

OCTOBER

Quest Support Services

Welcome to Fall!

Fall and winter are upon us! Fall cleaning checklists have gone out to each residence and must be completed in full by October 11th. Also in preparation, we need to ensure the following tasks are completed:

- Yards should be free of unwanted items and debris. Please collect and bag all the leaves in the yard. There will be dump runs scheduled for residential locations so please notify the Maintenance department or your Residential Supervisors if you have any unwanted items no later than October 7th.
- Sprinklers, garden hose and lawn mowers need to be stored in a shed, garage or storage area for the winter to avoid damages.
- Outdoor taps, and underground sprinkler systems (if applicable) should be winterized as well. This is typically something that the landlord would take care of. Lennox will be taking care of this task for NSR houses.
- Please make sure that all the houses have snow shovels, and de-icer available. (De-icer for NSR houses will be provided as per rental agreement by the middle of October)
- Make sure that there isn't any paper recycling, cardboard or any other flammable material stored in the furnace room.
- Furnace filters need to be purchased and changed. Please check with your Residential Supervisor if you are unsure whose responsibility it is to change filters (tenant or landlord). Furnace filters will be provided to NSR houses as per rental agreement.



Upcoming Training

Medication Administration

November 19 16:30-19:30

Abuse Protocol

November 14 13:00-16:00

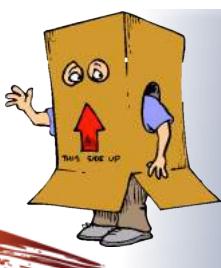
Crisis Prevention Intervention (CPI)

Full Course October 5, November 16
9:00-16:00

Refresher Course
October 3, November 14 17:00-21:00

Lifting, Transferring and Wheelchair Safety

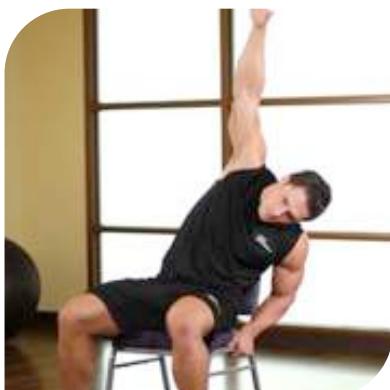
October 4 13:00-16:00
October 25 9:00-12:00
November 21 18:00-21:00



Quest is proud to be hosting our annual **Halloween Party** and **Haunted house** this October 31st from 9:00-15:00 at the Community Access Program. All individuals are welcome to attend!

Outreach will be holding a **Halloween Movie Night** and **Haunted House** at the CAP on October 30th from 19:00-21:00.





October Stretch

Chair Lower Back Stretch

1. Sit upright on a chair.
2. Bend to one side with your arm over your head. You can hold onto the chair with your free hand.
3. Hold for 10 seconds and repeat for your other side.

restrictive and must also be approved prior to administration. In addition, restrictive medications such as these also require a written protocol, designed to guide staff through the administration process. This protocol must then be approved by the individual's doctor, guardian, Individual Rights Committee and by Quest's Qualified Person before the PRN is administered.

Because you're all such great CPI students, you naturally think of using restrictions as a last resort. However, in many cases psychotropic medications given as a PRN are often ineffective when administered at the point when the individual becomes a danger to themselves or someone else. PRNs are not designed to be a last resort intervention. In most cases PRNs are meant to be an early intervention. The administration of PRN medications differ from person to person and medication to medication, but the basic, general guidelines for the administration of PRNs follow a similar format. See chart above. This model is altered and enhanced with timeframes for administration, specific to the individual, etc.

If you are unfamiliar with the specific steps to administer a PRN to the individual with whom you work, take some time on your next shift to learn the protocol, talk to your Team Leader/Supervisor to ensure you have the appropriate training, and make sure you feel confident that you can administer this medication correctly.

Residential Program

Goal Update: To Promote Health Lifestyles.

The residential team is working with Kevin Chubb to host fall cooking classes. The next class will be offered October 8th at 18:00 at the Community Access Program. You will learn to prepare chicken potpies and stew for only \$10. Please contact Bri or Kevin if you are interested in signing up (only the first 12 registered are guaranteed a spot).

