



"TO PROVIDE QUALITY SERVICES WHICH ENHACE THE LIVE OF PEOPLE WITH DISABILITIES."

Summer Awaits Us

June 21st marks the first day of the summer season and we are as excited this year as last. Summer seems to greet everyone with different plans. For some, it is time for a well overdue vacation, for others, a time to make extra money for those student loans, and for many of us, a chance to enjoy the outdoors while we take a more relaxed approach to our everyday routines.

Our ACCESS, IMPACT & REACH programs are working hard to ensure that some new & fun activities are planned this summer. Stay tuned by visiting our website and reading our newsletter so you don't miss out.

Whatever this summer has in store for you, we hope that you find some time to relax and enjoy these few months of sunshine.

Staying Safe

As the hot weather starts to set in, it is important to prepare for warmer than usual days. You can do this by ensuring you follow these steps personally as well as with the person you support:

- **Stay hydrated.** Filled water bottles are a must when spending time outdoors.
- **Protect your skin.** Apply sunscreen in the morning & reapply after you have been in water or if you have been sweating.
- **Protect your head.** Wear a hat to protect your head and face.
- **Find some shade.** Always be aware of a shaded area when spending extended periods of time outdoors.
- **Look for signs of heat exhaustion.** Check out our website for further information on how to identify and respond to this serious condition.

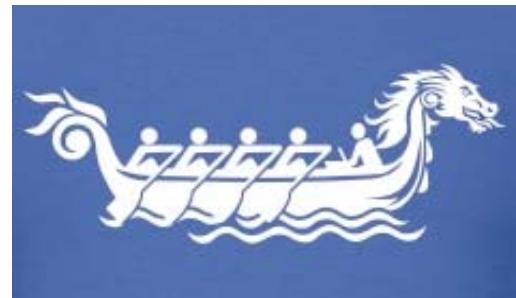
Quest News

June 2016

“Spring is the time of year when it is summer in the sun and winter in the shade.”

~ Charles Dickens

HOT TOPICS



Quest Support Dragons

Our Dragons are excited to be participating in this years Dragon Boat Festival June 24th – 26th. Interested in joining this ambitious team? No experience necessary! Contact Ashley at a.herbers@questsupport.com. Practices are typically Wednesday evenings from 1915-2015hrs at Henderson Lake. Come cheer us on during the festival weekend!



Summer Carnival

Our Annual Agency Carnival will be held on August 26th at the John Martin Recreation area, located in Pavan Park. Updates will be included in future newsletters, so for now – save the date!

In Loving Memory

Florence Bellemare

It is with deep sadness that we announce the passing of Flo Bellemere.

Flo was born on December 3rd, 1949 in Bonnyville Alberta and was the loving daughter of Hector and Laurety Bellemare.

Flo was blessed to have many friends and support staff at SACLA throughout her years living in Lethbridge. She will forever be remembered for her sweet smile, contagious chuckle, fun nature and the inspiration she gave to those around her. Flo shared her sense of humor with everyone around her. She was a teacher to many, including those who supported her.

A celebration honoring Flo's life was held on May 20th where her closest



friends and supports gathered to celebrate her.

The management team would like to send a special thank-you to Anne Watson for your unwavering commitment to Flo and ensuring that

she received the best possible care and support. We are truly grateful to be surrounded by such an amazing coworker, friend, and caregiver. Flo's closest friends and staff are in our thoughts.

LIVING: Spring Coulee Clean-up

May 28th, 2016

The LIVING team has committed the 2016-2017 year to increase participation in volunteer related activities. The first event took place on May 28th where 30+ members of the Quest Community gathered at Indian Battle Park ready to tackle the litter. Together, over the course of 3 hours loads of garbage and debris was cleaned up. Thank-you to everyone who came out to help out, we hope that you found this fun, challenging and rewarding! The coulees look that much better thanks to you.

The agencies 2016-2019 strategic plan includes emphasis in getting more involved in our community. Stay tuned as the LIVING team works alongside the other departments on further initiatives to get connected with our local community and give back. Got ideas? Contact a member of the management team as the more people we have committed, the more we can do in our community.



The Beginning

The crew suiting up to get ready to tackle the litter ahead while sporting their new shirts.



Team Work

This group worked together hard to collect as much as they could in the afternoon.

WHAT'S NEW FOR EMPLOYEES

**Crisis Prevention Intervention**

Deep breath. Matt & Shelby attended the 4-day workshop to become certified instructors last month. CPI has made a significant number of changes to their course requirements and therefore the new course will require 2 days of training in order to become certified. Matt & Shelby are working together to evaluate the best roll-out plan as well as identify the requirements for staff who will need to recertify using the previous course, which very likely will require a full-day of training the first time around. We will keep you posted as we find out more.

Open Future Learning

If you haven't participated in the new modules introduced by OFL, you might be missing out! Visit their site online at: www.openfuturelearning.org.

See a course that interests you? Let us know!

