



QUEST SUPPORT MARCH NEWS 2016

COMMUNITY FORUM ON PDD SAFETY STANDARDS

We are excited to announce that there will be a consultation on the PDD Safety Standards and STANDATA in Lethbridge on March 7th. As you may know from previous newsletters and announcements, these additional standards impact many of the people we support. This consultation represents our best opportunity to influence the PDD Safety Standards and STANDATA moving forward.

We would like to encourage everyone in the Quest Community to attend: self-advocates, families, guardians, landlords, staff members, neighbors and friends. People can attend the forum at any time within the allotted time frame and stay as long as they like. No pre-registration is required.

Also, please visit the website of the Safety Standards Consultation Committee to make submissions through an online questionnaire by March 14th, 2016. There is a fact sheet and information and facilitation guide. This consultation is meant to be as inclusive as possible and submissions can be made electronically, written or in person.

<http://www.humanservices.alberta.ca/disability-services/pdd-safety-standards-consultation.html>

If you have questions about these new standards and how they might impact you or someone you know, please contact us to discuss it further. We strongly encourage everyone to stay informed on this important issue!



On March 7th, 2016 from 2:00 pm – 7:00 pm

@ The Italian Canadian Cultural Centre

1511 St. Edward Blvd N

EMPLOYEE RESOURCE CENTRE

The Employee Resource team has been working hard encouraging staff to get their Employee Files up to date. Thank-you employees who continue to strive to maintain up to date personnel files without on-going reminders. Meeting this standard ensures that we are providing the best and most safe supports possible.

Employee File Statistics as of February 15th, 2016.



| File Requirement | % Complete |
|---------------------------|------------|
| Medication Administration | 94% |
| Abuse Prevention | 93% |
| CPI | 95% |
| First Aid | 98% |
| Criminal Record Check | 96% |
| IRC Check | 94% |

HEALTH & SAFETY



Accidents in the Workplace

Although most injuries are preventable, accidents do happen. Slips, trips and falls are common and can occur in any setting. It is important to be alert and watch out for potential hazards. A few ways to be proactive are wear proper footwear, shovel and salt slippery walkways, and always be aware of your surroundings. Remember; even a minor injury needs be reported before the end of your shift. If you get injured at work, immediately contact your Supervisor or On Call.

BEHAVIOR MANAGEMENT

Trauma Informed Care (TIC) is a concept that is becoming more widely recognized in the field of human services. At its core TIC is based on the idea that we each experience events in our lives that are traumatic, and those experiences often shape the way we view the world. The way we cope with future stressors are therefore based on the trauma we've experienced in the past.

When we view people through a TIC lens we begin to look less at their behavior, and focus more on why the person feels they need to engage in the behavior. We start asking the question of "what is the person going through?" rather than "what's wrong with them?" It's only through an empathetic approach to someone's distress that we can truly help him or her.

Trauma Informed Care is a new training course that Quest will be offering to staff in the coming months. If you are interested in attending this training, watch for dates and availability in upcoming newsletters.



COMMUNITY LIVING

SPRING CLEANING CHECKLISTS

SPRING is just around the corner again! Here are some tips to help with the cleaning:

- ✓ Make doormats welcoming- wash them!
- ✓ Clean carpets and upholstery
- ✓ Move furniture around to give things a fresh look and feel.
- ✓ Wash walls, cabinets, baseboards and woodwork.
- ✓ Clean ceiling fixtures!
- ✓ Check your coils... on the back of the refrigerator and vacuum.
- ✓ Pull out all appliances in the kitchen and clean underneath.
- ✓ Wash the windows inside and out- this will give a fresh and clean perspective!

MARCH STRETCH



MIDDLE BACK

1. Stand so your feet are shoulder width apart and your hands are on your hips.
2. Twist at your waist until you feel a stretch. Hold for 10 to 15 seconds, and then twist to the other side.

ACTS OF KINDNESS

JSC-washed & folded kitchen linens

DSP-bought supper for his roommate

QG-shoveled his neighbor's sidewalk 4 times

DDD-invited friends over for her birthday

DNC-visited his roommate in the hospital

LW-opens doors for her friends

JW-makes sure to say "Hi" to all she meets

HC-made her friend some tea

KW-drew a picture for his friend

TA-gave a gift to her friend ICC

Can you paddle?

Do you like to be on the water?

Do you enjoy being part of a team?

Here is your chance to get to know other members of the **Quest Team** and have a lot of fun!

Quest is looking for 20-25 people to join their Dragon Boat team for 2016.

The festival weekend is June 24-26. If you are interested in joining or simply have questions please email Ashley at a.herbers@questsupport.com

Membership consists of a fee to cover your shirt, food and entrance fee for the weekend, as well as you need to attend a minimum of 3 practices in the weeks prior to the festival to participate. We are looking to get our team together earlier this year and to make it to the finals once again!

