

MAY NEWS

CPI

Community Access Site
Recertification
May 10th 5pm-9pm

Full Course

May 12th 9am-4pm

ABUSE PREVENTION

Community Access Site
May 16th 9am-12pm

June 21st 9am-12pm

LIFT & TRANSFER

Community Access Site
May 15th 1pm-4pm

May 28th 1pm-4pm

MEDICATION ADMIN

Community Access Site
June 5th 5pm-8pm

***Next class will not be offered
until September***

All employees are required to maintain up to date employee files. Contact the ERC for information regarding your file. Please contact Steph at the front desk to sign up for any of these training sessions.

Happy Anniversaries!

Congratulations to many of our employees who mark their annual anniversaries this April thru June! We appreciate your dedication and service to this agency as well as to the wonderful group of Individuals we supports. Without your daily efforts, we would be unable to delivery the level of care that we do. Thank-you so much for your hard work!

Manon Vander Heyden 12 years

Steven Layton 4 years

Will Kellett 2 years

Ben Smith 1 year

Linda Stevenson 12 years

Lavon Blatz 4 years

Chantal Parkinson 2 years

Alyssa Dyck 1 year

Brandon Fletcher 11 years

Neal Smith 3 years

Stuart Mueller 1 year

Carolyn Kicey 1 year

Alnoor Meherally 9 years

Sharde Davies 3 years

Matthew Naulder 1 year

Barb Cuel 1 year

Con Cole 9 years

Justin Perreault 2 years

Heather Just 1 year

Noella Denette 1 year

Darla Mohan 9 years

Janet Lally 2 years

Brittany Demooy 1 year

Emma Lehmann 1 year

Yvonne Lubeck 5 years

Raj Thapa 2 years

Jacinda Taylor 1 year

Kelsey Kristensen 1 year

Sean Egeland 4 years

Alex Williams 2 years

Sarah Carson 1 year

Erika Kirsch 1 year

Mainul Bhuiyan 4 years

Carl Ibbotson 2 years

Kendal Tremblay 1 year

Alicia Young 1 year

Kevin Chubb 4+ years

Shane Horton 2 years

Tammy Reum 1 year

Katelynn Bates 1 year



A Fashion Success!

The red carpet was lit up on March 30th at the CAP. What an amazing show put on by the **Voices** group! Spectators watched as our models sported fashion outfits and accessories with style.

Thank you to **Purely Inspired** for doing hair and make-up and to **Access Imaging** for assisting in getting the models ready for the runway.

Highlights include: Angela Brann's duct tape dress, Randy's Oiler ensemble, and the Ukrainian Dancers!

A special congratulations to Adam, Angela and Randy who have been asked by **Access Imaging** to participate in upcoming modeling opportunities!

MAY EVENT CALENDAR

May 2nd Swim Night: join us at Stan Siwik Pool @ 6:30pm sharp! Free passes!

May 4th New Connection Dance: an evening of dance at the Norbridge Senior Center.

May 9th Nature Walk: meet at Henderson Pool parking lot @ 7pm.

May 11th Conflict Resolution: a mediator from Community Conflict and Resolution Services will be joining us at the CAP site at 1pm. A 2-hour workshop will be provided to individuals and staff, tailoring it to the needs of our group.

May 16th Games Night: games at the Community Access Site @ 6:30pm.

May 23rd Outdoor Games: meet in the Nicholas Sheran school parking lot at 6:15pm.

May 25th Penny Carnival: join the CAP in an afternoon of fun, fun, FUN! This event is being organized and hosted by the Voices Self-advocacy group and proceeds raised will be donated to local families who were affected by the house fires over the Easter weekend.

May 30th Craft Night: jump in on the fun of building at edible craft! 6:30pm at CAP.

Tuesday's Craft Day: craft classes run every Tuesday in May & June from 10am-11:15am. Projects include: Spectacular Science Experiments, Tie-Die-T-Shirts, Popsicle Stick Puzzles, and Fun Foam Magnets. Please contact the Activity Coordinator Kevin Chubb to participate in this wonderful program!

Wednesday Music Class: have an interest in music? This group gets together every Wednesday at 1:15pm to learn some new tunes and have some fun together.

Team Leaders

May 8th Mandatory Meeting 2pm-4pm

May 29th On-call Training 2pm-4pm

Congratulations to our new Team Leaders!

Maxine Cook: House 02

Sarah Carson: House 04/Children's

Sharde Davies: House 06

Jacinda Taylor: House 15

Christein Wong: House 17

Amanda Holman: House 21



Looking for a Job?

A job coach from 5th on 5th will be at the Community Access Program on May 9th at 3pm to present ideas on how Individuals can more easily gain employment. Information will include employer wage incentives & government subsidy programs. Everyone welcome!



Employee Resource Center

The Employee Resource Center is preparing for some big changes this upcoming month! We would like to announce our excitement that Kendal Tremblay will be returning to the department as the new Associate Director! Congratulations Kendal on your recent promotion and welcome back. The ERC is currently accepting applications for the open Employee Resource Supervisor position. If you possess great computer skills, organizational skills, and are very personable, please consider joining this team! Interested applicants can submit letters of intent to Kendal.

"School's out for summer!" Congratulations to all of our College & University graduates! With school and final exams all wrapped up, the ERC is prepared to work with you to get the shifts you want. Please contact us as soon as possible so that we can begin drawing out a summer schedule that meets your needs. We look forward to working with you!