Creating Excellence Together

Quest Support Services will participate in our 3-year survey this fall. All employees are encouraged to prepare themselves for the possibility of being interviewed by: brushing up on policy awareness, attending team meetings, implementing programs, and as always, providing optimal supports.

FUN QUEST FACTS

265

The average number of shifts the Employee Resource Center manages each day.

227

The number of employees who attended the new Trauma Informed Care training this spring.

141

The number of people we are fortunate to support !!

File Requirements

by Employee Resource Center



It is the responsibility of all Quest Employees to keep their Employee File current. When a document/requirement expires employees will receive a *Wage Drop Letter*. This is a warning letter stating that you have one (1) month to get that particular file requirement up to date or you will receive a wage drop & disciplinary action. You may request an extension of the due date stated on the *Wage Drop Letter* to the ERC if you cannot meet the deadline for a verifiable reason.

If the expired requirement is mandatory for that employee's location of work, and the deadline listed on the *Wage Drop Letter* is not met, then the employee may be removed from their position until completion of the requirement. If the employee does not complete the requirement in a reasonable amount of time (determined by an ERC Supervisor), the employee will be permanently removed from their position.

The ERC wants to work with each employee to ensure they are aware of the expectations, and are able to comply with the requirements for employment. We are open to extensions and accommodating requests as long as the employee has open communication with us prior to disciplinary action being taken.

Tracking employee file requirements more effectively is a big part of the Employee Resource Centre's goal for the 2016-17 contract year. Our

Website Changes

In April we reached 30,000 webpage hits! This has led us to the realization that our webpage must be kept current if we want to continue to use it as our main tool of communication. We are working hard at designing a new site that is less confusing yet allows users to access need-to-know information. Visit us at www.questsupport.com later this month to see what changes we've made!



Green Communication

The ERC will begin emailing important memos and notices to employees this summer. If you have not provided the department with your email address, please do so immediately. If you haven't received an email from them previously, send in your email address just in case!

BUSY BAKING

**Gloomy Weather Baking**

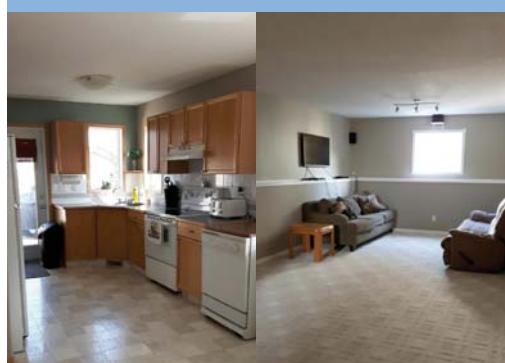
Jessica kept her spirits high on a gloomy Friday afternoon by baking some cookies for her roommate and staff.

MAY THE 4TH BE WITH YOU

**AIR Celebrations**

ACCESS, IMPACT & REACH teamed up for a Star Wars movie marathon including a light saber battle!

MAY LIVING CHALLENGE: SPRING CLEAN

**Congratulations Dale & Dennis**

The LIVING team would like to congratulate Dennis, Dale & their support staff as winners of the Spring Clean-up Challenge! Your house was absolutely spotless, great job! The gentlemen were awarded a year membership to Costco. Thank-you everyone across the LIVING program who participated.

QUEST COMMUNITY: Moments Worth Celebrating



The VOICES self-advocacy group hosted a bake sale at the ACCESS program on May 25th. VOICES members would like to thank the individuals and staff who assisted in preparing for this big day. With all of the visitors coming by and scooping up these yummy good, over \$220.00 was raised for future self-advocacy projects and events!

VOICES has re-launched for the 2016-17 year and everyone is welcome! For those of you who do not know, VOICES is a self-advocacy group within the Quest Community. VOICES is always interested in additional members to join in on the fun. Please contact Randy Chandler (President) for more information.

On June 20th the AIR team (ACCESS, IMPACT & REACH) will be hosting a baseball practice at Henderson Lake. A barbecue lunch will be supplied at the IMPACT program followed by a scrimmage in the park. All members of the Quest Community are welcomed to join.

TAKE ME OUT TO THE BALL GAME: AIR VS LIVING JULY 27th 11am-1pm. All members of the Quest Community are encouraged to grab their gloves and join us in an afternoon of barbecue and ball in the park. Further details will be announced in the July newsletter – but practice up!

Looking for a reason to get together outside of work? So are we. The management team has been exploring sites to host a summer outdoor social. Due to high demands for licensed venues on the summer weekends, we weren't able to secure a site in time! We are going to set a date for a wiener roast social in the park early this fall. Stay tuned!

We are a bit behind on announcing some management changes that have taken place in the last few months. Will Mammo, Brayden Sharp-Chrunik and Julie Lutz have all joined the LIVING team as Supervisors. Each of them brings a great deal of knowledge and experience to the program and we are excited to have them. The ACCESS program is seeking a new Supervisor as Christina has recently returned to Ontario to be close to her family. Please be patient as we interview candidates for this position. Jen Pike returned to the ERC staffing department earlier this Spring. Shelby Collier returned last month and has taken an interim position as the Associate Director of Health & Safety. As most of you have seen, Megan has relocated to the front reception where she is busy tackling administrative duties and greeting you with a smile ☺.



