

M A R C H 2 0 1 3

# Quest News

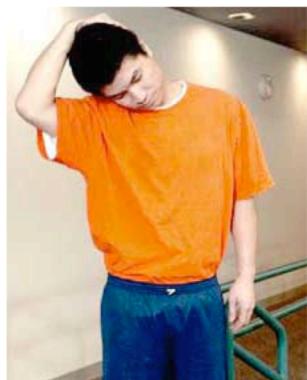
## Monthly Stretch!

In an effort to increase physical wellbeing, Quest has implemented a stretch to be completed at the beginning of each meeting. This month's stretch is a neck stretch:

### *To stretch your neck:*

Bend your head forward and slightly to the right.

With your right hand, gently pull your head downward. You'll feel a nice, easy stretch along the back left side of your neck. Hold for about 30 seconds. Repeat on the opposite side.



## Easter Holidays

Good Friday March 29 is a Statutory Holiday and CAP and the Quest offices will be closed.

Easter Monday April 1 is not a Statutory Holiday. However, CAP and the Quest offices will be closed.



## You Have Rights

A big thanks to everyone who participated in the development of the Agencies' new Individual Rights policy. It was so amazing to see everyone come together for such an important task. We are very excited to implement and share these!

1. I have the right to travel to new or familiar places.
2. I have the right to spend time alone when I want and to have staff knock if they want to come in.
3. I have the right to be seen as an okay person, just as I am.
4. I have the right to live in a clean home and to live with people I like.
5. I have the right to have my own house key.
6. I have the right to be safe and kept from harm.
7. I have the right to spend my money on things that I want.
8. I have the right to choose food that I like to eat.
9. I have the right to set my own goals and choose what I want to do with my life.
10. I have the right to talk to my doctor, my nurse, and my psychiatrist.
11. I have the right to be treated the same as other people.
12. I have the right to feel good and happy about who I am.
13. I have the right to learn about sex and to say yes or no.
14. I have the right to get married or to live with someone who I love.
15. I have the right to love the people that matter to me.
16. I have the right to have children and to look after them as they grow up, even if I need help with this.
17. I have the right to carry things that are special to me such as toys, books, or clothing.
18. I have the right to think as I want and no one should treat me badly if they do not agree with me.
19. I have the right to be heard and listened to even if I cannot speak to you or communicate with you.
20. I have the right to feel sad, angry, hurt, or upset.
21. I have the right to speak up for myself or get support to do this.
22. I have the right to do things I enjoy such as sports, cooking, going to movies, adult activities, etc.
23. I have the right to use public services such as the city bus.
24. I have a right to be seen as a member of my community.
25. I have the right to make bad choices and to learn from my mistakes.
26. I have the right to go to school and to learn new skills.
27. I have the right to choose my religion and go to church if I want to.
28. I have the right to vote for someone in an election (when people are picked to make rules for the country, the province, the city or town).
29. I have the right to have trained staff that will give me good service and support.
30. I have the right to have support that is fair and can be counted on.

## News from the Employee Resource Centre

### Why are File Requirements Important?

As an agency, the safety and security of both the staff we employ and the individuals we support are of paramount importance. The courses and file requirements that we require all staff to have are in place to ensure that safety. Our training provides staff with information needed to deal with a variety of situations that may occur. All staff, from DSWI to the Director of Services are expected to maintain an up to date file.

As a department, the ERC will be reviewing all staff files to ensure that requirements are being met. If your file has lapsed please make an effort to update the requirements as soon as possible.

Thank you to all staff who are consistently keeping up with their file requirements! Your initiative and continued self-improvement does not go unnoticed!



