



QUEST NEWS

Quest Support Services Inc. Newsletter July 2012

URSULA, YOU MAKE A DIFFERENCE!

Quest would like to take this opportunity to congratulate Ursula Drover for winning the PDD "You Made a Difference Community Disability Service Sector Leadership Award"

Ursula is a modest and astonishing person who dedicates endless hours having individuals with developmental disabilities recognized as contributing members of their community. Ursula a Self-Advocacy Group at Quest called "Voices". The group was reconstituted in 2004 and the members have been active in promoting self-empowerment, recognition of ones rights and equal treatment for everyone in the community. Ursula has been influential in assisting the Voices Self-Advocacy Group to realize that speaking up is essential to creating change in one's life as well as social change within the community. Ursula was instrumental in helping the group develop a "Voices of Food" cookbook, which includes a recipe for a great self-advocate. The cookbook was used to raise funds for the Voices group to attend the South Region Self-Advocacy Network meetings in locations throughout the south region.

Ursula demonstrated leadership in collaborating with a Lethbridge Fashion Show Company to have their models and individuals with developmental disabilities hold a fashion show at Quest. Ursula had a vision to have people with developmental disabilities show their beauty and be the center of attention by being a model for a day. Many other service agencies and community members were invited to the show and the energy within the room was astounding. The fashion show was an innovative and unique approach to show their inner and outer beauty. It encouraged everyone to look beyond the disability and see the model within all of us. As a result of this fashion show the Fashion Show Company has indicated they would like some of the models from Quest to participate in their upcoming fashion shows.

Quest thanks Ursula for all she does and congratulates her on these recent accomplishments. Allan Jarvis and Justin Johansen recently sat down with Ursula and asked her about life in general, experiences at Quest, being the winner of this award.

Allan: Can you tell us something not a lot of people know about you?

Ursula: In July I am taking a motorcycle course at the College.

Allan: What are some favorite memories while working at Quest?

Ursula: One that stands out in my mind is when I worked AD I was in the front office and there were no blinds or curtains. I had several staff members and individuals make me curtains.

Justin: What did you do to win your awards?

Ursula: My job! And I enjoyed doing it.

Justin: How did you react when you heard you had won the awards?

Ursula: I was pleased and surprised.

Allan: Where did you grow up? What was it like?

Ursula: In a small town. I don't think there were even 2000 people in a small fishing village. It was rugged and beautiful in Newfoundland.

Justin: Why do you always wear your clicky shoes?

Ursula: I love my Peter Pan shoes!

Allan: If you could travel anywhere in the world that you haven't been where would you go?

Ursula: Thailand, Cambodia, Africa. Those are all places that I am actually going to eventually.

Justin: Any Words of Wisdom for the Quest Community

Ursula: Never sweat the small stuff because it's all small.



Ursula was presented with her award by representatives from PDD

UPCOMING COURSE DATES

Crisis Prevention Intervention (CPI):

Recert: August 9, 2012 5PM-9PM

Full: August 11, 2012 9AM-4PM

Abuse Protocol: July 25, 2012 5:30PM-8:30PM

Medication Administration: September 2012

All courses located at the Community Access Program

Emergency First Aid & CPR through St. John's Ambulance. Call 403-327-2847 to register. \$105

Full Days: July 5, 7, 10, 18, 21, 26

Two Evenings: July 11 & 12

Quest Closed July 2, 2012 For Canada Day

NEWS FROM THE EMPLOYEE RESOURCE CENTRE

Time Off for Training Courses:

The ERC would like to remind all staff that it is your responsibility to book time off to attend training courses. As mentioned in agency orientation, **when you sign up for training courses, you must submit a time off request to the ERC at least seven days prior to the course.** In addition to submitting the request, you need to check in three days prior to the course to ensure that your shift is covered. The ERC is not responsible for staffing your shift if a time off request was not submitted at the appropriate time.

CAP Relief this summer:

If you are interested in any extra hours at the Community Access Program this summer, please see Stephanie at the front desk to fill out an availability form.

BlueCross & RBC Insurance:

For the employees who participate in Quest's group health benefits, there will be an increase in premiums paid to BlueCross and RBC Insurance by staff and Quest. For staff costs, RBC Insurance will approximately see a 6.2% increase, and BlueCross will approximately see a 6.8% increase.

