

FEBRUARY 2016

INDIVIDUAL EDITION

QUEST NEWSLETTER

These rights were proudly developed and voiced by individuals supported through Quest. It is expected that all employees respect the rights, dignity and worth of all persons supported by the Agency.

- ❖ I have the right to travel to new or familiar places.
- ❖ I have the right to spend time alone when I want and to have staff knock if they want to come in.
- ❖ I have the right to be seen as an okay person, just as I am.
- ❖ I have the right to live in a clean home and to live with people I like.
- ❖ I have the right to have my own house key.
- ❖ I have the right to be safe and kept from harm.
- ❖ I have the right to spend my money on things that I want.
- ❖ I have the right to choose food I like to eat.
- ❖ I have the right to set my own goals and choose what I want to do with my life.
- ❖ I have the right to talk to my doctor, nurse, and my psychiatrist.
- ❖ I have the right to be treated the same as other people.
- ❖ I have the right to feel good and happy about who I am.
- ❖ I have the right to learn about sex and say yes or no.
- ❖ I have the right to get married or to live with someone who I love.
- ❖ I have the right to love the people that matter to me.
- ❖ I have the right to have children and to look after them as they grow up, even if I need help with this.
- ❖ I have the right to carry things that are special to me such as toys, books, or clothing.
- ❖ I have the right to think as I want and no one should treat me badly if they do not agree with me.
- ❖ I have the right to be heard and listened to even if I cannot speak to you or communicate with you.
- ❖ I have the right to feel sad, angry, hurt or upset.
- ❖ I have the right to speak up for myself or get support to do this.
- ❖ I have the right to do things I enjoy such as sports, cooking, going to movies, adult activities, etc.
- ❖ I have the right to use public services such as the city bus.
- ❖ I have the right to be seen as a member of my community.
- ❖ I have the right to make bad choices and learn from my mistakes.
- ❖ I have the right to go to school and to learn new skills.
- ❖ I have the right to choose my religion and go to church if I want to.
- ❖ 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).
- ❖ I have the right to have trained staff that will give me good service and support.
- ❖ I have the right to have support that is fair and can be counted on.

If you ever feel as though you have not been heard, that your rights have been stomped on, please do not hesitate to tell someone you know so they can help. This might be a friend, co-worker, a member of the Quest team or a family member. Your rights are important to us and we want to respect them!

SAVE THE DATE

APRIL 8TH & 9TH

INCLUSION ALBERTA 2016 FAMILY CONFERENCE

**Featuring 2 FULL days
of workshops!**

Workshops including:

The Future of Inclusive
Education

Friendship Matters

Advancing Inclusive
Education

Creating a Life Enhancing
Vision

Youth Employment & Peer
Mentors

Family Leadership

Inclusive Recreation

The Role of Social Media in
Advocacy

Trends, Opportunities &
Advocacy Challenges

Special Features:

Childcare/Teen Club

Youth Forum

SHOUT OUTS!

Thank-you to **Allan J** for helping **Jeremy W** get back into the swing of CAP by waking him up every morning! ~ Jacinda

Thank you **Mark R** for all of your hard work in cleaning the basement with staff you are a Rockstar! ~ Cynthia

Shout out to **Alicia B.** has been doing an amazing job at the Lethbridge Humane Society, working weekly there to give kittens some love and to help keep the kitten area clean! ~ Jacinda

Congratulations **Chris B** on securing and maintaining your job at Moxie's! I'm so proud of all your accomplishments this past year. ~ Shardé

Congratulations to **Randy C** for the beautiful videos of your dancing & giving a powerful message. You are an amazing role model for everyone! ~ Cynthia

Thank you **Irene H** for all you do to help around your house, and always with a smile on your face! ~ Shardé

Welcome **David P** to Outreach, he is a great addition. It was awesome going for coffee with you buddy! ~ Cynthia

Shout out to **Katrina H** for excelling at your job and working so hard! ~Kevin

Quinn G congratulations on such a successful year, I'm looking forward to the year to come! ~ Shardé