## Open Shifts

### Female Front Line Positions:

H03 E/O Sat & Sun 9:00-21:00 *First Aid Required*  
 H05 Sun-Thurs ONs 23:00-8:00 *First Aid Required*  
 H11 1 Weekend Live in per month 21:00 Sat-23:00 Sun  
 H11 E/O Weekend Live In 23:00 Fri-23:00 Sun  
 H16 Mon-Fri 8:00-16:00 *CPI & Vehicle Required*  
 H25 Sun-Thurs 22:00-9:00 (not permanent) *Lift & Transfer Required*  
 H25 Mon-Fri 15:00-23:00 (2 positions) *Lift & Transfer Required*  
 H26 E/O Sat & Sun 15:00-21:30  
 H26 E/O Sat & Sun 10:00-21:30

### Female Team Leader Positions:

H16 Mon-Fri 8:00-16:00  
 H25 Mon-Fri 15:00-23:00  
 H05 Mon-Fri 8:00-16:00

### Male Front Line Positions:

H06 Mon-Fri 15:00-22:00 *CPI Required*  
 H04 E/O Live in 23:00 Fri-23:00 Sun *CPI Required*  
 H28 1 Weekend Live in per month 22:00 Fri-22:00 Sun *CPI Required*

### ACDS Foundations Training



We are excited to announce that we will be offering In-house Foundations training at Quest. We will be running a trial course, and have selected 6 staff to participate beginning later this month. These staff will complete the course and offer feedback on the training. After this trial we hope to hold regular training sessions to small groups of staff to allow our staff access to this exciting educational opportunity!



### Male Team Leader Positions:

H08 Mon-Fri 16:00-22:00  
 H17 Mon-Fri 15:30-22:00

### Female or Male Front Line Positions:

H19 E/O Weekend Live In 23:00 Fri-23:00 Sun *Complex Needs*  
 H19 Mon-Fri 16:00-22:00 *Complex Needs*  
 H25 Mon-Fri 16:00-22:00 *Lift & Transfer Required*  
 H25 E/O Sat & Sun 7:00-15:00 *Lift & Transfer Required*

### Female or Male Team Leader Positions:

H14 Mon-Fri 15:30-23:00

\*\*Additional Outreach, Community Access Program, and Children's Program shifts available. Contact Jen for more information.

\*\*Contact the ERC to apply – All Team Leader positions require completed employee files.



## What to do if there is an Error on your Paycheque

1. Please check your time sheet and calendar again to make sure you have a discrepancy between your hours worked and your paystub. Stephanie is able to print a copy of your calendar at the front desk for you.
2. Check your paystub again. Sometimes the paystubs can be a bit confusing especially if you work in multiple locations and earn different wages in each location. Statutory holidays can further complicate things.
3. If you still feel that your paycheque is incorrect contact the ERC. They will go through your calendar with you to see if any shifts are missing.
4. If you suspect that your paycheque is incorrect DO NOT CASH YOUR cheque, and contact Tom.
5. If you weren't paid the right hourly wage for a shift please contact Tom.
6. Tom will reissue cheques that have not been cashed that contain errors.
7. If you cash your cheque and notice afterwards that you weren't paid the right amount please notify Tom right away. If there is an error, the difference in pay will be included on your next paycheque.

## Story of Success: Tanya Brann

Over 6 years ago Tanya arrived for services with Quest. Do you remember those days?

Yes, I moved into my basement suite when I was 18 and took my last year of high school, held two part-time jobs and graduated from high school. That was a big year for me. It was exciting but scary. I had never lived on my own before but I enjoyed the freedom and Naomi (staff) was there to give me the support I needed.

What do you want people to know about your experience living in a supported home?

You have to be determined and I was. I worked hard at saving my money and took the driving course and passed on the first try. I saved more money and bought my first car.

I have done a lot of growing up over the past few years. I got my act in gear and learned what I had to learn to get as independent as I could. It took a while but I got my financial independence and that was important to me.

My supported home Naomi has been very helpful and has been my advocate all along.

I had to show that I was able to be independent, and by working hard I proved it and now I am excited to be moving out and getting a place with my boyfriend Jordan and start our life together with our pets. I am working on my online certification to be a pet groomer and work part-time.