Shelby and Bri will be working together to get a healthy living resource guide out to each residence/facility. Please be sure to check out www.healthyalberta.ca for some great tips and recipes in the meantime.

TL Meetings:

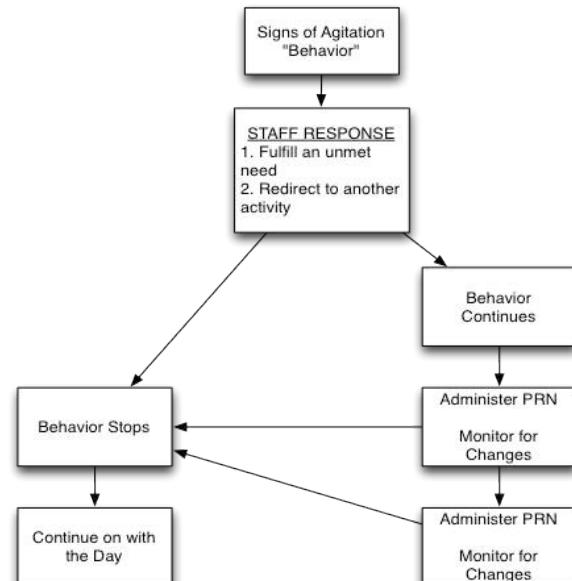
Upcoming meetings will be October 8th and 24th from 14:00-16:00.

Residential House Meetings:

All house meetings for the month of November will be held the last week of October and first week of November. These meetings will focus primarily on CET and will be mandatory for all permanent staff (for more information on CET, see Page 5).

Positive Approaches with Matt

Holds, restraints, removing items or denying rewards: These are things that often come to mind when we talk about restrictions or restrictive procedures. However, one of most commonly used restrictive procedures in the agency is the use of PRN medications. PRN's are medications administered when a certain criteria are met. This is illustrated by giving someone Tylenol when they have a headache. Although they might take Tylenol daily as part of their regular medications, an additional dose may be given when the criteria (headache/pain) is present, making the additional dose a PRN. Tylenol and other over-the-counter (OTC) drugs are PRNs that can be administered with management approval. The use of psychotropic medications that influence behaviour as a PRN is

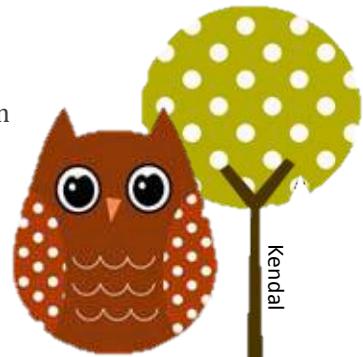


News from the Employee Resource Centre

Check your FILE REQUIREMENT status today! All employees are responsible for ensuring their employee file is up to date and maintained for the duration of employment. If you are unsure of the status of your file requirements, please contact Kendal in the ERC.

Why should I get my file up to date?

- To provide the best supports possible!** The employee file requirements are in effect to ensure that all Quest employees are properly trained in all aspects of employment. Trained staff will be more productive, have better decision-making and problem solving skills in a variety of situations, and overall they will provide better support to the individuals.
- To make more money!** Quest Support Services Inc. will not approve any wage increases to staff with incomplete files.
- To obtain a permanent shift agreement!** Shift agreements will not be signed unless the employee meets all aspects of a complete file.
- To get a promotion!** Team Leader or Supervisor candidates will not be considered unless they have a completed employee file.
- Enhance your personal portfolio!** As an employee of Quest, you will receive a variety of training that pertains to this field. This training is beneficial as they can enhance any application for advancement in the field, or in applying for educational programs.



