



Happy Holidays

Wishing everyone in the Quest Community a wonderful December as we gear up for the holidays ahead! We are working hard to ensure that 130 individuals and 350 employees have an opportunity to participate in the holiday season as they choose. If you require any assistance planning, or perhaps need some time off to relax, please communicate that to us as soon as possible! We will try our hardest to accommodate all requests.

We wish you a very Merry Christmas and best wishes for a happy, healthy and successful 2016!

Angel Tree for Kids

Quest will be participating in LFS's Angel Tree for Kids again this year! This is a great opportunity for you to get involved this holiday season and ensure that every child in Lethbridge has a gift to open Christmas morning.

If you would like to participate, please pick up an angel at CAP or the main office and return it with an unwrapped gift by December 18th.

Thank you for being an Angel to a special child in need!

Christmas Hours

The Community Access Program will be closed December 24th to January 1st

The main office will be closed December 24th 25th 31st January 1st Regular hours all other days

On call will operate **24/7** during days of closure and can be accessed for emergencies and staffing concerns

Pay cheques available for pick up December 28th to 30th

TIS' the Season to Celebrate

Mark your calendar – important Quest celebrations approaching!

Community Living Movie Night

All Community Living, Outreach & Supported Home individuals are invited!

December 9th at the Movie Mill 6pm-8pm

Tickets are **FREE** and are available at the Front Desk at Quest Main Office.

Come and Enjoy a Christmas Movie, Prizes, Pizza and Pop!



Scrooged "A Musical Comedy"

December 16th at the Community Access Program

Show times at 1pm and 7pm

Everyone is welcome!

Admission is one non-perishable food item

Please reserve your seat by RSVP to k.chubb@questsupport.com.

Please indicate which show you would like to attend.



Community Access Christmas Movie

Come enjoy Popcorn and a Movie!

December 18th at 1pm



Employee Masquerade Party

December 18th at the Galt Museum & Archives

\$10 per Ticket, 7pm-11:30pm

Drinks, Live Music & Food

Donate a new pair of mittens and receive a free drink!



Community Access Christmas Luncheon

Come Eat, Drink and be Merry December 21st at 12:00 pm

Gift Exchange \$10.00 Max

Hand Gift in by December 14th

RSVP by December 14th to Sheena 403-320-5190 Ext. 701 or

s.mulholland@questsupport.com



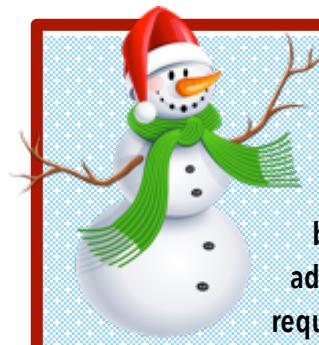
Outreach Christmas Potluck

December 23rd at 6pm

Please bring a dish for everyone to share!

Sign up for the Potluck at Outreach.

Come enjoy good food, great company, music and games!



SNOW DAY INFORMATION & POLICY

The Agency reserves the right to declare "snow days" or other inclement/severe weather days whereby the company will still remain open, but typical company operations could potentially be disrupted. Individuals programming may be limited during these times as staff will be advised not to transport people to minimize travel risks. The Agency may use their discretion to request individuals to remain at home versus attending local programs and placements. The Employee Resource Centre in addition to the Community Access Program will be utilized to notify employees of this information as soon as possible. Employees will be expected to attend work as long as the Agency is still open for business. If the employee communicates to us they are unable to make it to work due to these weather conditions, employees will be considered absent.

For more information please refer to HS-03 in our Policy & Procedure Manual.

In the event of a "Snow Day", it will be posted on the Quest website www.questsupport.com.

Smoking

As winter approaches, for those of you who smoke, or support people who smoke, please be considerate of our buildings and homes when entering them. If you plan on smoking inside of a vehicle, please be aware of the build up of smoke on your person. We are requesting that you/staff/individuals please air out outside prior to entering back into the building, so that we can avoid an unfavorable smell.

