

MARCH NEWS

IF YOU'RE LUCKY
ENOUGH TO BE IRISH,
YOU'RE LUCKY
ENOUGH!

Happy St. Patrick's Day!

AGENCY TRAINING

March 1 st 10-11am	Grant Harker (OPG) Presents: <i>"Guardianship Rights & Responsibilities"</i>
March 7 th 1-4pm	Abuse Prevention & Response Community Access Program <i>Individuals, Guardians & family welcome!</i>
March 22 nd 5-9pm	Crisis Prevention Intervention Community Access Program
March 23 rd 9-4pm	Crisis Prevention Intervention Community Access Program



A SAFE & HEALTHY HOME

Over the past couple weeks the management team has been spending time visiting and completing site checks at the various houses supported by Quest. The purpose of the check-ins is to ensure that these homes are a safe place for individuals to reside and for staff to work in. In many cases these visits have concluded that houses are not meeting the agency's health and safety standards and that regular cleaning needs to be enforced.

During the month of March the management team, employees, and individuals at Quest will be focusing on cleaning up and setting standards in each house. For more information on the review and on the expectations moving forward, please visit page 3 of this newsletter.

Beginning April 1st the front desk & main phone line will be closed daily from 12 to 1pm

PROVINCIAL BUDGET ANNOUNCEMENT

On February 9th, 2012 the government announced the new budget for 2012-2014. It is exciting to see these breakthroughs for this field! Have you heard how this will impact you?

- AISH: an increase of \$400.00 per month beginning April 1st
- Agencies: one-time grant of \$1,500.00 FTE in April 2012
- A 5% increase in funds to community agencies to recruit and retain staff
- Potential for increases to employee wages in 2013 and 2014



MANAGEMENT FAREWELLS, CHANGES & ADDITIONS

Jill Manning has been the Associate Director of the Community Access Program for just over a year now. It is with deep sadness that we announce Jill's departure from Quest this summer. She is moving back to her hometown to be with her family and pursue a career in Psychology. We would like to thank Jill for her hard work and dedication to push the Community Access limits this past year, and to congratulate her and her team on their many successes. We wish you continued success Jill!

Shelby Collier has recently developed an interest in the Residential area of the agency. Beginning April 1st, Shelby will join the ever-expanding residential team to facilitate the growth this department has seen over the past couple months. Shelby will certainly be missed from the Outreach Center, however promises to stay connected with the crew!

Keep your eyes peeled! We have postings for a variety of management positions including: Administrative, Supervisor & new Coordinator.

EMPLOYEE RESOURCE TEAM

“CAN I CHANGE THIS JOB FOR WHAT'S BEHIND DOOR #2?”

CAP Activity Coordinator	House 17 TL (Male)	House 03 (Female)	Community Access (Female)
Monday – Friday	Monday-Friday	Monday – Friday	Monday – Friday
8:30-4:30	15:30-22:00	16:00-21:00	7:00-15:00
House 05 TL (Female)	House 20 TL (Male)	House 06 (Male)	Community Access (Male)
Monday – Friday	Monday – Friday	Monday - Friday	Monday - Friday
16:00-23:00	16:00-22:00	15:30-21:00	8:30-16:30
House 16 or 03 TL (Female)	House 06 or House 34	Weekend Live-ins (Female)	Outreach Center (Male)
Monday – Friday	Monday – Friday	Weekend Days (Female)	Tues - Thurs
8:00-16:00	16:00-22:00	Weekend Evenings (Female)	8:30-16:00

THIS MONTH'S AGENCY EVENTS

March 2nd – New Connections Dance \$5 per participant 6:30pm-8:30pm

March 7th – Please join us at Stan Siwik for a free swim night! Swimming begins at 6:30.

March 14th – St. Patrick's Day themed Pot O' Gold treasure hunt. The quest begins at 7pm at the Community Access Program.

March 19th – CAP Professional Development Day. Program closed to persons receiving supports.

March 21st – Evening walk @ Henderson Lake. Meet at pool parking lot at 6:30pm.

March 23rd - Voices Fashion Show: hair & makeup done by Purely Inspired, followed by a runway show in the afternoon. Contact Ursula Drover if you'd like to participate in the production. Everyone welcome in the afternoon to watch!

March 28th – BINGO BINGO BINGO!!!! 7pm at the Community Access Program.

Community Access Program presents Tuesday Strolls: please contact Stuart Mueller if you are interested in getting active on Tuesdays!



What makes a home a home? A question we must ask ourselves frequently when supporting people with disabilities to maintain their home. Each of us has a personal picture of what a home *should* look like, but how many of us understand how to promote healthy home while supporting people?

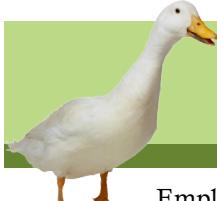
As an agency, it is our job to ensure that Individuals are fully supported to maintain clean and safe spaces for living. In many cases, this means that staff must complete the bulk of the chores in various houses. Each employee needs to act responsibly and understand that a failure to initiate and implement cleaning routines could result in termination from their position or from the agency.

