

# QUEST NEWS

Agency Changes

April 2013

## Personal Outcomes Index

This survey measures how well individuals are supported.

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## Logic Models

Quest is using this tool to monitor our effectiveness.

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## Policy Changes

Effective April 2, 2013, new and changed policies will be implemented.

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## Outcome Based Services

As the needs and desires of Individuals evolve, so will we.

“Transformation Change in PDD: Budget & Beyond” is the title for the 2013-2014 budget announcement for Persons with Developmental Disabilities. The strong title and the contents within the budget indicate that indeed, we will witness and participate in a year of change. Focus will be placed on “Employment First” and “Results Based Budgeting”, something that for many, has been not been a focal part of everyday life. As an organization we will strive to support Individuals, families and their staff through this transformational change. We would like to extend this as an opportunity for the Quest community to respond to the agency with innovative ideas and initiatives to carry out Alberta’s Social Policy Framework. We have not heard yet how this will directly impact Quest and the people we support, but will use our newsletter as a tool to distribute information as it arrives.

## Stay in the Loop!

Whether you receive supports from Quest, are employed by Quest, or are a member of the Quest community at large, it is important that you make yourself aware of what’s happening in the disability community. Here are a couple websites that might help you stay informed:

<http://humanservices.alberta.ca/disability-services/pdd-ci-2013-factsheet-overview.html>  
<http://www.socialpolicy.alberta.ca>



## Upcoming Training Dates

**Abuse Protocol**  
April 12 8:30AM-12:00PM  
May 8 5:30PM-8:30PM

**Lifting, Transferring & Wheelchair Safety**  
April 19 9:00AM-12:00PM  
May 14 1:00PM-4:00PM

**Crisis Prevention Intervention (CPI)**  
*Full Course*  
April 20 9:00AM-4:00PM  
June 1 9:00AM-4:00PM  
*Refresher Course*  
April 18 5:00PM-9:00PM  
May 30 5:00PM-9:00PM

**Medication Administration**  
June 4 4:30PM-7:30PM

\*Sign up for all training at the front desk. It is **your** responsibility to book time off if a course is during a scheduled shift.



## Personal Outcomes Index (POI)

**Who:** Individuals who receive funding from Persons with Developmental Disabilities Alberta (PDD) are requested to participate in an interview.

**What:** A survey has been designed for people with developmental disabilities to identify how each person feels about their life. The surveyors are people with disabilities who have been trained to conduct them. The survey includes questions about: happiness and safety, relationships with family and friends, community inclusion, learning and doing things, goals, decisions and choices, health and lifestyle, individual rights, and use of money and resources. It is an excellent opportunity for individuals to share their stories and let the funders know how happy they are with their life.

**Why:** So that PDD and Quest can continue to improve the supports we provide to people with disabilities.

**When:** Interviews will be scheduled in 30-minute slots between April 9<sup>th</sup>-11<sup>th</sup> & 16<sup>th</sup>-18<sup>th</sup>.

## Agency Strategic Plan 2012-2013

*In order to achieve our Mission and work towards our Vision (see both on page 4) we have adopted the following goals:*

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

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

*Our progress towards reaching these goals will be reported in future newsletters....so stay tuned!*

## Positive Approaches with Matt

When a crisis, or potential crisis, presents itself, our role is to promote “Care, Welfare, Safety and Security” for those we support and ourselves. We need to be prepared to respond **appropriately** to the situations placed in front of us.

In CPI we talk about the different responses to situations in which we might find ourselves. For example, what is the correct response if someone grabs your arm, your hair, your clothing, etc? When someone grabs you, the natural instinct is often to pull away, but this increases the likelihood of injury to ourselves, and those we support. Rather than instinctively pulling away, a grab dictates that we use a “controlled response”.