As well, we encourage people to wash their outdoor clothing more frequently will assist in eliminating some odor build up. Your cooperation with this request is appreciated.

For more information on smoking please refer to ER-10 in our Policy and Procedure manual.

Good Luck Students!

The ERC would like to wish all our student employee's good luck with their final exams as the Fall Semester comes to a close. We understand the demands of a post secondary education at this time of year, and wish you all the best.

Earn some extra MONEY!

The ERC is working hard to prepare for the Holiday Season. Requests for Time Off have all been submitted and we have opportunities for everyone to pick up hours and earn extra money in December and January. We are asking everyone to please fill out the below form and submit to the ERC as soon as possible to get the shifts you want!



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dec 20	Dec 21	Dec 22	Dec 23	Dec 24	Dec 25 *	Dec 26
Dec 27	Dec 28	Dec 29	Dec 30	Dec 31	Jan 1 *	Jan 2

On the above calendar, please indicate which days you are able to work outside of your regular work schedule. A member of the Employee Resource Centre will contact you with your schedule. Please Note: This form does not replace a Time Off Request. If you are unable to work your regular shift during the above dates, your Time Off Request should already be in.

***Indicates Statutory Holiday Pay**

NAME: _____

A Holiday Tradition

Pat and Greg Robinson have been a member of the Quest Community for longer than we can remember. They have provided supports to people with disabilities for most of their adult lives, and continue to provide supports to Malesha and Robert, who have lived together for over 20 years.

Malesha celebrates her birthday on December 25th, the same day as Christmas each year. Pat and Greg share a beautiful tradition with her. The family celebrates Christmas morning as any family would, opening presents, sharing stories, and enjoying a family breakfast. Come noon, the Christmas tree is transformed into a Birthday tree for Malesha and the birthday celebrations begin! Pat and Greg continue to show how amazing support homes can be, and speaks to the true meaning of inclusion in our community.

Thank you Pat and Greg for being such amazing role models to all of us and for offering such wonderful supports.

Merry Christmas!

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Happy Birthday!

~ Robyn Scarfe



Happy Holidays!

"Happy Holidays" is a phrase that many of us use during this time of year. But what makes our holidays so happy? Is it spending time with family and friends, giving and receiving gifts, decorations and traditions, eating things that you're not suppose to eat, or trying to convince your children that Santa Clause is REAL.. what is it that makes this time of year so merry? I love Christmas because it's the one time of the year that all of these things come together. Family, friends, gifts, decorations, food, fighting to keep traditions alive... it's fun. It's special. Some might even say it's magical.

Every year I see staff who do all they can to make this time of year special for the people they support. I see staff going out of their way, doing things they're not expected to do, to bring some of that holiday wonder to the people in our care who may not have family, or traditions, or much to give. I see staff who make the people they're paid to support part of their family so that they can have a family Christmas. It's amazing.

To everyone who is a little more patient, does a little more, is a little bit kinder this time of year... Thank you!

~ Matt Olson



Tis the Season: Individual Care

It is that time of year where we need to bundle up. Some individuals rely on employees' assistance/intervention to ensure they are protected against hazardous elements/environments such as weather conditions (for example warm jacket, gloves/toque). As care providers, it is necessary staff recognize that it is staff's responsibility to ensure solutions are offered and provided to individuals. Where an individual relies completely on staff to make these decisions, staff must ensure everyone is appropriately dressed. If adequate clothing/supplies are not available (such as at CAP), activities/outings should be postponed for safety reasons. Remember extra layers for those in wheelchairs!

Prior to any events or outings employees should encourage individuals, where possible, to plan for their needs. This might include discussing if a meal should be eaten prior or if food/drinks need to be packed, the weather outside and what is the appropriate type of dress required (coat, boots, toques, scarves, etc) and if any supplies need to be taken for the outing.