Behavior Management: Strong Relationships

The relationships we have with the people we support greatly impact our success as support workers. But how can we develop personal relationships while maintaining professional boundaries?

Boundaries are a part of every relationship and association we have with others. Even our most familiar, personal, tried and true relationships have rules. We've all said or done something to a friend or loved one that we wish we hadn't done. That is an example of violating boundaries.

When we talk about professional boundaries, what are we really talking about? Simply stated, professional boundaries are the boundaries we have with the people we are paid to support. It doesn't mean that we are limited to talking about work, someone's goals or their programming. It doesn't mean that we're forbidden from talking about our personal lives, our hobbies, or the things we enjoy. Professional boundaries allow us to build relationships with the people we support, but steer us away from sharing inappropriate details about our lives, or engaging in activities that are not appropriate as staff.

Have fun. Be friendly. Provide help and support. Be uplifting, encouraging and positive. Enjoy spending time together. Where appropriate, share things about yourself that let the person you support know who you are. Allow them to share things about themselves. Do things they enjoy. Learn about their hobbies and interests, and have fun doing these things with them.

If you're unsure where professional boundaries lie, if you have questions about what you can and/or should share about yourself, if you're unsure if an activity is appropriate and maintains professional boundaries, contact your supervisor for direction.



Lawnmower Safety

Safety Precautions

- Make sure the mower is in good working condition
- If the mower is not in good condition, or needs to be serviced, contact your Supervisor
- NEVER put fuel in a hot engine
- Wear the agency-provided safety glasses
- Wear sturdy, closed toe shoes
- Wear tight fitting clothes (long pants and sleeves)

Handling and Storing Gasoline

- Store containers in a secure, well-ventilated location (ex. garage or shed)
- Never store gasoline in the house

Always turn off the mower and make sure blades have completely stopped before:

- Crossing gravel, roads or other areas
- Removing the grass catcher
- Removing any grass or debris
- NEVER insert hands or feet into mower to remove any grass or debris

Check Conditions

- Do NOT mow during bad weather
- Do NOT mow wet grass
- Do NOT mow without enough daylight

Watch for Obstacles

- Clear the lawn of rocks, bottles and debris
- Keep people away from area, mowers can throw objects in all directions
- If the mower strikes an object, STOP, turn it off, and inspect the mower. If the mower is damaged do not use it until it is repaired
- Remember to mow the lawn according to the house schedule or at least once every two weeks. This will ensure the lawn will not get out of hand

Use Extra Caution when mowing on a slope

- For a walk behind mower, mow across the slope, NOT up and down, to avoid slipping and getting injured
- Do NOT pull the mower backwards or mow in reverse
- Mow away from the cord when using an electric mower

QUEST COMMUNITY CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
LEGEND: ACCESS: PURPLE IMPACT: ORANGE REACH: BLUE COMMUNITY: REGULAR TRAINING: GREEN/ITALIC		TACTILE ARTS & CRAFTS 1000 REACH ARTS & CRAFTS 1800	BAKING CLASS 1000 OPOKAASIN 1330 <i>Abuse Prevention & TIC 1300-1730</i>	DANCE CLASS 1340 <i>Positive Behavior Supports 0830-1630</i>
JAM SESSION SOFTBALL HENDERSON 1330	BAKING CLASS 1000 REACH: IBP 1830 HOT DOG ROAST & BIKE RIDE	TACTILE ARTS & CRAFTS 1000 BOWLING 1330	BAKING CLASS 1000 BOWLING 1330	DANCE CLASS 1340
JAM SESSION MHFA 900-1600	BAKING CLASS 1000 MHFA 900-1600	TACTILE ARTS & CRAFTS 1000 REACH MOVIE MILL NIGHT	BAKING CLASS 1000 OPOKAASIN 1330	BAKING 1000 TEA/BINGO 1300 DANCE CLASS 1340
JAM SESSION SOFTBALL HENDERSON 1330 FREE HOT DOG LUNCH 1130	BAKING CLASS 1000 ABORIGINAL AWARENESS DAY <i>Agency Orientation 800-1630</i>	TACTILE ARTS & CRAFTS 1000 BOWLING 1330 REACH TALENT SHOW 1830 <i>Med Admin 1630-1830</i>	BAKING CLASS 1000 BOWLING 1330 <i>CPI Recert 1700-2100</i>	DANCE CLASS 1340
JAM SESSION <i>Abuse Prevention & TIC 1600-2030</i>	BAKING CLASS 1000 <i>Lift & Transfer 900-1200</i>	TACTILE ARTS & CRAFTS 1000 REACH LIP SYNC BATTLE 2ND ROUND 1800	BAKING CLASS 1000	