QUEST COMMUNITY CALENDAR

QUEST SUPPORT SERVICES TRAINING SCHEDULE

| April 2016 | | | May 2016 | | June 2016 | | | |
|------------|------------|---------------|----------|------------|---------------|----|------------|---------------|
| 2 | CPI Full | 9:00 - 16:00 | 7 | PBS | 8:30 - 16:30 | 2 | Abuse | 13:00 - 16:00 |
| 9 | MHFA | 9:00 - 16:00 | 24 | Agency O | 8:00 - 16:30 | 3 | PBS | 8:30 - 16:30 |
| 10 | MHFA | 9:00 - 16:00 | 25 | Med Admin | 16:30 - 18:30 | 11 | First Aid | 8:00 - 16:30 |
| 16 | First Aid | 8:00 - 16:30 | 26 | CPI Recert | 17:00 - 21:00 | 13 | MHFA | 9:00 - 16:00 |
| 19 | Agency O | 8:00 - 16:30 | 28 | CPI Full | 9:00 - 16:00 | 14 | MHFA | 9:00 - 16:00 |
| 20 | Med Admin | 16:30 - 18:30 | 31 | L&T | 13:00 - 16:00 | 21 | Agency O | 8:00 - 16:30 |
| 21 | CPI Recert | 17:00 - 21:00 | | | | 22 | Med Admin | 16:30 - 18:30 |
| 23 | CPI Full | 9:00 - 16:00 | | | | 23 | CPI Recert | 17:00 - 21:00 |
| 26 | L&T | 17:00 - 20:00 | | | | 25 | CPI Full | 9:00 - 16:00 |
| 28 | Abuse | 17:00 - 20:00 | | | | 27 | Abuse | 17:00 - 20:00 |
| | | | | | | 28 | L&T | 9:00 - 12:00 |

| July 2016 | | | August 2016 | | September 2016 | | | |
|-----------|-------------|---------------|-------------|------------|----------------|----|------------|---------------|
| 5 | Foundations | 8:00 - 16:00 | 13 | First Aid | 8:00 - 16:30 | 17 | PBS | 8:30 - 16:30 |
| 7 | Foundations | 8:00 - 16:00 | 15 | MHFA | 9:00 - 16:00 | 20 | Agency O | 8:00 - 16:30 |
| 12 | Foundations | 8:00 - 16:00 | 16 | MHFA | 9:00 - 16:00 | 21 | Med Admin | 16:30 - 18:30 |
| 14 | Foundations | 8:00 - 16:00 | 20 | PBS | 8:30 - 16:30 | 22 | CPI Recert | 17:00 - 21:00 |
| 16 | Foundations | 8:00 - 16:00 | 23 | Agency O | 8:00 - 16:30 | 24 | CPI Full | 9:00 - 16:00 |
| 19 | Agency O | 8:00 - 16:30 | 24 | Med Admin | 16:30 - 18:30 | 29 | Abuse | 13:00 - 16:00 |
| 20 | Med Admin | 16:30 - 18:30 | 25 | CPI Recert | 17:00 - 21:00 | | | |
| 21 | CPI Recert | 17:00 - 21:00 | 27 | CPI Full | 9:00 - 16:00 | | | |
| 22 | CPI Full | 9:00 - 16:00 | 29 | Abuse | 17:00 - 20:00 | | | |
| 26 | L&T | 13:00 - 16:00 | 30 | L&T | 9:00 - 12:00 | | | |
| 28 | Abuse | 13:00 - 16:00 | | | | | | |

| October 2016 | | | November 2016 | | December 2016 | | | |
|--------------|------------|---------------|---------------|-----------|---------------|----|------------|---------------|
| 1 | L&T | 10:00 - 13:00 | 1 | L&T | 17:00 - 20:00 | 6 | Agency O | 8:00 - 16:30 |
| 15 | PBS | 8:30 - 16:30 | 5 | First Aid | 8:00 - 16:30 | 7 | Med Admin | 16:30 - 18:30 |
| 22 | MHFA | 9:00 - 16:00 | 7 | PBS | 8:30 - 16:30 | 8 | CPI Recert | 17:00 - 21:00 |
| 23 | MHFA | 9:00 - 16:00 | 28 | Abuse | 17:00 - 20:00 | 10 | CPI Full | 9:00 - 16:00 |
| 25 | Agency O | 8:00 - 16:30 | | | | 13 | L&T | 13:00 - 16:00 |
| 26 | Med Admin | 16:30 - 18:30 | | | | | | |
| 27 | CPI Recert | 17:00 - 21:00 | | | | | | |
| 28 | Abuse | 13:00 - 16:00 | | | | | | |
| 29 | CPI Full | 9:00 - 16:00 | | | | | | |

| January 2017 | | | February 2017 | | March 2017 | | | |
|--------------|------------|---------------|---------------|-------------|--------------|----|------------|---------------|
| 21 | MHFA | 9:00 - 16:00 | 2 | Foundations | 8:00 - 16:00 | 1 | Med Admin | 16:30 - 18:30 |
| 22 | MHFA | 9:00 - 16:00 | 7 | Foundations | 8:00 - 16:00 | 2 | CPI Recert | 17:00 - 21:00 |
| 24 | Agency O | 8:00 - 16:30 | 9 | Foundations | 8:00 - 16:00 | 4 | CPI Full | 9:00 - 16:00 |
| 25 | Med Admin | 16:30 - 18:30 | 11 | PBS | 8:30 - 16:30 | 6 | Abuse | 17:00 - 20:00 |
| 26 | CPI Recert | 17:00 - 21:00 | 14 | Foundations | 8:00 - 16:00 | 7 | L&T | 17:00 - 20:00 |
| 27 | Abuse | 13:00 - 16:00 | 16 | Foundations | 8:00 - 16:00 | 11 | First Aid | 8:00 - 16:30 |
| 28 | CPI Full | 9:00 - 16:00 | 28 | Agency O | 8:00 - 16:30 | 16 | MHFA | 9:00 - 16:00 |
| 31 | L&T | 17:00 - 20:00 | | | | 17 | MHFA | 9:00 - 16:00 |
| | | | | | | 28 | Agency O | 8:00 - 16:30 |
| | | | | | | 29 | Med Admin | 16:30 - 18:30 |
| | | | | | | 30 | CPI Recert | 17:00 - 21:00 |