So, where do we begin? How do we clean up this big mess? What are these standards? To say it simply: it begins with you. Starting today, you are expected to make cleaning and organizing a regular component of your daily routine. If something needs to be done and you have the time, DO IT. Do not sit back and wait for your Supervisor to come by and instruct you on basic housekeeping. If you have been hired on at Quest, there is a standard expectation that you can:

- Maintain a tidy & clean home
- Complete laundry, fold & put away
- Wash and disinfect a bathroom
- Clean appliances in, out & *behind*
- Support Individuals to participate
- Bring up concerns to management

What are the responsibilities of the Individuals who rent/own the home? As an agency we promote independence in as many areas of a persons life as possible. Staff are expected to teach and support Individual's to maintain a clean and healthy home. In the event that an Individual is unable *or* unwilling to complete these tasks, staff are expected the complete them. With the help of everyone, healthy and safe homes should exist throughout the agency.

Congratulations to everyone who already promotes these important tasks in their daily work. This month we would like to recognize the Individuals and staff at **HS07**, **HS26** and **HS27** for their strong efforts to maintain a safe and clean home.



THE URGE TO “DUCK OUT” EARLY

Employees who are hired to work specific hours in a specific position are expected to work exactly those. It has become a concern in the past couple months that some employees have been taking advantage of settings involving higher functioning Individuals or where more than one staff is on shift. As a result of not working their entire shift, some employees have been terminated due to the severity of these actions.

We would like to remind all paid employees that it is not okay to leave your shift at anytime without prior approval from management or on-call. Leaving shifts place individuals and staff at risk. Examples of what can go wrong include: an individual or staff getting injured, inadequate support/supervision leading to abuse investigation, staff submitting fraudulent timesheets, etc.

Come to shift prepared with everything that you might need for that day, including your meal. Always stay for the entire duration of your shift and never “duck out” early. Running late? Call us immediately. If you have questions or concerns regarding this information, please contact your Team Leader or Supervisor.

"A YEAR & A DAY WITH ALLAN J"

I get up in the morning, get on the Handi Bus
 I ride each morning – I know it is a must!
 I arrive around 9:30 / I put away my lunch
 I shred front desk papers – sometimes its quite a bunch
 Today we're going to Walmart – we're going for a ride
 Its' better going out somewhere than being stuck inside
 We walk towards the corner, we have to cross the road
 My staff jokes I must hurry, I'm slower than a toad
 Last year we made a float to put in the parade
 I helped decorate the float with flowers we had made
 I sat in the truck's front seat so I could wave and see
 My staff said watch out for the camera man- I could be on TV!
 We had a penny carnival, this was lots of fun
 We played all kinds of fun games that included everyone
 On Halloween we dressed up and had a real fun time
 We had all kinds of food and candy, everyone was feeling fine
 At Christmas we had a party – I sat on Santa's knee
 He gave me a big present – I said is this for me?
 A music show was given, we all sang some songs
 I read a story from a book, the crowd they listened along
 We had a turkey dinner, it included pie and cake
 It took lots of time to cook but it was worth the wait
 Now it is the springtime, I'll go home and give Sis a call
 I have to wait till four o'clock, I have to stay till then
 I made a clock that says four on it, I put it on the wall
 The only problem with this clock – its hands don't move at all

~Allan Jarvis

Editor: Colin Towels

PROGRAM GOALS

With the new contract year around the corner, Quest has been working hard with various team members to identify Program Goals for the 2012-2013 contract year. Beginning in April, employees and individuals throughout the agency will be asked to identify how they can be involved in reaching these goals.

The Residential and Community Access Programs are excited to announce that they have chosen to focus on the same goal: *the increased individual use of public transit*. This goal was selected because it will develop an important life skill, heighten community inclusion, and increase independence for the individuals supported within these programs. Quest is in the process of obtaining Guardian and Trustee approval for individual participation in this goal, and we are confident that this effort will be a huge success moving forward! We are so excited to already have so much support from team members in starting this new venture.



The Quest Outreach team chose to focus on a goal very valuable to their program: *increasing awareness and use of various community resources*. An area of the agency that is aimed towards assisting individuals with independent living, the Outreach Program accesses and provides referrals to a wide variety of community resources. This helps to create a multi-faceted approach to service provision. An increased awareness of the programs offered within our community will facilitate more effective, in-depth, and personalized supports over the upcoming year.



Paraverbal communication is defined as: the vocal part of speech, excluding the words one uses. In other words, it's how you say the thing you say. We're all guilty of using sarcasm and/or negative inflection on certain words or phrases to make a point, raising our voice when we become frustrated, or asking a question and ignoring the response. Tone, volume and cadence (the rate and rhythm of speech) are some components of paraverbal communication. When we're dealing with someone who's experiencing anxiety, the tone, volume and rate of our speech can impact the Individual's escalation or de-escalation. With a positive tone, appropriate volume and a calm rate and rhythm of speech we are better equipped to help the Individual avoid a crisis.

A SHOUT OUT to Shane Horton for your help throughout the agency in January and February! Shane has offered to assist in a variety of areas including: completing office tasks, grueling labor jobs, and completing site-checks. Thanks Shane for helping us when we are in need and for always offering your time when your position allows you to!

GOT FREE TIME? If your shift allows you free time to get to know other areas of the agency – let us know and we can set some training up!!