Shout out to **Larry O** for all the help you do for the Maintenance team & around the Office! ~ Brenna

Huge thanks to **Syvannah R & Cindy R** for doing an excellent job leading the CAP cooking classes! ~ Kevin

Huge thanks to **Crystal OS** for the great job she has been doing cleaning at the Main Office! We love seeing you weekly. Also congratulations on the tremendous growth with your job & learning the Bus systems! ~ Brenna & Kevin

CELEBRATING 10-YEAR EMPLOYEES

Brian Litwin has supported individuals at Quest in a variety of programs including: community living, community access, outreach and support home. He is currently one of the most lively & caring staff in both the community access and support home programs. It has been an absolute honor to have Brian as a member of our team. Thank-you for the past 10 years of dedicated care and service!

Irm Kuhn has been providing supports in her home during her career at Quest. Congratulations Irm on 10 years of employment; thank you for being such a consistent & dedicated caregiver!

EMPLOYEE RESOURCE CENTRE

HELPFUL TIPS TO GET A JOB

Ask someone you trust to help you with any of these steps!

Application:

- Create a good resume
- Follow application instructions in the job posting
- Apply for the position in person
- Call the employer a couple days after you dropped off the resume to make sure they got it, and ask if they have any questions about you

Before the Interview:

- Research the company
- Practice answering interview questions
- Think of 2 or 3 questions about the company or position to ask at the end of the interview
- Print off an extra copy of your resume and references to bring to the interview



The Interview:

- Be 10-15 minutes early
- Look professional; shower, brush your teeth and wear clean clothes
- Sit up straight, don't slouch
- Look the person in the eye while speaking and listening
- When answering questions, tell the interviewer what you are good at, and why you can do the job well
- Never say anything negative about yourself or anybody else
- Be honest, don't lie
- Ask questions at the end of the interview, and ask when you will hear from them
- Thank the interviewer for taking the time to meet with you

After the interview:

- Send a thank-you email or card to the person
- Call them after one-week if you have not heard back
- If you do not get the job:
 - Ask for advice on how to get better
 - Thank them for the interview

BEHAVIOR MANAGEMENT



Quest is proud to be an agency that provides supports to people with complex needs. But not all behavior is complex, and not all behavior requires a support plan.

What often happens when someone uses behavior to express his or her anger, fear or frustration is that we make the problem worse. We don't mean to, but we do. We use phrases like "calm down" or "that's inappropriate" to get the person to stop. But what we're really doing is telling the person that they're not good enough, that they can't be part of the group, and that we won't help them. Our message needs to be different.

When I'm angry or frustrated, or when I'm having a bad day, the best solution is talking to a friend. Talking to someone who cares about me and is trying to help, that's what makes me feel better. Sometimes a complex behavior plan is needed, but not all behavior is complex, and not all behavior requires a support plan. In most cases, what someone really needs when they are expressing their anger, fear and frustration, is a friend. As we build relationships with the people we support, we fill that role of friend and improve the quality of life of the people we serve.

COMMUNITY LIVING

In January, the Community Living program had **16 Acts of Kindness** recognition cards filled out!

Some highlights are:

Dean N- helped to rescue staff at another house by helping bring them a spare key.

Tracy A- filled staff's water bottle for them

Darrin B- gave his new roommate some magazines he doesn't use anymore

Dee Dee- opened the car door for her roommate

Mark S- encouraged his roommate when he was feeling anxious

Thanks to the Community Living team for continuing to participate in this goal! As the months go by it is evident that we are becoming more aware of how to be kind and considerate to others.

****Please note: There are new tracking sheets for the "Acts of Kindness" in each house. Please use them if you can't access the office to submit your cards. ****

TIPS ON SETTING GOALS

As we start a new year, it is very common for people to set some new goals for the year ahead. It is tough to keep them going but here are some tips that might help:

- 1) Form a new habit of completing the tasks related to the goal
- 2) Recognize when you have issues with quitting
- 3) See yourself in the future as better because of keeping the new goal
- 4) Beware of what causes discouragement
- 5) Protect your routine
- 6) Don't get too confident that you have reached full success



Hopefully these tips will help you have success with those new goals!