In extreme weather conditions (blizzards, extreme freezing conditions) outdoor activities should be postponed and cancelled. If employees are unsure if the weather warrants activity cancellation, they can contact the Agency for advisement.

Refer to Policy: Natural Disaster/Pandemic. Policy & Procedure manual HS-14

"Acts of Kindness"

Highlights this month:



Holidays are the time to celebrate and spend time with family & friends. We ask that all employees ensure that they assist the people we support in making meaningful holiday plans. If you require any assistance, need some phone numbers or maybe advise, call us!

If you've been a member of Quest for more than a year, you might recall our "You've Been Elf'd" shenanigans. This is a great opportunity to recognize people we engage with everyday and let them know that you wish them a happy holiday. How to participate:

Pick up an Elf card from the main office or Community Access Program. Purchase a small goody or gift, sneak it to someone, and bring warmth to their cold winter day!



We elves try to stick to the four main food groups:
candy, candy canes, candy corns and syrup.
~Buddy the Elf

Celebrating 20 Years of Service



Dan Philips celebrates 20 years of employment with Quest Support Services this month. We got the chance to connect with him to chat about his experiences.

Brenna: Tell me something about yourself?

Dan: "I am married with two great kids. During the days I work in the automotive industry and I am a journeyman automotive tech and parts tech. In the winter I enjoy playing hockey and when the weather warms up I like mountain biking."



Josh(left) & Dan(right). Dan was awarded a \$500 gift card in thanks for his dedication to Quest Support Services.

Brenna: What got you started with Quest?

Dan: "When I started back in '95 it was with Next Step Residential which was then taken over by Quest. It seemed like a solid organization with a job I would enjoy and would work well with school. I started off just doing weekends and in March 1996 was offered the overnight shift at House 01 and I have been there ever since."

Brenna: What has kept you going through the years?

Dan: "I enjoy the job and it has worked well with my family and lifestyle."

Brenna: What have you felt good about accomplishing with your job at Quest?

Dan: "Just being there for the guys (individuals) over the years."

Brenna: Why have you stayed with Quest for so many years?

Dan: "The house I work at has always been a fun and easy going environment. The people in the house make it a worthwhile place to work. It's a great environment"

Brenna: What are a couple of your favorite Quest memories?

Dan: "I've been supporting people at House 01 for twenty years. In that time, the house has relocated four times. What is really amazing about this experience is that with each move, the staff may have changed a bit, but up until recently, the roommates remained together. It was a great opportunity to build good relationships and we have some really good times together."

My very first shift with Quest I went with two of the fellas to cut down a Christmas tree. We drove way out of town, trudged through fields of snow for over an hour, then finally located and cut a tree that was just perfect for the house. I have known Josh since he started with Quest. My fondest memory is him waking up each night at 11pm to greet me with "Hi Dan" before returning back to his bedroom where he heads back to sleep.

It has been a pleasure having Dan as a member of our team for the past 20 years. He has provided consistent, engaging and meaningful supports. Dan is often referred to as the "Ghost of Quest", as many people have never met him! For the past 15+ years he has arrived at the same place at 11pm, greets Josh, crawls into bed and is off to his other job by 7am. Even though we rarely see you, we are grateful to work with you Dan and have you as a member of our team. Congratulations!

~Mike Tamura

Dear Santa

Define good

Taking a look across the agency, here's a few people who definitely made "The Nice List"

Karen Cook

I would like to nominate Karen Cook as an Extraordinary Employee. Karen exemplifies person-centered care in the work that she does. She accepts challenges and works tirelessly every day to provide quality care. Karen strives to optimize the quality of life of the person she supports and has pulled a team together to provide supports in a complex environment. Thank-you Karen for your continued support.

~ Christina VanHardeveld

Thomas Ekubazgi

I would like to recognize Thomas as an Extraordinary Employee. Thomas has gone above and beyond at House 20, making it a better environment for everyone. He recognizes the individual's strengths and limitations, and maximizes opportunities. Whenever there is something that needs doing, Thomas is there. Happy holidays Thomas, thank-you!

