



ADWA is a non-profit society developed to connect and recognize front line workers in our field. The members are front line employees just like you out there day after day trying to give individuals a better life. The website has information that both members and non-members can benefit from. It has information on conferences, training, education to budget and other useful information pertaining to our field. The website also has job postings in the Disability sector from all over Alberta. If you want to become more informed please visit www.adwa.ca.

Easter Closure

Quest Main Office & Community Access Program will be closed

Good Friday April 3rd

&

Easter Monday April 6th

*For emergencies please call our

24 hour On-Call service @ 403-381-9515*



In House Training Dates

Abuse Prevention April 14th 17:00-20:00

Lift & Transfer April 16th 17:00-20:00

CPI Refresher Course April 23rd 17:00-20:00

CPI Full Course April 25th 9:00-16:00

2014-2015 AGENCY GOAL SUMMARY

Employee Resource Center

Goal #1 Reduce Turnover:

Turnover Rates:

2013-2014: 38.41%

2014-2015: 37.91%

Difference: -0.5%

Employees Hired: 145

Employees ROE'D: 117

Exit Surveys Completed: 32

Summary:

What went well: Communication with other departments regarding staffing needs, communication with employees, new Agency Orientation, new interview process.

What did not go well: Strategies did not directly affect turnover. Too many variables contribute to turnover, including external factors, which are not in the agency's control.

Goal #2 Improve Training Practices

Performance Management Framework Reporting: 98% of staff working in complex needs locations had the proper training.

Medication Administration	98%
Abuse Prevention	83%
CPI	85%
First Aid	91%
Criminal Record Check	96%
IRC	95%

Summary:

What went well: New process for tracking employee file requirements, revamping some current courses, new courses brought to the Agency.

What did not go well: New courses need to be a part of a regular rotation, test & course evaluations not completed & recertification's identified were not added.



Residential Program: To be a good neighbor

Each month the supervisor team submitted tips on how to be a good or better neighbor for the newsletter. The team also discussed how to be a good neighbor at residential meetings and house meetings. The management team came to the conclusion that neighbor complaints should have been tracked to see whether or not this goal made a significant difference. The residential team will continue to move forward with being good neighbors and getting out and about in the community!



2014-2015 AGENCY GOAL SUMMARY CONTINUED...

The Maintenance Department:

Improve work request processing times & follow-up, and improve communication with other departments.

We implemented a new process once the work request is submitted. With this new process we have cut down a substantial amount of time once the work request was submitted to completion. This has also provided the Site Maintenance Department quicker and more efficient follow-ups to all departments at Quest.

Improved communication is a by-product of the revised work order system. We are able to follow up quicker and more efficiently with supervisors now that the AD of Community Living is involved. Residential Supervisors have a better understanding of what projects are being worked on and they communicate their needs to the Site Maintenance Department more efficiently.

The Behavior Management Department is committed to training and the people we support on the programs that are designed to teach new skills and decrease inappropriate behavior. The department goal for the past year has been to **“improve training on behavior & behavior management for supported individuals.”** Overall this goal has been successful. A greater emphasis has been placed on involving the people we support in house meetings where support plan training and review has been conducted. Individualized meetings have also been held where the person we support, their staff and the Associate Director of Behavior Management have discussed the new support plan in plain language. If you have any questions or suggestions about the support plan in place for the person you support. Please contact Matt Olson at the Quest Main Office or by email at: m.olson@questsupport.com.



The Health & Safety Department is continuously seeking opportunities to promote staff and individual safety. Our core objective is to create and implement a successful, agency wide, safety program. In this past fiscal year we have; created a Risk Assessment document that is currently being utilized, assisted in numerous safety related policies and procedures, held regular Joint Health & Safety Committee meetings, and managed all WCB claims. In the last year we have seen great improvement in our injury reporting and modified work plans. We attribute this to everyone immediately informing the Agency when a work related injury occurs, this quick reporting assists in addressing concerns and getting everyone the proper treatment and support. Overall we have had a successful year and would like to thank everyone for their cooperation and continued focus on our health and safety. Staff is always encouraged to reach out and voice any questions, concerns or successes. Please contact Nicole Vingo or speak with one of your Joint Health & Safety Committee members. **Remember everyone: SAFETY FIRST!**



Community Access Program:

1. Increase employment skills and level of employment- Over the past year CAP offered employment prep classes monthly that assisted individual's in resume building, interview skills and job prep. Quest has employed 20 people in various jobs this last year, which has resulted in an increase in employment outcomes 16.6% for the past year.
2. Increase awareness and presence of the CAP program within the local Community- 76 individuals have taken part in community events. 26 individuals have joined community clubs. Quest has sponsored 13 events this past year including, Drama Production "Littlest Angel", Pumpkin Challenge, Peak Vs. Quest Softball game, and the Quest Float to name a few.