Planning is under way for the July & August Children's Summer Program. Daytime activities include: swimming, educational field trips, science experiments & a trip to Drumheller. Motivated & fun-loving staff who are interested in full-time or part-time summer work can contact Michele Currie for more information.

Employee Wages

Earlier this year, the government made an announcement that community agencies will be receiving a 5% increase to supplement employee wages. We would like to inform all employees that Quest Support Services Inc. is in the process of working with PDD to acquire these funds.

Quest Support Services Inc. has identified the changes that we will be making with the 5% increase. Here are some of the highlights:

- Focus on increasing wages for our long-term DSWI team
- Focus on increasing our hiring wage
- Increasing the payout to the on-call personnel to make it more attractive as well as allow us to ensure quality of personnel
- No longer making on-call a requirement of the DSWII team

All employees will be provided with a letter in May or June that will indicate how they will be impacted by this increase. Once the letter has been distributed, please contact Kendal Tremblay if you have any questions or concerns regarding the new wage grid.

Welcomed with Excitement!

We are excited to announce that two new Individuals have been welcomed to the Quest Residential Team. These gentlemen are currently looking for staff to support them during their transition to Lethbridge. If you are interested in supporting new people, please contact the ERC and inquire about shifts at House 23&24! Below is a list of **some** of the current openings in the agency. If you think you might be a fit, give us a call.

Team Leader Openings

House 03 M-F 0800-1600hrs

House 07 M-F 0800-1600hrs

House 10 M-F 1600-2300hrs

House 14 M-F 1530-2300hrs

House 16 M-F 0800-1600hrs

House 20 M-F 1600-2200hrs

Weekday Openings

House 09 Sun-W 2200-0900hrs

House 15 M-F 2300-0800hrs

House 17 S-Th 2300-0830hrs

House 23 M-F 1600-2300hrs

Variety of Weekend Openings:

House 05 EOW live in

House 06 EOW live in

House 06 EOW support hours

House 08 EOW live in

House 13 EOW live in

House 15 EOW live in

House 18 (higher wage) EOW live in

House 21 EOW live in

House 21 EOW support hours

House 23 EOW live in

House 24 (higher wage) various hours

House 34 1 live in weekend per month



Empathic listening is an active listening process to determine what a person is saying. Note that it's an "active" listening process. Many of us have good listening skills, but it's easy to become distracted or disinterested in what we might perceive as a small or insignificant problem. Consequently our listening skills get set aside as we look for the "quick fix". Whether at the beginning of your shift, or at the end of a long day, as staff we need to be actively engaged in supporting the individuals with whom we work. As crisis situations arise remember to 1. Be non-judgmental, 2. Give undivided attention, 3. Focus on the individual's feelings, 4. Restate the individual's message if you're not sure what they're saying, and 5. Allow for silence. As you use your empathic, active listening skills you'll be better able to help individuals as they experience uncomfortable situations.

Check 1st Aid Kits Monthly!

According to the Canadian Red Cross, your 1st aid kit should contain:

- Ⓢ Emergency telephone numbers including personal doctor
- Ⓢ Sterile gauze pads in small and large squares for wounds
- Ⓢ Adhesive tape
- Ⓢ Roller and triangular bandages to hold dressings in place or to make an arm sling
- Ⓢ Adhesive bandages in assorted sizes
- Ⓢ Scissors
- Ⓢ Tweezers
- Ⓢ Safety pins
- Ⓢ Instant ice packs
- Ⓢ Disposable non-latex gloves
- Ⓢ Antiseptic wipes or soap
- Ⓢ Eye patches
- Ⓢ Thermometer
- Ⓢ Barrier devices, such as a pocket mask or face shield
- Ⓢ Canadian Red Cross first aid manual



BBQ Safety Tips

City of Lethbridge Fire Department – Fire Prevention Bureau

- Ⓢ Never store cylinders indoors
- Ⓢ Transport cylinders in secured upright position
- Ⓢ Propane tanks are to be recertified and tested every 10 years from date stamped on cylinder.
- Ⓢ Cylinders to be filled *not* more than 80% capacity
- Ⓢ Visual inspection of rubber & plastic supply hose for cracks or tears – replace if either present
- Ⓢ Use a qualified service company to perform maintenance
- Ⓢ Pressurize lines and test for leaks with soapy water, especially the regulator
- Ⓢ Have lid open when lighting, insert flame *before* turning on fuel
- Ⓢ Do not use BBQ close to walls, fences, trees, etc
- Ⓢ Have an ABC dry chemical fire extinguisher present just in case!
- Ⓢ *Always* close cylinder valve when BBQ is not in use
- Ⓢ Clean the inside of BBQ regularly to avoid grease build up

May Madness

Crossword challenge available on paper copy only ☹

April “Shout-out”

While each staff member contributes so much to the Quest Team, this month we would like to thank a few people who have gone above and beyond.

Michael Brosbol & James Caldwell for jumping in at HS23&HS24 when they first arrived. Your efforts have contributed to a successful transition.

Robbie Ward for your dedication and motivation at the CAP!

Stuart Mueller for your amazing photo talents and many contributions to the CAP and RES teams in April.

Jen Van Dellen for keeping us afloat in the ERC as well as organizing some great Easter activities!

Max Cook, Ben Panchesen & Aneta Czapiewska for your flexibility and contributions to the staffing team.