions regarding a policy or procedure, please contact Shawn at the main office.

Congratulations to all of our students who have completed their exams!

Open Shifts - Contact Ashley or Jen to apply

Female Shifts

H05 Mon-Fri 16:00-23:00 *CPI & First Aid
H05 E/O Wknd Live In 23:00Fri-23:00Sun *First Aid & CPI
H05 Sleep ONs Sun-Thurs 23:00-8:00 *First Aid & CPI
H11 1 Live In per Mnth 23:00Fri-23:00Sun
H15 E/O ½ live in 23:00Sat-17:00Sun *CPI *Complex Wage*
H18 E/O ½ live in 20:45Fri-21:00Sat *CPI *Complex Wage*
H18 Mon-Fri 16:45-21:00 *CPI *Complex Wage*
H25 1 Live in Wknd Per Mnth 22:00Fri-22:00Sun *L&T
H28 E/O Sat & Sun 13:00-23:00 *CPI

Male Shifts

H04 Sleep ONs E/O Fri & Sat 23:00-9:00 *CPI
H04 E/O Sat & Sun 9:00-17:00 *CPI
H06 Awake ONs Mon-Thur 22:00-7:00 *CPI *Complex Wage*
H12 Tues & Thur 18:00-23:00 *CPI
H28 E/O Live in Wknd 23:00Fri-23:00Sun *CPI

Female or Male Shifts

H07 Awake ONs E/O Sat & Sun 23:00-11:00 *CPI & First Aid *Complex Wage*
H07 E/O Sat 11:00-23:00 *CPI & First Aid *Complex Wage*
H07 Mon-Fri 17:00-21:00 *CPI & First Aid *Complex Wage*

H24 E/O Sat & Sun 11:00-23:00 *CPI & First Aid

Complex Wage

H25 Tues & Thurs 15:00-22:00 *L&T

H25 1 Wknd Per Mnth Sat & Sun 15:00-22:00 *L&T

Team Leader

Male Shifts

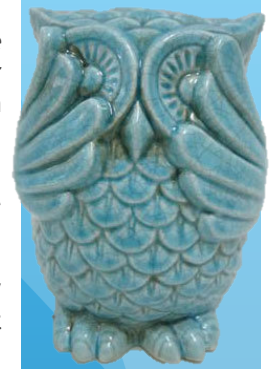
H17 Mon-Fri 15:30-22:00

Complex Wage

H20 Mon-Fri 8:00-16:00

Complex Wage

H29 Mon-Fri 15:30-23:00



SAIPA Citizen Walk About May 23, 2014 10:00AM-1:00PM



This event is to help celebrate our citizenship and the right to be included within the Lethbridge community. It is a time to recognize that our community includes people with disabilities, aboriginals, refugees, immigrants, gay and lesbians, families, youth, and seniors.

When our community embraces these valued citizens and the many contributions they make, the social fabric of our community becomes complete.

Come out to show your pride in being a citizen of Lethbridge, a city that celebrates, includes and welcomes a diverse population and equality for ALL.

The event starts at City Hall, with speakers then walk to Galt Gardens and ends with speakers and BBQ by London Road Market

There is a cost of \$5.00 for a hamburger, chips and drink. 100% of the proceeds go to benefit the work of Southern Alberta Individualized Planning Association and the Self Advocacy Conference in 2015.

For more information and to confirm your attendance you can call Eline van der Kooij at 403-320-1515 or email eline.vanderkooij@saipa.info





Communication is a very important tool we use in all aspects of our lives. It helps us better understand a person or situation and enables us to resolve differences, build trust and respect, and create environments where creative ideas, problem solving, affection, and caring can flourish. As simple as communication seems, much of what we try to communicate to others and what others try to communicate to us gets misunderstood, which can cause conflict and frustration in personal and professional relationships.

Effective communication combines a set of skills including nonverbal communication, attentive listening, the ability to manage stress in the moment, and the capacity to recognize and understand your own emotions and those of the person you're communicating with.

1. Listen - ensure those communicating feel heard and understood.
2. Non-verbal communication - The way you look, listen, move, and react to another person tells them more about how you're feeling than words alone ever can.
3. Managing Stress - When you're stressed, you're more likely to misread other people, send confusing or off-putting nonverbal signals, and lapse into unhealthy knee-jerk patterns of behaviour. When you're in a calm, relaxed state, you'll be able to know whether the situation requires a response, or whether the other person's signals indicate it would be better to remain silent.
4. Emotional awareness - Emotions play an important role in the way we communicate; understanding your emotional awareness provides you the tools needed for understanding both yourself and other people, and the real messages they are communicating to you.

If any staff member or supported person feels that there is a lack of communication or the information given isn't being utilized, please contact the management team so that we can rectify this situation. Remember without communication nothing is possible.

The single biggest problem in communication is the illusion that it has taken place - Bernard Shaw

Positive Approaches with Matt



Have you ever worked with an individual who does things that are inappropriate? Have you ever thought or said, "he just does that for attention?" Many of us have... myself included. Attention-seeking behaviour can be difficult to manage because the more attention we give to a behaviour, the more likely it is to repeat. If someone is engaged in an inappropriate behaviour, the instinctive reaction of asking the person to stop or telling them that their behaviour is inappropriate might actually encourage the behaviour to happen again in the future simply because the individual is getting attention for that behaviour.

