

Program Goals

Happy New Year!

January 2014



QUEST
support

Happy New Year! 2014 is here and we are excited to jump in and challenge this year with continuous changes & improvement. Our program goals are coming to an end in March and we only have a couple months left to raise the stakes and make some improvements. Please check out the programs goals below and identify how you can contribute to improving services for the amazing people we support. Our team is committed to reaching these goals by March 31st!

Employee Resource Centre: "To reduce paycheque corrections" & "Reduce staff turnover"

Residential Services: "To promote healthy lifestyles"

Community Access Services: "To become employment focused"

Supported Homes & Respite: "To expand natural connections"

Outreach & Children's Services: "To access community resources & programs"

Behaviour Management: "To train 30% of employees on Positive Behaviour Supports" and to "Improve staff awareness of PPP & Restrictive Procedures"

Health & Safety: "To develop and implement an Agency wide safety program"

Site Management: "To comply with PDD Safety Standards"

Abuse Protocol

January 10
13:00-16:00
February 5
17:00-20:00

Med Admin
January 29
16:30-20:30

Crisis Prevention Intervention

Refresher: January 9
17:00-21:00
February 6
17:00-21:00
Full Course: January 11
9:00-16:00
February 8
9:00-16:00

Lift & Transfer & Wheelchair Safety

January 15
13:00-16:00
February 12
9:00-12:00

*Dress appropriately in comfortable clothing and no high heels

A Guide to Recovering from holiday food

January is often the month that people "resolve" to lose weight, punish themselves at the gym, live on grapefruit and steamed celery, blah blah blah.

However, the way people treat their bodies after a little healthy holiday indulgence is quite often counterproductive and almost never fun. Following are some guilt/self-deprecation/punishment-free suggestions for FEELING GOOD after the holidays.

RELAX!

If you had fun over the holidays, good for you! Enjoy the memories you made and don't beat yourself up over what you ate. People eat when yummy food is around; it's *supposed* to be tempting. If you're feeling bloated, it's probably because you ate some excess salt and you're retaining water. Or you've got some leftover turkey lurking in your digestive tract. Here's what you can do:

- Eat some cereal for breakfast that has 28 grams of fiber per cup. This will make you feel full and push the leftovers out.
- Drink lots of green tea and water between meals to help process the fiber and make you less bloated.



REMEMBER TO EAT PROTEIN!

Like everything else, it's best to eat protein in moderation, just don't neglect it. Awesome sources are:

- Grilled or baked fish/chicken.
- Legumes (lentils, beans, chickpeas, and the like).
- Light cheese and yogurt (for a snack).

GO FOR A WALK OR DO SOME SITUPS/PUSHUPS AT HOME

If you like working out, fantastic! But overdoing it might trigger a binge, so take it easy. The idea is to move, not train for the Olympics.

Calf Stretch Elbows Against Wall

- 1) Stand facing a wall from a couple feet away.
- 2) Lean against the wall, placing your weight on your forearms.
- 3) Attempt to keep your heels on the ground.
- 4) Hold for 10-20 seconds.

** You may move further or closer to the wall, making it more or less difficult respectively.

JANUARY STRETCH



Matt, AD of Behaviour & Risk Management on Incident Reports

Incident Reports. These are forms that are to be completed whenever anything out of the ordinary occurs regarding an individual that Quest supports. These documents provide guardians, management, and staff with vital information about incidents that occur, as well as help us plan for the future. Incident Reports do not have to be long and complicated as long as they contain the crucial information.

Remember the ABC's.

Antecedent: The antecedent is simply what was happening before the incident. For example, they may have been playing a game or talking to a family member or friend. Include information about what may have caused the behaviour (ie: a disagreement, losing a game, being asked to complete an undesirable activity or task). Antecedents are **not** early forms of the behaviour. For example, if the behaviour is yelling and screaming, the crying episode that happened before the behaviour is **not** necessarily an antecedent. It could be a part of the behaviour itself, but at a less intense level. The Antecedent section of the Incident Report should identify what the individual was doing before they started to exhibit the less intense/early warning signs of the behaviour.