File Requirements as of Sept 16, 2013

Complete Files	56%
Medication Administration	95%
Abuse Protocol	88%
CPI	94%
First Aid	88%
Criminal Record Check	90%
IRC	98%
Lift & Transfer	87%

Team Leader Positions:

Female Shifts:

H05 Mon-Fri 8:00-16:00



Male Shifts:

H09 Sun 17:00-22:00 & Mon-Thurs 16:00-22:00

H17 Mon-Fri 15:30-22:00

Male or Female Shifts:

H03 Mon-Fri 8:00-16:00

H13 Mon-Fri 7:00-15:00

Who wants a shift?



Jen & Ashley

Additional CAP, OR and Children's shifts, and Respite available. Contact Jen for more info.

Available Shifts:

To apply for a shift or to find out more information, contact Ashley or Jen in the ERC.

Female Shifts:

H15 E/O Weekend Live In 23:00 Fri - 17:00 Sun *CPI*

H18 E/O Weekend ½ Live In 20:45 Fri - 21:00 Sat *CPI*

H18 E/O Weekend ½ Live In 20:45 Sat - 21:00 Sun *CPI*

H26 ONs Sunday-Thursday 23:00-8:30

Temp H11 Mon-Fri 16:00-23:00

Male Shifts:

H04 E/O Weekend Supports Sat & Sun 17:00-23:00 *CPI*

H06 Mon-Fri 16:00-22:00 *CPI*

H20 E/O Weekend Live In 22:00 Fri - 22:00 Sun *CPI*

H23 Mon-Fri 17:00-23:00 *CPI*

H28 ONs Sun, Tues, Wed 23:00-8:00 *CPI*

H29 Mon-Fri 17:00-23:00 *CPI*

H29 E/O Weekend Supports Sat & Sun 11:00-23:00 *CPI*

H29 E/O Weekend Live In 23:00 Fri - 23:00 Sun *CPI*

Male or Female Shifts:

H02 E/O Weekend Supports Sat & Sun 10:00-18:00

H14 E/O Weekend Live In 23:00 Fri - 23:00 Sun *Lift & Transfer*

H19 Mon-Fri 10:00-17:00 *First Aid & CPI*

H24 Mon-Fri 16:00-23:00 *First Aid & CPI*

H24 E/O Weekend Supports Sat & Sun 9:00-21:00 *First Aid & CPI*

H25 E/O Weekend Supports Sat & Sun 15:00-22:00 *Lift & Transfer*

H25 E/O Weekend Supports Sat & Sun 7:00-15:00 *Lift & Transfer*

Temp H14 ONs Sun-Thurs 23:00-9:00 *Lift & Transfer*

News from CAP!

Employment Update

Within the Quest community we are continuing our journey towards meaningful employment with the following highlights:

- 5 individuals have been working on Sun Times flyer routes for the last 6 weeks. Everyone has had a great attitude and has been gaining experience, getting exercise, and learning a new skill. Congratulations everyone!
- 8 individuals have been to 3 different job fairs over the last couple months including: the Lethbridge Lodge, Toys R Us, and Lucerne Foods. Keep an eye open for postings at CAP for upcoming job fairs, or speak to Kevin for more information. Job fairs are happening all the time at the Provincial building.
- 1 individual had a job shadow at Edo Japan and is waiting for word if this will turn into a part time job. Stay tuned!
- Many other people continue to work on resumes, practice interviews and meet prospective employers as the job hunt continues!

Please contact Kevin to arrange for regular job search guidance meetings. We would love for you to join our mission of employment for everyone!



Quest For Fitness (QFF) Lite is happening every Tuesday morning from 10:00-11:15 until mid December! QFF Lite is a fun session of games, activities, prizes and more, tailored to the abilities of everyone. QFF Lite offers low impact activities that focus on basic motor skills, decision-making, and teamwork.

Activities include:

Television Trivia
Musical Bingo
Chair and Ball Games
Human Battleship

Interactive Movie Games
Musical Clothes
Plunger Ball
Adapted Cranium

No need to sign up, just drop in. Everyone can participate!

QFF Lite is free to individuals who attend CAP and only \$2/class for everyone else. Contact Kevin today if you have any questions!

Flu Clinic

Quest will be holding our annual flu clinic this October 16, 2013 from 13:00-16:00. Consent forms have gone out to all guardians. However, all staff are welcome to attend this clinic also. If you would like to get your flu shot, contact Stephanie to sign up.