Congratulations Tanya, we are all so happy for you!



## Outreach Resource of the Month



For the month of March, the Outreach Centre will be promoting the improvement of mental health and wellbeing. As a result, our resource of the month is **Lethbridge Family Services** who provides individual and group counseling to some of the individuals we support. Many of these support sessions are funded on a sliding scale so those on a limited budget can afford to attend. LFS also provides education for topics such as depression, communication skills, and self esteem. Call LFS at 403-327-5724 for more information.

## Exciting Times at Community Access Program

CAP recently held a **50's & 60's Theme Party**! A big shout out to Debbie Abbott from coming in with her band and playing us some oldies! Check out the CAP's craft creations from the past couple of months: Love Mirrors and 60's Icon Flowers.



# Positive Approaches with Matt



Think about the last time you were talking to someone who was busy with something else. Maybe they were watching an important game on TV, or perhaps they were having a texting conversation with someone else. How was the conversation? Were they easy to talk to? Did they contribute? After a few minutes, did you feel like continuing the conversation?

It can be easy to make time to listen to someone when you're not preoccupied with something else. But often when we're working it can be difficult to stop what we're doing to take the time to listen. Part of being a good staff is focusing on the individuals we support by giving them the time and attention they need. Empathetic listening helps us to focus on others through ACTIVE listening.

Empathetic listening means:

1. Being non-judgmental. People engage in conversation because they want/need to share things. They may not be things we think are important or interesting, but our role is to show support for those things that interest them.
2. Give undivided attention. Put away distractions. Close your book, turn off the TV, find a quiet place to talk. If someone wants to share something with you, give them the attention that you would want if you were going to share something with them.
3. Focus on feelings, not just facts. Who hurt who, or who did what, or who's at fault are details that can be focused on when everybody is calm and had time to think about the situation. If someone is upset, focus on their feeling and helping them calm down.
4. Restate. Part of being a good listener is knowing what the person is talking about. If you're unsure about a detail, ask if you have the story right. Simply paraphrase the story back to the person and allow them to correct you if you've misunderstood.
5. Allow for silence. Asking questions can show that your listening. But asking too many questions or leading question may give the wrong impression. As a good listener our job is not to speed someone through their story. Allow for silence so the person understands that you're interested, not just listening.

Active listening is a powerful way to build rapport and relationships of trust with the people as we get to know them.

## Invitation to LACL Dinner, Dance & Auction

Quest has purchased a table to the **Lethbridge Association for Community Living** Annual Spring Dinner, Dance & Auction. It is our pleasure to invite 4-6 individuals to attend this great, fun event for free. Put on your dancing shoes and bring your appetite for an entertaining evening. If interested, please contact Darla.

**When: May 10, 2013**

**Where: The Coast Lethbridge Hotel & Convention Centre in the Main Ballroom**

Courtesy of the LACL:

In 1957, parents of children with developmental disabilities in the Lethbridge area came together with a shared dream. This dream was of a meaningful and inclusive life in the community for their children. Fifty years later this dream lives at the heart of Lethbridge Association for Community Living.

We have a vision for the whole person, the whole family, the whole community. We believe that the more diverse and welcoming a community is, the healthier it is. Everyone should belong. We are part of provincial and national associations which have the same vision.



## Upcoming Training

Abuse Protocol

Medication Admin

*Sign Up for all courses at the front desk*

Crisis Prevention Intervention (CPI)

**Full Course:**

March 23 9:00-16:00

April 20 9:00-16:00

**Refresher Course:**

March 21 17:00-21:00

April 18 17:00-21:00

*Please wear comfortable clothing and flat, closed toed shoes.*

*Avoid large jewelery.*

Lifting, Transferring & Wheelchair Safety

March 11 13:30-16:30

*Please wear comfortable clothing and flat, closed toed shoes.*