Open Positions:*Male or Female*

H02 E/O Weekend Supports 10:00-20:00
 H03 E/O Saturday & Sunday 9:00-21:00
 H06 Monday-Friday 15:00-22:00
 H14 E/O Saturday & Sunday 13:00-21:00 (2 pos)
 E/O Weekend Live-In

H21 E/O Weekend Supports 8:00-15:00
 E/O Weekend Supports 8:00-16:00
 E/O Weekend Supports 15:00-23:00
 E/O Weekend Supports 16:00-23:00
 H24 E/O Saturday & Sunday 11:00-23:00
 E/O Saturday & Sunday 15:00-23:00

Female Only

H07 E/O Weekend Live-In
 E/O Weekend Half Live-In
 Monday-Friday 16:00-22:00
 E/O Weekend Supports 7:00-15:00 (2 pos)
 E/O Weekend Supports 15:00-23:00
 Sunday Overnights
 H15 E/O Weekend Live-In
 One Live-In Per Month

Male Only

H12 E/O Saturday & Sunday 13:00-21:00 (2 pos)
 Monday-Friday 16:00-23:00
 H23 E/O Saturday & Sunday 9:00-21:00 (2 pos)
 E/O Weekend Live-In
 CAP July & August, Monday-Friday 7:00-15:00

Respite

Male & Female Weekend Supports (Two 48 hour weekends per month)

Team Leader Meeting:
 July 12th Diabetes
 Presentation 2PM-4PM

Team Leader Meeting:
 August 16th Mandatory
 Meeting 2PM-4PM



A hearty thank you to the following employees who will mark their annual anniversaries this July through September! Thank you for the great services you provide to the many wonderful individuals we support. We are so grateful for your dedication!

Rene Jacob 16 years	Violetta Tetzlaff 6 years	Darren Majeran 2 years	Erick Agustin 1 year
Clancey Page 15 years	Michael Brosbol 6 years	Michele Currie 2 years	Alex Espindola 1 year
Anne Watson 13 years	Jason Bolton 5 years	Manoj Dhakal 2 years	Robbie Ward 1 year
Amy Robinson 13 years	Stephanie Smith 5 years	Will Holmes 2 years	Elise Lakwanki 1 year
Matt Olson 12 years	Devin Mohan 5 years	James Caldwell 2 years	Ryan Pollard 1 year
Pat Robinson 12 years	Darla Hughes 4 years	Miki Saito 2 years	Maxine Cooke 1 year
Bob Coulter 11 years	Jeff Johnson 4 years	Heather Nyamazana 1 year	Cassidy Currie 1 year
Trevor Gilbert 9 years	Sharon Dorchak 4 years	Ken McLean 1 year	Susan Roberts 1 year
Shane Johnson 9 years	Nancy Doak 4 years	Lana Bulger 1 year	Mike Leavitt 1 year
Nadine Duckworth 8 years	Justin Gyorfi 4 years	Nicole Scout 1 year	Brittany Muller 1 year
Betsy Elliott 7 years	Brandie Smith 4 years	Kirk Boehmer 1 year	Deric Morgan 1 year
Penny Freshwood 6 years	Lisa Boyden 3 years	Tim Clothier 1 year	Ben Pancheshen 1 year
Naomi Guenther 6 years	Spencer Dardon 3 years	Cameron Munroe 1 year	Krisztina Novak 1 year
Brian Lally 6 years	Tom Lanier 3 years	Shawna Bonneau 1 year	



POSITIVE INTERVENTIONS

Guest Column by Matt Olson

There may be times when you will need to respond to an event or concern to ensure the safety and well-being of the individuals and/or the people around them. Sometimes these events can be anticipated; at other times, they are unanticipated. Whether the event occurred once without warning, or it is a recurring behavior, a response, planned or not, must take place.

Responses to anticipate and unanticipated behaviors of concern are often similar, although unanticipated behaviors do not have a formal protocol to dictate staff's course of action. For situations that are unanticipated it is important that staff intervene using a general "approach". These approaches are immediate, unplanned and usually informal. The approach

used may be positive or restrictive in nature, but is always based on agency policy that the least restrictive option (appropriate for the situation) should be used first.

Staff responses to unanticipated situations and/or behaviors of concern may consist of a simple, one-time change to the environment, or changes in their approach to providing support. Other positive interventions might include identifying and controlling the antecedent, communicating with the individual, showing empathy, and giving redirection. As the behavior becomes more dangerous, staff may also need to give strong verbal cues, vacate the area, call for backup, employ Non-violent Physical Crisis Intervention (NPCI), or call 911. If the behavior becomes anticipated (occurs more than once), an approach may no longer be appropriate, and a Positive Planned Procedure would need to be developed.



SPOTLIGHT: ADAM BELL

Guest Column by Kevin Chubb

This week the newsletter will profile Mr. Adam Bell. I sat down with Adam and asked him a few candid questions so we can better understand what makes the man tick.

Kevin: What are your favorite foods?

Adam: Bacon Cheeseburgers and Chicken Linguini

Kevin: Where are your favorite places to travel and where have you been?

Adam: I've traveled out east to the Newfoundland where I had lobster. I also like going to Edmonton to the mall. When I go to the mall I like to go shopping.