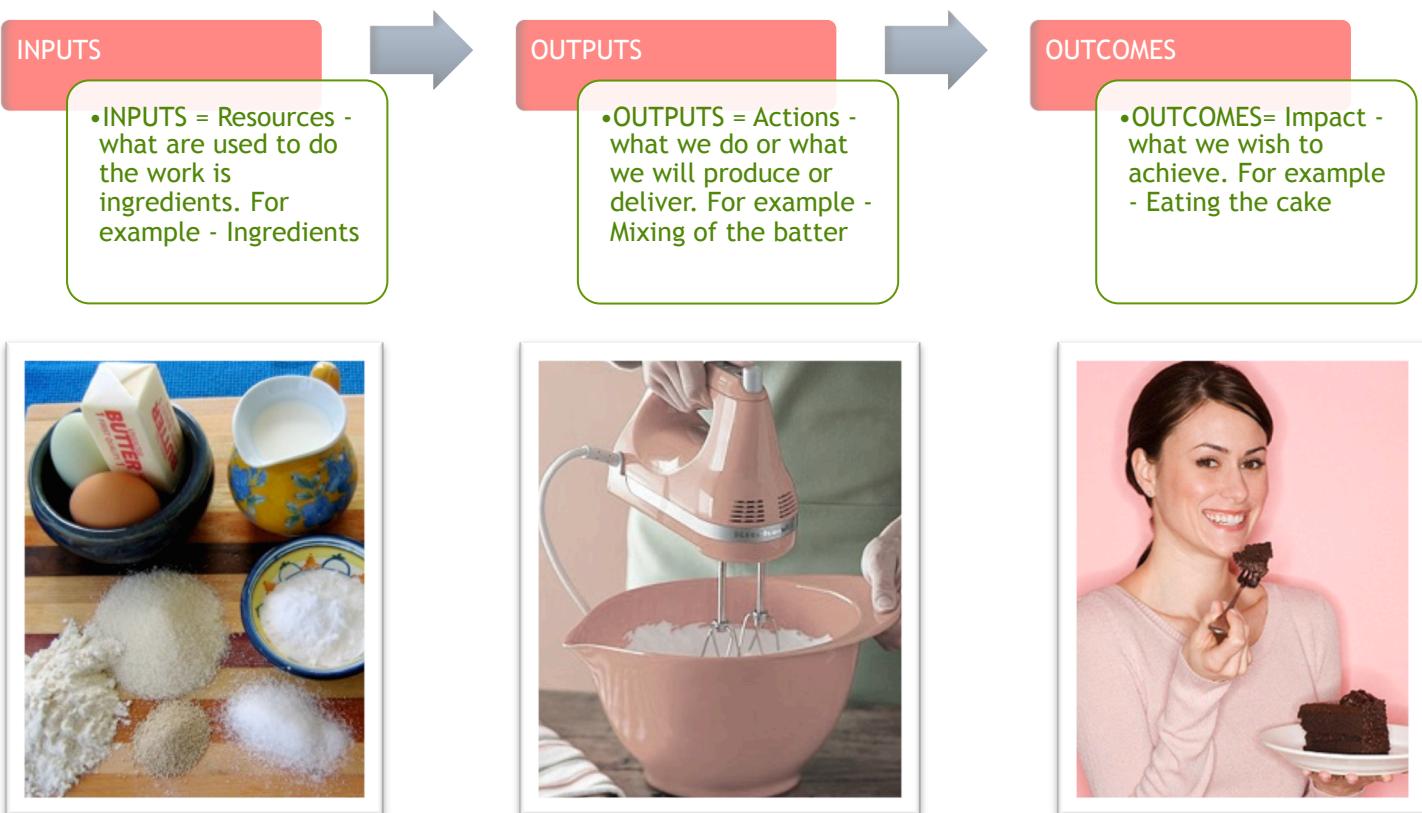
Remember:

1. Identify the **Weak-point**
2. Create **Leverage**
3. Utilize **Momentum**

Weak-point, leverage and momentum are the key elements to a controlled response and will help you to gain a physiological advantage while promoting care, welfare, safety and security.

# Logic Models

A logic model is a tool that is used to evaluate the effectiveness of a program. It is a visual way to display the relationships among the resources used to operate a program (inputs) the activities planned to do (outputs) and the changes or results hoped to achieve (outcomes). In the simplest form, a logic model looks like the below diagram:



Policy GA-12 displays Quests' three logic models, which pertain to achieving outcomes in the areas of:

- 1) Quality of Life
- 2) Quality Programs
- 3) Quality Organization



## Policy Changes

As of April 1, 2013 new policies and procedures will be dispersed amongst the Agency. Below is a listing of all changes that occurred:



GA-04, GA-05 New policy Natural disaster, GA-08, GA-11, GA-12

GI-01, GI-04 to GI-07, GI-08 New policy Isolation, GI-09

GE-01, GE-07, GE-08, GE-10, GE-11, GE-13, GE-15, GE-16, GE-17, GE-21, GE-22

AR-01 AR-04 New policy Bathing water temperature

All CA policies changed except CA-06

Children services policies covered in other areas removed. Now only CS-01 to CS-04

# AGENCY FUN PAGE



## I HAVE RIGHTS

Fill in the blank! List three of your individual rights here to win lunch out at the Regent or Coco Pazzos (draw will be random from entries submitted to Mecole).

1. It is my right to \_\_\_\_\_.
2. It is my right to \_\_\_\_\_.
3. It is my right to \_\_\_\_\_.

After you have completed this section, cut it out and hand it in to Mecole! This contest is open to individuals. Lunch will cover two people, the winning individual and a guest of their choice.

### Completed Employee File Prize Draw!

All staff with complete employee files were entered in a draw this month! Our lucky winners are: **Jocelyn Molenkamp** - winner of a coach wallet, and **Darla Hughes**, winner of a \$25.00 gift card to Earls'! Thank you to all staff for going to the effort of ensuring your file requirements remain current and up to date!

- The Agency provides the best programs.
- People with disabilities live as independently as possible in the community.
- Individuals continue to reach personalized goals.
  - Employees exceed qualifications.

- *Quest Vision*

### Seeking Donations

If you happen to have spares of the following, please consider donating them to one of our supported homes:

- Mini-Fridge
- Microwave
- Drinking Cups
- Plates
- Coffee Table



**Quest Mission:**  
To provide quality services that enhance the lives of people with disabilities.