Cooking Class is happening every Thursday morning at 10:30. You get to eat what you cook! Cost is \$5 per class. Please sign up with Kevin as spots are limited.



Quest Vegetable Gardens

are wrapping up for the season and our first year has been a success! The Gardens were located at two group homes and produced potatoes, carrots, beats, tomatoes, and zucchini. Over the last week, CAP individuals and staff have been working hard pickling carrots and beets.



A massive thanks goes out to **Betty-Lou Riewe** for lending her expertise with our canning/pickling! Also a huge thanks to **Robbie Ward** and **Rene Jacob** for going above and beyond with our garden maintenance this summer!

Pickled carrots and beets are now for sale at CAP! Come get yours today by talking to **Tina Naumann**.

Creating Excellence Together (CET)

Quest's Upcoming Accreditation Review:

In November 2013 Quest will be going through an accrediting survey Creating Excellence Together, which is completed by the Alberta Council of Disability Services. This process is comprised of 5 randomly chosen individuals (and their key stakeholders), who are accessing supports from Quest, to be interviewed/questioned on their interactions with our Agency. In general this process is a monitoring mechanism to ensure we are providing a quality service and we are following protocols both established by the Agency and our government funders. During this review both individuals' and staffs' files are randomly selected and reviewed. Although surveyors require the consent of individuals before they can review individuals' files; it is NOT the case with Quest employees. Surveyors have the right to review any staff file, "because it is a requirement of the service provider to maintain accreditation therefore by default of employment with that service provider, their staff must participate."



For further information or questions please contact Shawn McNamara at the Quest main office.

Where are we headed: An Update on Agency Goals:

In April of 2013 Quest adopted an Agency Strategic Plan for 2013 to 2016, which is comprised of 2 Agency goals as listed below in addition to performance measures we plan to achieve:

Goal #1: Quest Support Services Inc. retains a skilled, safe and job satisfied work force.

Our Accomplishments thus far:

- Approximately 7 Management and 13 DSWI/II's team members have completed *Foundations* (an educational program for the field of disability services).
- Agency training has expanded to include safe bathing practices.
- Maintenance/Safety Department has been created by the Agency whereby a management person has been hired specifically for Occupational Health and Safety.
- Exit Surveys continue to be provided to employees who have left the Agency and will be analyzed in April 2014.

Goal #2: Quest Support Services Inc. provides and improved quality service to people with disabilities.

Our Accomplishments thus far:

- Quest recently completed the *PDD Safety Standards* review at **21 sites**
- *Creating Excellence Together* Accreditation review to occur in November
- New individuals have joined the Quest team since April 2013 and 3 or 4 more will be joining next month
- Satisfaction Surveys have been implemented for both individuals and stakeholders to provide feedback to the Agency following annual reviews
- Over 50 individuals partook in the *My Life: Personal Outcomes Index Survey* (which enables individuals to voice their thoughts on the supports they receive). The Agency is still waiting to receive results from surveyors.

Tina Naumann & Job Hunting: An Exclusive Interview

Kevin: So Tina, where have you worked in the past?

Tina: I worked at the Round Street Cafe and I was an ice marshal for the City of Lethbridge. I'd make sure everything went smooth during public skates.

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

T: I've applied at Ward's rentals and Toys R US. I'm in the process of applying at Lucerne, Rona and Home Depot. As well I'm attending an AG Career Fair next week where I'll get to interview with 7 different employers.

K: Ah yes, **The Agricultural Career Fair October 3rd from 1-4pm in boardroom 126 in the provincial building.** Yes I've heard of it. Sounds like an excellent opportunity. So Tina, what would you say your dream job would be.