Kevin: Why types of sports do you play? What else do you like to do for fun?

Adam: I like to play basketball, Special Olympics baseball, power lifting, and bowling. I also like singing Karaoke and playing on my Wii.

Kevin: What is your favorite season and why?

Adam: I like summer because I can go swimming outside at Henderson Pool and also drink slurpees.

Kevin: Can you share a joke with us?



Mr. Adam Bell

Adam: Sure... Why can't Dogs use computers?

- They get distracted by the cat chasing their mouse.
- They can't help but attack the screen when they hear "you've got mail."
- They can stick their heads out of windows.

Kevin: Thanks Adam for sharing with the Quest Community today

Nominate a staff member to win 2 tickets to Cirque du Soleil Quidam! Write a contact note to Darla by July 15 and that person could win!



NUNAVUT DAY

On July 9th the Community Access Program will be celebrating Nunavut Day from 10AM-12PM with traditional games and food! Come on over and learn all about Nunavut culture! Nunavut Day celebrates the anniversary of the Nunavut Land Claims Agreement and the Nunavut Act that were passed in 1993, helping to make Nunavut its own Territory. Every year on July 9, residents of Nunavut celebrate with communal meals, traditional dances and games, and competitions to increase awareness of Nunavut history amongst young people.



**MONTHLY SHOUT OUTS:**

The Community Access program would like to send a "Shout Out" to the Self-Advocacy Group "Voices" for organizing the Carnival that was held here at our Program on June 25th.

A special thank you goes out to **Cindy Reynolds** and **Debbie Iwaasa** for all your hard work and time! Thanks to everyone who helped out and participated. You all helped make this event a **HUGE** success for a second year!

CAP & OR CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
2 QUEST CLOSED	3 Crafts: Science Experiment Day! 1015 Swimming 1300 Walking Club 1300	4 Adopt A Park Chinook OR Swimming 630PM Henderson Pool	5 Swimming 1300	6 Adopt A Park Chinook QFF Lite: @ Day Program 1300 Quest For Fitness @ Civic Center 14:00
9 NUNAVUT DAY 10:00 @ DAY PROGRAM Computer Updates: Ursula's Pod	10 Crafts: Fat Face Booth Self Portrait Paintings 10:15 Swimming 1300 Walking Club 1300	11 Adopt A Park Chinook OR Board Games Night at Day Program 7pm	12 Swimming 1300	13 Adopt A Park Chinook Holiday Bowl 1330
16 Jam Session Computer Updates: Anne's Pod	17 Craft: Catapult Competition: Angry Birds Style!! 10:00 Swimming 1300 Walking Club 1300	18 Adopt A Park Chinook Fire Department Tour Station 1 13:00 OR Indian Battle Park Walk at 7pm. Meet at Fort Whoop Up	19 CAP Birthday Cake 1230 Swimming 1300 Holiday Bowl 1330	20 Adopt A Park Chinook QUEST SUMMER OLYMPICS HENDERSON PARK 1300
23 Jam Session Computer Updates: Stu's Pod Swimming 1300 Pride Movie Day 1300	24 Crafts: Bottled Ocean Dioramas 1015 Swimming 1300 Walking Club 1300 Summer Games Volunteers	25 Adopt A Park Chinook MONTHLY SPEAKER SERIES: Nutrition and Physical Activity OR Slow Pitch/Kickball at Nicholas Sheran 7pm	26 Titans Movie Day Swimming 1300 Summer Games Volunteers	27 Adopt A Park Chinook Alberta Summer Games/ Events All Day!
30 Jam Session Computer Updates: Deb's Pod Swimming 1300	31 Crafts: Starry Night Boxes 10:15 Swimming 1300 Walking Club 1300	Happy Jim TBA		

"He who learns but does not think is lost! He who thinks but does not learn is in great danger.
-Confucius"

"We never really grow up, we only learn how to act in public"
-Unknown

The future belongs to those who believe in the beauty of their dreams"
-Eleanor Roosevelt

Bold means all individuals at Quest are invited to participate.
OR = Outreach organized events



Male staff to share vacation experience in central Alberta with one of Quest's Fun Loving Guys!!! Trip includes tickets to Air Supply in Calgary (WOW Really Air Supply!!!), Circue Du Soleil (You Don't Say!!!) in Edmonton and Tickets to the Camrose Theater. Dates of travel are from Friday August 10th returning Monday August 13th by 8:00 pm. Staff will be paid for their time with this Fun Loving Guy!!! as well as room costs and for mileage. If this sounds like a adventure to you contact Jeff at ext. 309 for more information.

Female staff to accompany one of Quest's Fun Loving Ladies on her summer vacation from Monday August 20 to Friday August 24. Please contact Jana at ext. 324 for more information.