Overall the past year has been successful. Many of the individuals we support have made lasting relationships with several community members at LSCO, Norbridge Senior center, SAIPA, SRSAN, CNIB, & Opokaasin.

Outreach Goal: Educate Outreach Employees- Over the past fiscal year, there have been 7 meetings held. These meetings were held every month with staff to seek out solutions on how to get individual's connected or reconnected to community connections, in addition to providing teachable moments on how to complete documents, reviewing policies and gaining information on persons supported.

Supported Home /Respite Goal: Awareness of Rights & Responsibilities- Over the past year a right or responsibility was reviewed in almost each house meeting with the individual and staff as well as reviewed during annuals.

New Department Goals for 2015-2016



Employee Resource Center Department Goal

Goal: Employee Engagement

Some strategies to be used to achieve this goal:

Develop a 3-month review process for new employees, ensure all shift agreements are current, build and maintain positive relationships with all employees, professional interview process and Agency Orientation, and organize a function that promotes employee engagement.

This goal will benefit the Agency long term by increasing employee satisfaction and engagement with Quest.

Health & Safety Program Goal

Goal #1: Complete 50 % of the Agency's Risk Assessments for individuals we support by March 31, 2016.

Some strategies to be used to achieve this goal:

DSWI/II to attend and contribute to Risk Assessments when necessary.

Supervisors will attend and contribute to all case specific Risk Assessments, also to update the Health and Safety Department when new hazards are recognized so Risk Assessments can be revised.

Associate Director will schedule all Risk Assessments and track Risk Assessments and schedule to complete annually.

Long-term benefit will be to increase the awareness of hazards staff and individuals encounter and to increase the overall safety of staff and individuals.

New Department Goals Continued...



Goal #2 Manage & analyze WCB follow up and claims.

Some strategies to be used to achieve this goal:

DSWI/II to report all work related injuries prior to leaving shift.

Supervisors will use the debriefing packages after and incident occurs. Accommodate modified work plans and train staff with Safety Protocols, fire escape plans, BSP & INA's.

Associate Director will follow up with staff when necessary, file track, monitor WCB claims, develop and maintain modified work plans, develop and modify safety protocols as needed.

Long-term benefit will be decreasing work related injuries resulting in less time loss claims.

Behavior Management Department Goal

Goal: Improve reporting for behavioral & mental health concerns.

Some strategies to be used to achieve this goal:

Associate Director to re-design Incident Report and Critical Incident Report documents, develop training tools for Incident/Critical Incident Reports.

Supervisors will provide quarterly frontline training in team meetings, and to direct staff to the website to review training videos.

Long-term benefit will be improvement in reporting quality of incidents, critical incident and mental health concerns.

Community Access Program & Outreach Department Goal

Goal #1: To integrate technology into Quest Facilities & Programs

Some strategies to achieve this goal:

DSWI/II to assist individuals in using iPads and the media room.

They will encourage individuals to sign out cameras and store pictures on designated memory drive.

Supervisors will meet with staff regularly and plan and/or facilitate training and provide monthly training opportunities to staff on iPads, Apps, and the media room.

Associate Directors will meet with Supervisors to discuss upcoming programs and will assist with facilitation of technology training.

Long-term benefit will be the increase in awareness of life skill classes available, Integrate Quest Community as a whole, and increase awareness of technology and social media skills.

Goal #2: To maintain community relationships

Some strategies to achieve this goal:

DSWI/II to learn different community resources and to encourage individuals to use a variety of different resources available to them.

Supervisors to meet with staff regularly and plan and/or to facilitate training, to provide Community link books.

Associate Director will meet with Supervisors to discuss upcoming programs and will assist with facilitation of technology training.

Long-term benefit will be to improve individual health and safety, increase knowledge and awareness, improve relationships with key community stakeholders and build a community of support to increase the level of services Quest can offer.



New Department Goals Continued...

Supported Home/Respite Department Goal

To improve relationships with Supported home/Respite individuals and staff with the Quest Community.

Some strategies to achieve this goal:

DSWI/II to communicate planned activities and events that are planned within Quest

Supervisors will provide information on upcoming events and activities occurring with Quest to staff, to inform and update staff and individuals of Quest social media i.e.: Twitter, Facebook, and Website.

Associate Director will meet with supervisors to discuss upcoming programs & events, & will collect all documentation regarding programming.

Long-term benefit is to improve social inclusion and interpersonal relations, increase knowledge & awareness, generate a sense of belonging and to improve others' knowledge of the individuals supported through the supported home/respice program.



Community Living Program Goal

Goal: To promote “acts of kindness” in the home & community

Some strategies to be used to achieve this goal:

DSWI/II to Encourage and model “acts of kindness” within the home and community, identify and document an “act of kindness” on a card and/or video/photo and submit to management.

Supervisors will meet with staff regularly to suggest and encourage “acts of kindness.”