Behavior: This is the reason for the Incident Report. If the person you're supporting was hitting, screaming, throwing things, etc., the actual behaviour is listed here. Keep in mind that the behaviour includes a description of the behaviour in each of the different stages. In other words, if the acting out person was crying, then name calling, and then escalated to threatening, all of those behaviours need to be listed.

Consequence: Typically when we use the word "consequence" we're talking about something negative or a form of punishment. When filling out an Incident Report the Consequence is simply the result of the behaviour. This might include the actions that were taken to keep the acting out person safe (ie: PRN medication), or the natural consequences of the choices they made. In some cases the actions that were taken are designed to help the person calm down, and should not be used to "punish" them for inappropriate behaviour.



CAP Christmas Party: Turkey Dinner & Talent Show

A big thank you to the TLs and staff at the Community Access Program for hosting a delicious traditional turkey dinner with all the trimmings! The meal was absolutely wonderful, and was followed by some excellent entertainment, including the 12 Days of Questmas! Find the lyrics below.

On the 12th day of Questmas, Mike Tamura Gave to Us...

12 Monthly Summaries

11 Incident Reports

10 Glares from Stephanie

9 Staffing Changes

8 Pureed Lunches

7 Contact Notes

6 Microwaves

5 Daily Checklists

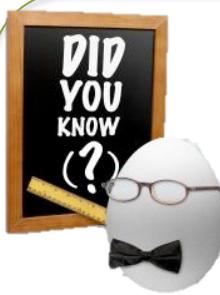
4 Team Leaders

3 People Orientating

2 Supervisors

and an Associate Director in a Pear Tree





ERC Fun Fact:
The ERC staffs 6,464 hours per week, or 25,965 hours per month! That is 336,128

hours or 42,000 shifts per year. This works out to 115 shifts per day.

Wow!



Happy New Year from the ERC!

The ERC would like to wish everyone a very happy new year! Thank you so much to all staff, especially those who worked throughout the holiday season.

Ashley and Jen would like to send special shout outs to Celest Oduge, Maritza Stinson, Matt Lonseth, Violetta Tetzlaff, Carolyn Gedder for being absolute rock stars during the month of December and going above and beyond to make staffing easier!

The ERC would also like to remind all staff to plan ahead for the weather when getting to shifts. If the weather is snowy or messy, give yourself an extra 15 minutes to get to shift! Sometimes the person you are relieving is heading to another shift right away, so it is very important to try to help everyone out and make it to shift on time.

Personal Phone Numbers – Protecting people's privacy:

Just a reminder that staff personal phone numbers should not be freely distributed. If anyone within the Agency gives you their personal phone number, please be aware that unless otherwise specified it is for **your use only**. If you have received the phone number of someone on the management team, please be aware that during business hours, management will not respond to text messages or phone calls to their personal numbers. If you would like to speak with someone on the management team during business hours, you must phone them on the Quest line, or send them an email. Thank you for respecting staff privacy, and for following FOIP.

Available Shifts – Contact the ERC for more info

Female Staff

H03 Mon-Fri 16:00-22:00 *Lift & Transfer
H05 Mon-Fri 16:00-23:00 *First Aid & CPI
H05 Mon-Fri 8:00-16:00 *First Aid & CPI
(until TL position is filled)
H05 ONs Sun-Thurs 23:00-8:00 *First Aid & CPI
H05 1 Live In/Mnth 23:00Fri-23:00Sun *First Aid & CPI
H11 1 Live In/Mnth 23:00Fri-23:00Sun *First Aid & CPI
H11 ONs Sun-Thurs 23:00-8:00
H18 E/O Wknd Live In 20:45Sat-21:00Sun *CPI
H26 Mon-Fri 17:00-21:30