So how do we address inappropriate attention-seeking behaviour? First, try to focus on the positive things the person does. Think about the last time your supervisor or a person you look up to said something positive about you or thanked you for going out of your way to do a good job. Receiving that praise can be a powerful motivator to repeat that performance next time the

opportunity presents itself. Secondly, if the person is engaging in an inappropriate behaviour because the attention you give them is rewarding, limit the amount of attention you give when the person does something inappropriate. As we remove the motivation for the behaviour, often times the behaviour will decrease. If you work with someone who uses inappropriate behaviour to get your attention, start by rewarding appropriate behaviour with praise and affirmation, and limiting your attention for inappropriate behaviour.

Healthy Living



Kung Pao Chicken

This dish has a spicy kick to it. However, it can be customized by adding as much or as little of the garlic chili sauce as you like. Serve with hot cooked rice or egg noodles.

By Irene Fong and The Test Kitchen

Source: Canadian Living Magazine: August 2012

Ingredients

- 1 tbsp (15 mL) vegetable oil
- 1 lb (454 g) boneless skinless chicken breasts, sliced
- 1 onion, sliced
- 8 oz (227 g) green beans, trimmed
- 2 tsp (10 mL) grated fresh ginger
- 2 cloves garlic, minced
- 2 tbsp (30 mL) oyster sauce
- 2 tsp (10 mL) cornstarch
- 2 tsp (10 mL) chili garlic sauce or sambal oelek
- 1 sweet red pepper, thinly sliced
- 1/2 cup (125 mL) roasted unsalted peanuts



Preparation

In large nonstick skillet or wok, heat 1 tsp of the oil over medium-high heat; stir-fry chicken until lightly browned, about 5 minutes. Remove to plate. Add remaining oil to pan. Add onion, green beans, ginger and garlic; stir-fry until fragrant, about 2 minutes. Add 1/3 cup water; cover and cook over medium heat until no liquid remains and beans are slightly softened, about 3 minutes. Whisk together oyster sauce, cornstarch, garlic chili sauce and 1/4 cup water; set aside. Add red pepper to pan; stir-fry over medium-high heat until tender-crisp, about 3 minutes. Pour in oyster sauce mixture. Return chicken to pan; stir-fry until chicken is no longer pink inside, about 2 minutes. Sprinkle with peanuts.



Monthly 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 and slowly return to the starting position.
Repeat.

Got it



Being a Good Neighbour Tip:

Go introduce yourself! This can help you to make new friends and build connections within the community!

Health & Safety Announcement:

Starting in May we will be introducing First Aid Records that will be located in all Quest First Aid Kits. This document will be filled out and handed into the Quest Main Office any time an item from the First Aid Kit is used. YES, even for a Band-Aid! This process will help us keep our staff safe and have a better understanding of any work related accidents. Staff will be trained on this new document at the next TL and house meetings. Remember, everyone, SAFETY FIRST.



Community Access Program Summer Semester Kick Off: May 5th, 2014

CAP will be holding a new semester of classes for the summer. Below is a description of each class being offered. To sign up, please contact Kevin at 403-381-9515 or by email at k.chubb@questsupport.com

Baking Class Monday Afternoons at 1PM

A 12-week course that engages participants in a wide range of baking recipes including sugar free options!
Cost \$5/class for non-CAP members

Arts and Crafts Class Tuesday mornings 10AM

A 12-week course offering a crazy variety of art projects that cater to all skill levels.
Cost \$3/class for non-CAP members

Employment Class Wednesdays at 1PM

An educational step-by-step course that teaches you the skills needed to make yourself employable, gain employment, and keep the job!
Cost: Free Space is Limited!

Photography Class Thursdays at 10AM

A 6-week course providing basic introduction to camera use and computer applications in a variety of settings.
Cost : \$5/class for non-CAP members Space is very limited!

Social & Life Skills Class Fridays at 10AM

A 12-week course offering specific lessons tailored to improving interactions, making friends, building self esteem, managing money, daily living, and much more!
Cost: Free Space is limited



Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
** Assigned limited seating. Talk to Kevin if interested		*Limited Seating, 1st 6 to sign up with Kevin. Class runs 6 weeks.	Swimming 1300 Bowling 1330	Adopt A Park Chinook Swimming 1300
5	6	7	8	9
Bowling 1030 Jam Session Swimming 1300 Baking 1300	Swimming 1300 Arts and Crafts 1000	Adopt A Park Chinook Walking Club 1300 Employment Class 1300** OR Swim S.S Pool 1830	Photography Class 1 1000 * Bowling 1330 Swimming 1300 Opokaa'sin 1330	Adopt A Park Chinook Hot Dog Lunch/Team Building 1200-1500
12	13	14	15	16
Jam Session Swimming 1300 Norbridge Outreach 1330 Baking 1300	Swimming 1300 Arts and Crafts 1000	Adopt A Park Chinook Walking Club 1300 Employment Class 1300** OR Science Nite 1800	Photography Class 1 1000 * Bowling 1330 Swimming 1300	Adopt A Park Chinook Swimming 1300 Social Skills 1000
19	20	21	22	23
May Long Quest Closed	Swimming 1300 Arts and Crafts 1000	Adopt A Park Chinook Walking Club 1300 Employment 1300** OR Games N.S Park 1800	Photography Class 1 1000 * Swimming 1300 Opokaa'sin 1330 Bowling 1330	Adopt A Park Chinook Swimming 1300 Social Skills 1000
26	27	28	29	30
Bowling 1030 Jam Session Swimming 1300 Baking 1300	Swimming 1300 Arts and Crafts 1000	Adopt A Park Chinook Walking Club 1300 Employment 1300** OR Name that Tune @1800	Photography Class 1 1000* Swimming 1300	Adopt A Park Chinook Swimming 1300 Social Skills 1000