Associate Director will collect all “acts of kindness” tracking sheets to ensure outputs are being reached, choose “acts of kindness” to highlight in the newsletter and website, Design a bulletin board to post “Acts of Kindness.”

Long-term benefit is to increase positive interactions in the lives of people at Quest, increase social inclusion and improve neighbor relations and also community connectedness.

Maintenance Department Goal

Goal: To revamp key system between Site Maintenance and other departments within Quest Support Services.

Some strategies to be used to achieve this goal:

DSWI/II to be responsible for all assigned keys, to report to a supervisor if any missing keys or damaged locks occur.

Supervisors to be responsible for all assigned keys, to report to Site maintenance personnel if any missing keys or damaged locks occur.

Associate Director to develop a documentation system for keeping up to date record of keys, develop and implement a key contract for management and approved DSWI/II.

Long-term benefit is to increasing efficiency of supports provided to the individuals.





Shout Outs!!



Huge Shout out to House 24 for all their amazing teamwork & individual care! ~Shardé

Thank you Brenna for always helping me with everything & anything. You are the best! ~ Melissa

Huge thank you to Chad D. for being a key player during on-call weekend! Thanks for all the help. ~ Melissa

Individual Shout out!

Shout out to RC for all his hard work on his drama presentation with the University of Lethbridge. RC was involved with the play "Unlimited". RC learned new dances & even had a pretty big leading role. RC you did an amazing job, your hard work paid off! ~Cynthia

Keeping our homes green!

Spring is a great time to do some clean up around our homes. With clean up comes garbage. Some of this garbage could be reused or recycled. Lethbridge has 3 different recycling centres. One in the north at Scenic and Stafford drive, one in the south at Safeway on Mayor Magrath Drive and one on the west side at University Drive and Bridge Drive. Make sure to use these recycling stations on a regular basis in order to keep unnecessary waste out of the landfill.

If something can be reused, be sure to take it in to a nearby second hand store. Many of these stores give the proceeds of the sale of your donation to local charities. Everyone benefits from this!



NEW REQUIREMENT: INDOOR SHOES



Starting this month the Dress Code Policy (ER-07) has been updated. All staff are now required to bring safe indoor footwear (running shoes) to wear while working in someone else's home. This policy has been put in



place to respect people's homes by not causing any unnecessary damage. Everyone should be prepared for this new requirement. We recommend leaving a designated pair of indoor running shoes in your vehicle that are accessible for all shifts taking place inside someone else's home. Failure to wearing or bring indoor shoes to a residential location could result in being sent home without pay.



Quest Community Calendar



Monday	Tuesday	Wednesday	Thursday	Friday
* 321 5 Street S*	Legend: Bold: Offered at CAP Blue: Outreach Regular: Community Italics/Green: Staff Training	1 Tactile Group 1000 Adopt a Park Chinook Intro to Multimedia 1300 Best Bytes Digital Art Gala 1-4 @ Foster Penny Building* OR Easter Eggs 6pm	2 Intro to Multimedia 1300 Cooking Class 1030 Swimming 1300 Bowling 1330	3 QUEST MAIN OFFICE & CAP CLOSED GOOD FRIDAY
6 QUEST MAIN OFFICE & CAP CLOSED EASTER MONDAY	7 Swimming 1300 Music Class 1300	8 Tactile Group 1000 Adopt a Park Chinook Intro to Multimedia 1300 OR Swim night N.S Pool 630 pm	9 Intro to Multimedia 1300 Cooking Class 1030 Swimming 1300 Opokaasin 1330	10 Adopt a Park Chinook Alberta Consumer Tek Expo 9-5 @ Exhibition Park
13 Jam Session Last Cooking Class 1030 QFF @ 1330 OR Norbridge 130	14 Swimming 1300 Music Class 1300 Abuse Prevention 1700-2000	15 Tactile Group 1000 Adopt a Park Chinook Intro to Multimedia 1300 OR Movie Mill & Pizza 600 pm	16 Intro to Multimedia 1300 Last Cooking Class 1030 Swimming 1300 Opokaasin 1330 Lift & Transfer 1700-2000	17 Adopt A Park Chinook Basement Sports League Finale 1300
20 Bowling 1030 Jam Session	21 Swimming 1300 Music Class Concert 1300	22 Tactile Group 1000 Adopt a Park Chinook Intro to Multimedia 1300 OR Photo Scavenger Hunt 600 pm	23 Intro to Multimedia 1300 Swimming 1300 Opokaasin 1330 CPI Refresher 1700-2000	24 Adopt a Park Chinook Capture the Flag 1330
27 Jam Session	28 Swimming 1300	29 Tactile Group 1000 Adopt a Park Chinook Intro to Multimedia 1300 OR Science Night Henderson Lake 600 pm	30 Intro to Multimedia 1300 Swimming 1300 Aggie Days 9-3 @ Exhibition Park	