Male Staff

H08 E/O Wknd Live In 22:00Fri-22:00Sun
H17 1 Live In/Mnth 23:00Fri-

23:00Sun *CPI
H20 E/O Wknd Live In 22:00Fri-22:00Sun *CPI
H29 Mon-Fri 17:00-23:00 *CPI
H29 E/O Wknd Support Sat & Sun 11:00-23:00 *CPI

Female or Male Staff

H02 E/O Wknd Support Sat & Sun 10:00-18:00
H07 E/O Wknd Support Sat & Sun 9:00-21:00 *First Aid & CPI
H07 Awake ONs Fri & Sat 23:00-11:00 *First Aid & CPI
H14 ONs Sun-Thurs 23:00-9:00 *Lift & Transfer

Team Leader Positions

Female Staff

H05 Mon-Fri 8:00-16:00
H26 Mon-Fri 15:00-23:00

Male Staff

H09 Sun 17:00-22:00, Mon-Thur 16:00-22:00
H17 Mon-Fri 15:30-22:00

H29 Mon-Fri 15:30-23:00

Female or Male Staff

H28 Mon-Fri 8:00-16:00



Staff Anniversaries! A big shout out to our staff celebrating anniversaries between November and January! As always, thank you so much for your dedication to the Agency.

Dan Philips - 18 yrs
 Cindy Reynolds - 13 yrs
 Mandhoj Tamang - 13 yrs
 T.R. Oler - 13 yrs
 Mike Sherwood - 12 yrs
 Shawn McNamara - 12 yrs
 Betty Lou Riewe - 11 yrs
 Debbie Iwaasa - 11 yrs
 Brenda Clark - 9 yrs
 Debbie Abbott - 8 yrs
 Brian Litwin - 8 yrs
 Irm Kuhn - 8 yrs
 Connie Knoblick - 7 yrs
 Mike Ostrom - 7 yrs
 Carolyn Geddert - 7 yrs
 Shelby Collier - 6 yrs
 Jennifer Van Dellen - 6 yrs

Colin Towells - 6 yrs
 Allan Wilson - 5 yrs
 Justin Gross - 5 yrs
 Genny Bogaert - 5 yrs
 Russ Kultgen - 4 yrs
 Ashley Bartz - 3 yrs
 Linda Rombs - 2 yrs
 Ben Geddes - 2 yrs
 Scott Navratil - 2 yrs
 Wanda Johnson - 2 yrs
 Bri Enns - 2 yrs
 Amanda Holman - 2 yrs
 Cynthia Allum - 2 yrs
 Ken Shields - 2 yrs
 Mecole Maddeaux - 2 yrs
 Michele Wu - 1 yr
 Brayden Sharp-Chrunik - 1 yr

Nrip Rizal - 1 yr
 Chanse Sabey - 1 yr
 Alicia Brothers - 1 yr
 Angela Shideler - 1 yr
 Devon Hargreaves - 1 yr
 Sarah Becker - 1 yr
 Skyler Johnson - 1 yr
 Mon Khadka - 1 yr
 Krishna Regmi - 1 yr
 Will Mammo - 1 yr
 Kailie Plomp - 1 yr

**THANK
YOU!**

Policy Updates



Policy amendments went out to all work sites at the end of December. Updated policies are highlighted in the table of contents. Any comments or feedback are appreciated! Feel free to contact Shawn at the main office.



Joint Health and Safety Committee

Nominations - DSWI & DSWII

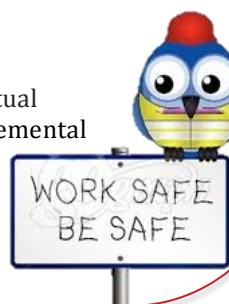
Quest Support Services is currently in the process of creating a Joint Health and Safety Committee. At this time, the main focus of the committee will be work site safety. Committee members will be involved in monthly meetings, work site inspections and collaborating on safety recommendations for the agency.