NOTICE

All Community Living Staff

Please note that there are changes coming to medication administration and money management for each house. Training on these changes will be coming soon...

Community Living Team Leader Meetings

February 2, 2016

13:00-16:00 at the Main Office

March 2, 2016

17:00-20:00 at the Main Office

JUST DANCE...

LIMITLESS PROJECT

Kevin got a chance to Interview Corey & Randy about the Limitless project.

In an age of sharing videos, news stories, and other media on Facebook we are constantly told to watch this or share this, or copy and paste this status. If you are like me you often ignore some things and look at other things because for some reason they catch your eye. Spoiler alert: This is one of those moments. Go to YouTube and search "**Limitless understand.**" Don't think twice! Just do it now. If you want to feel a connection to people, understand our community a little more, or remind yourself why we do what we do, then check out these videos.

<https://www.youtube.com/watch?v=oGR58cgs5IA>

The Limitless Project has been almost a year and a half in the making. Beginning with the all abilities Spring Drama Production "Unlimited" at the U of L under the direction of Lisa Doolittle and then continuing on as a Masters project by Corey Makoloski. The Limitless project is a series of music & dance videos highlighting the uniqueness and strengths of all people. Corey wanted the project to create an arena for dance and awareness on an equal playing field. Once you've watched the videos you'll agree that he did just that.

"Ability isn't the opposition to disability, opportunity is"

Corey worked with a group of folks at CASA from September- December of 2015 meeting twice a week to rehearse and film the videos. He reached out to Lethbridge native Jason Poulsen and his band Jason & the Diatonics to use a couple of their original songs for the project. This choice of folksy and upbeat melodies paired perfectly in the dance videos. Corey has planted roots and made plans for the spirit of the project to continue. He's partnered with Solidance (an inclusive dance society in Edmonton) and has played an integral role in the formation of new dance classes that are starting at CASA and to be run through U of L Rec Services. Corey says there are many wonderful people and inspirational leaders who are supporting this next pursuit.



One such person known to most of you is Randy Chandler. Randy has been involved with the Limitless Project from the beginning acting in the spring production and dancing in the Limitless dance videos.

While speaking with Randy he emphasized how much work went into the creation of the videos but also how much he learned and took away from the experience:

"It's amazing how long it takes to perfect the dance moves. I loved the style of music especially Salsa, Folk, and Country. We learned how to box step and also line dance. I've learned the importance of warming up and how these videos are made." My favorite part of the class was when we would have dance offs against each other. They were so much fun and I appreciate all of the friendships I made in the class."

Randy says there are more videos being filmed early this year but he is going to take a break due to work commitments. His passion is evident however and it won't be long before he's back busting a move again. If you haven't watched the videos yet, do yourself a favor and check them out now.



The opportunities for inclusive dance are growing in Lethbridge. Check out the new dance classes at CASA or drop by the [Quest Community Access Program](#) on Friday afternoons at 2:15pm. Pro Dance instructor Jessica Ens is leading us through hip hop and other dance styles which has been proving to be an awesome time!

HEALTH AND SAFETY

Hand Washing: A Good Habit

Winter is the time or year we see a lot of colds and coughs. The best way to not get sick is to wash your hands. Here are a few helpful steps to show you how to wash your hands.

For a helpful video on hand washing go to www.questsupport.com - Our Videos.



1. Wet hands



2. Use liquid soap



3. Lather, rub and count to 15



4. Rinse



5. Towel or air dry hands



6. Turn off taps with towel or your sleeve

Joint Health and Safety Committee

Nominations – DSW1 & DSW2

Quest Support Services is currently taking nominations for our Joint Health and Safety Committee. The main focus of this committee is work site safety. The positions involve monthly meetings, work site inspections and collaborating on safety recommendations for the agency. We will be taking peer nominations for two worker members. The two elected workers will decide who will be the Worker Co-Chair of the committee.