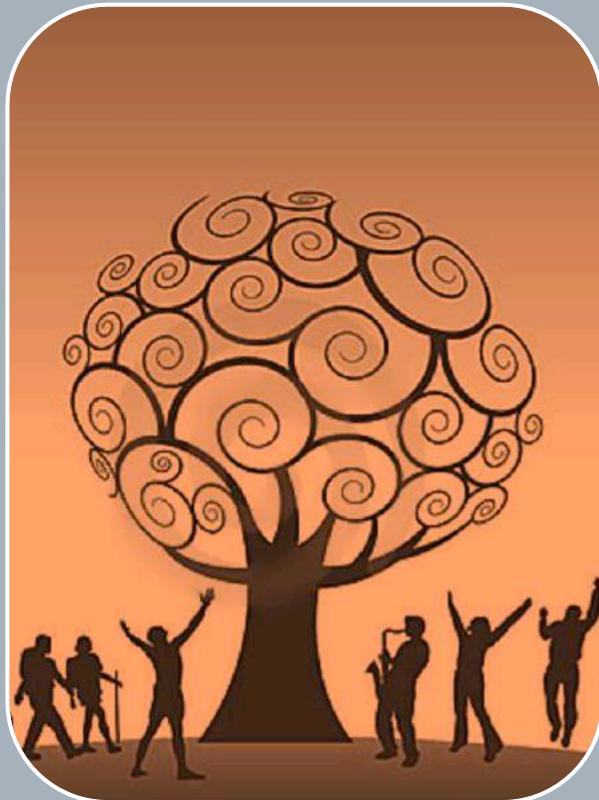
T: Either building houses or welding.

K: Excellent. So why do you think having a job is important?

T: It's good for you to keep busy and to work with other people. Having a new job helps you learn new skills and grow as a person.



October Outreach Activities



October 2nd – Please meet us at Nicolas Sheran at 18:30 for a night full of swimming. We will have passes for all!

October 9th – Meet at Henderson for an evening of field games like tag, red rover, and grounders. We will meet at the parking lot by the big park at Henderson at 18:30.

October 16th – Come on by the Day Program for a Night of Karaoke! Come hang out with friends and sing along to some classics. We will meet you there at 19:00.

October 23rd – Come by the Day program for a special Halloween craft night. We will also be having fun playing board games. So if you have a favorite game, please feel free to bring it. We will meet you there at 19:00.

October 30th – Come on out to Day program for a special Halloween movie night. Please dress-up, as we will have treats for all. We will meet you there at 19:00.

** Please call Outreach with any questions regarding activities (Weather, location, etc)

331-0159 or 308-3952

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4
QFF Lite changed to Fridays Opokaa'sin back to Thursdays	Swimming 1300 Walking Club 1300	Adopt A Park Chinook OR N.S Pool Swim 630	Swimming 1300 Opokaa'sin 1330	Adopt A Park Chinook QFF Lite 1300
7	8	9	10	11
Jam Session Bowling 1030 Employment Meetings 1300 Swimming 1300	Swimming 1300 Walking Club 1300	Adopt a Park Chinook LCC Free Mini Massages 10-12 OR Henderson Park Games 630	Cooking Class 1030 Swimming 1300 Bowling 13:30	Adopt A Park Chinook QFF Lite 1300
14	15	16	17	18
Thanksgiving CAP Closed	Swimming 1300 Walking Club 1300	Adopt A Park Chinook OR Karaoke 7pm at day program	Cooking Class 1030 Swimming 1300 Opokaa'sin 1330	Adopt A Park Chinook QFF Lite 1300
21	22	23	24	25
Bowling 1030 Lethbridge Election Day Employment Meetings 1300 Norbridge OR 1330	LCC Free Mini Massages 10:15-1215 Swimming 1300 Walking Club 1300	Adopt A Park Chinook OR Board Games 7pm	Cooking Class 1030 Swimming 1300 Bowling 1330	Adopt A Park Chinook QFF Lite 1300
28	29	30	31	
Employment Meetings 1300 Swimming 1300	Swimming 1300 Walking Club 1300	Adopt A Park Chinook OR Halloween Party: 7pm Haunted House & Movies	Halloween Party 10:00 Murder Mystery 12:00 Spaghetti Lunch 13:00 Haunted House	Tuesday Afternoons Sept 3 rd -Oct 15 th 1-230 EA, CB, and LO