We will be taking nominations for two DSWII or DSWI committee members. The two elected members will decide who between them will be the Worker Co-Chair of the committee.

Please think about who you feel is a good fit for this committee, and fill out a nomination form to be placed in the JHSC Nomination Box located at the front desk.

Candidate Attributes will Include:

- ◆ Articulate
- ◆ Confidential
- ◆ Resourceful
- ◆ Punctual
- ◆ Responsible
- ◆ Practical
- ◆ Organized
- ◆ Non-Judgemental



Dustin Torgunrud on Employment

Kevin met with Dustin this month to talk about life and the challenges of employment.

Kevin: Dustin thanks for doing this, you're on the record.

Dustin: The pleasure is all mine Kevin. Thank you for the opportunity.

Kevin: Dustin, where have you worked before?

Dustin: I worked at Rehoboth in the woodshop, greenhouse, and doing contracts for bottle recycling.

Kevin: Where have you applied at and where would you like to work?

Dustin: Well I want to apply at the Boathouse stores of Canada.

Kevin: That's very specific Dustin. Why do you want to work there?

Dustin: They have onesies.

Kevin: It is important to stay warm

and comfortable. Where would your dream job be?

Dustin: I would like to work in Manila, Philippines at Jollibees. I would want to be a fry cook there.

Kevin: Well that's an interesting location. What's Jollibees?

Dustin: It's kind of like McDonalds. Also If I could do anything I would like to be a voice actor for children's cartoon shows. I would like to do the voices on shows like Monsters VS Aliens, Doc McStuffin and My Little Pony.

Kevin: That would be a cool job. What do you think it would take for you to get into that type of work?

Dustin: I would have to go to college and take drama classes.

Kevin: Why do you think it's important to have a job and what are your strengths?

Dustin: Having a job helps you stay on task. I'm very strong and good at giving positive reinforcement.

Kevin: Thanks for chatting with me today Dustin and best of luck with your future plans!



Monday	Tuesday	Wednesday	Thursday	Friday
QFF is in the YWCA Basement		Happy New Years! Quest Closed	1 Swimming 13:00 Galt Museum Top 9 exhibits of 2013: 13:00-16:00	2 Adopt A Park Chinook Free skate 2pm @ Civic Galt Museum Top 9 exhibits of 2013 13:00-16:00
6 Jam Session Swimming 13:00	7 Swimming 13:00	8 Adopt A Park Chinook Walking Club 13:00 Employment 13:00 OR Swim N.S Pool 630	9 Swimming 13:00 Opokaa'sin 13:30	10 Adopt A Park Chinook Free skate 14:00 @ Civic
13 Bowling 10:30 Jam Session Swimming 13:00 Quest For Fitness 13:00	14 Swimming 13:00 Music Class 13:00	15 Adopt A Park Chinook Walking Club 13:00 Employment 13:00 OR Karaoke 18:00	16 Cooking Class 10:30 Bowling 13:30 Swimming 13:00	17 Adopt A Park Chinook IACC Talent Show 13:00 @ German Canadian
20 Jam Session Swimming 13:00 Norbridge Outreach 13:30 Quest For Fitness 13:00	21 Swimming 13:00 Music Class 13:00	22 Adopt A Park Chinook Walking Club 13:00 Employment 13:00 Putz mini golf 18:00, \$3	23 Cooking Class 10:30 Swimming 13:00 Opokaa'sin 13:30	24 Adopt A Park Chinook No Free skate today
27 Bowling 10:30 Jam Session Swimming 13:00 Quest For Fitness 13:00	28 Swimming 13:00 Music Class 13:00	29 Adopt A Park Chinook Walking Club 13:00 Employment 13:00 OR card games 18:00	30 Cooking Class 10:30 Swimming 13:00 Bowling 13:30	31 Adopt A Park Chinook Free skate 14:00 @ Civic