Candidate Attributes:

Articulate	Responsible	Punctual	Non-judgmental
Confidential	Resourceful	Practical	Organized



Please fill out a nominations form and place it in the JHSC Nomination Box located at the CAP front desk & the Main Office. Nominations can be made until Friday, March 7, 2016 @ 16:30.

CELEBRATING SUCCESS



At Chris' annual meeting in the summer, she presented an amazing poster, which highlighted her past year.

The poster showed her love for spaghetti, getting her nails done, going to the zoo and doing needlework. She included 3D sculptures on her poster, which were not only creative to the eye but also to the touch. Great work this year Chris! Can't wait to see what you come up with next year!



Quinn loves to play, watch and talk about baseball! He has been talking about going on an airplane to watch a baseball game and buy a blue hat for years and this fall that dream came true! Along with two of his long time staff, Quinn was able to

spend five days in Toronto and despite the Jays losing he had the time of his life! He was able to go to two playoff games, the Hockey Hall of Fame and Canada's Wonderland. Looking forward to see the memories he will make this year!



Trevor P. has taken so much pride in his yard this year! He has devoted so much time to pick weeds, plant flowers and vegetables and improve the overall appearance of his yard! The improvements have been so great that he won his house a Costco membership in a competition held with all the other houses!

ABy successfully helped pack for her most recent move from the south side to a more permanent location on the north side. ABY took a very active role with packing and loading up the vehicles.



Mr. J is already looking forward to his next holiday away, hopefully next summer.

Mr. J - Enjoyed a weekend away in Camrose and took part in the Jaywalkers Jamboree this summer. He had the opportunity to show his staff all of his favorite locations around his hometown.



Ken's family and support team planned a surprise trip to Disneyland for him. It wasn't until he was at the airport did he know what fun lied ahead. He enjoyed his first plane ride, ventured onto Space & Splash Mountain, and

is busy getting to know all of the Disney characters. Ken and his support staff Sarah & Siobhan report that they are having an amazing time, and we look forward to hearing all of their stories when they return. Congratulations Ken! 7

QUEST COMMUNITY CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
1 Jam Session QFF 1pm	2 Cooking Class 10am Music Class: Interactive Games 1pm	3 Arts & Crafts 10am Multimedia 1pm OR Movie Night 6pm <i>Med Admin 1630-1830</i>	4 Cooking Class 10am LCC Massage 10-12 Opokaasin 1330	5 Dance Class 215
8 Jam Session Norbridge OR 130 QFF Winter Games 1pm <i>MHFA 9-1600</i>	9 Cooking Class 10am Music Class: Interactive Games 1pm <i>MHFA 9-1600</i>	10 Arts & Crafts 10am Multimedia 1pm Bowling 1330 OR Name that Tune 630pm	11 Cooking Class 10am Bowling 1330 <i>Abuse Prevention</i> <i>1700-2000</i>	12 Dance Class 215 Baking 10am Valentines Tea/Bingo 1pm
15 Family Day Closed	16 Cooking Class 10am Music Class: Interactive Games 1pm	17 Arts & Crafts 10am LCC Massage 10-12 Multimedia 1pm OR Swim Night 630pm <i>Lift & Transfer 9-1200</i>	18 Cooking Class 10am Opokaasin 1330 <i>Foundations 8-1600</i>	19 Dance Class 215
22 Jam Session QFF 1pm	23 Cooking Class 10am Music Class: Interactive Games 1pm <i>Agency Orientation</i> <i>8-1630</i>	24 Anti-Bullying Day Wear Pink! Arts & Crafts 10am Multimedia 1pm Bowling 1330 OR Henderson Lake Walk 6pm <i>Med Admin 1630-1830</i>	25 Cooking Class 10am Bowling 1330 <i>Foundations 8-1600</i> <i>CPI Recert 1700-2100</i>	26 Dance Class 215
29 Jam Session QFF 1pm	LEGEND: CAP: Bold Community: Regular ORC: Blue <i>Training: Green/Italics</i>	Important Dates World Cancer Day Feb 4 th White Cane Week Feb 7 th -Feb 13 th Awareness for the Vision Impaired		