~ Jacinda Taylor

Christina Gesinghaus

Christina is an Extraordinary Employee. She is flexible, caring, explanatory thinker and an excellent communicator. She has an amazing attitude which allows her the ability to support a variety of people. She has taken a driver's seat to improve the life of the person she supports. By being intuitive and engaging, she has found opportunities to include him in a variety of activities that he was once excluded from. She is amazing in everything she does!

~ Sheena & Kevin

Debra Cahoon

I have been fortunate to work alongside Deb for several years. Together, Deb and I have shared many challenges, successes, laughs and losses. Throughout all of this, Deb remains dedicated to the people she supports. She goes above and beyond in ensuring that people's homes are pleasant and respected, and is an amazing advocate for the people she supports. It is an absolute pleasure to work with Deb!

~ Jana Lippa

Carl Ibbotson

There is no question, Carl is an Extraordinary Employee. He has a knack for building relationships with others, mostly through his amazing sense of humor. He is willing to go the extra mile to ensure that the people he supports have what they need, but most of all, he focuses on relationships.

~ Cynthia Allum

Nrip Rizal

I would like to recognize Nrip as an Extraordinary Employee because as a DSWI and DSWII, Nrip sets a positive example of what a great staff does. Nrip is kind and caring, yet firm and sets boundaries. Nrip focuses on relationships, and allows these to guide his work. Through his patience and kindness he has provided stability to a person with complex support needs. It is a pleasure working with you Nrip.

~ Matt Olson

Glenda Reddaway

Glenda goes above and beyond in making every day the best day, this is what makes her an Extraordinary Employee. She has provided extensive supports to a person and their family facing challenges this year, and her commitment to improving lives is noticeable. Thank-you Glenda for everything you do to make each day a brighter one.

~ Tina Wagner

Linda Stevenson

There are so many talents that make Linda Stevenson stand out as an Extraordinary Employee. Linda cares is probably the first place to start. She shows passion in her everyday work, and spends countless hours making sure that the people she supports get the most out of everyday. Happy holidays Linda, thank-you for your excellent care.

~ Darla Mohan

Jenna Snedden

Jenna is always positive in any situation. She goes above and beyond in every aspect of client care and has dealt with many stressful situations and has handled them all with grace. I have seen her grow a lot as a TL this past year. Thank you Jenna for all that you do!

~ Shardé Davies

QUEST COMMUNITY CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
LEGEND: CAP: Bold Community: Regular OR: Blue Training: <i>Italics/Green</i>	1 QFF Lite 1015 Choir Rehearsal 1pm <i>Medication Administration</i> 1630-1830	2 Tactile Art Class 1015 Bowling 1330 OR Christmas Crafts 6 pm	3 Cooking Class 1030 Bowling 1330 International Day of Disabilities	4
7 Jam Session Cooking Class 1030 <i>Abuse Prevention 1700-2000</i>	8 QFF Lite 1015 Choir Rehearsal 1pm	9 Tactile Art Class 1015 U of L Christmas Lunch Multi Media 1300 OR Swimming at Stan Siwik	10 Cooking Class 1030 Opokaasin 1330	11
14 Jam Session Cooking Class 1030 Norbridge OR 130	15 QFF Lite 1015 Scrooge Play for CAP 1300	16 Tactile Art Class 1015 Bowling 1330 <u>Scrooge Play 1pm</u> <u>Scrooge Play 7pm</u>	17 Cooking Class 1030 Bowling 1330	18 Christmas Movie! 
21 Christmas Party!!	22 QFF Lite 1015 OR Christmas Potluck 6 pm	23	24 CAP & MAIN OFFICE CLOSED	25  Christmas
28 CAP CLOSED	29 CAP CLOSED	30 CAP CLOSED	31 CAP & MAIN OFFICE CLOSED	
				