

QUEST NEWS

March 2015



Providing Safe Transportation



Quest Support Services Inc. requires all employees to have a safe and reliable vehicle in order to maintain employment with the agency. While we always encourage and support the use of public transit and other means of transportation, vehicles allow us to respond to emergencies or changes in routines in a quick and reliable manner. We would like to remind all employees of the importance of driving in a safe manner while supporting people in the community.

All employees of Quest shall:

- Operate their vehicle in a prudent manner and at speeds comparable with road, traffic, weather and visibility conditions and in compliance with appropriate laws and regulations.
- Enforce the use of seatbelts to all persons riding and operating a vehicle
- Adhere to all traffic laws and regulations
- Carry your valid drivers license and vehicle insurance with you at all times
- Report any work related vehicle accidents to the office or on-call immediately
- Maintain your vehicle to ensure it is safe to operate: regular maintenance, good/proper tires, clean, etc.

Employees are reminded to please submit your vehicle insurance to the ERC each year upon expiration and consult with your insurance company to ensure you have proper coverage for the people you transport. As well, please remember that we require a copy of your drivers license each time you renew it, in order to meet your file requirements. If you have any questions about these documents or your employee file, please contact a member of the Employee Resource team.

Please Remember: If you are normally required to use your vehicle on shift and for some reason do not have access to it, you need to contact the ERC immediately. We will need to make all necessary arrangements to ensure that individual programming is not impacted by this change. Immediate notice is appreciated.

For more information please see Policy No. ER-08

Upcoming Training Dates

Abuse Prevention: March 19th 1300-1600

Crisis Prevention Intervention

Lift & Transfer: March 12th 1300-1600

Refresher: March 26th 1700-2000

Emergency First Aid: March 14th 800-1630

Full Course: March 28th 900-1600

Offered to employees of 3+ years



Happy Anniversary!



These employees are celebrating anniversaries between December & March. Thank you for your dedication to the Agency & for the excellent support you provide!

T.R Oler-14 years	Justin Gross-6 years	Tanner Stone-3 years	Lindsie Stagg-2 years
Mandhoj Tamang- 14 years	Genny Bogaert-6 years	Jill Boyson-3 years	Kita Villiger-2 years
Robyn Scarfe-13 years	Shirley Badura-6 years	Geoff Rhodenizer-3 years	Alvin Hernandez-2 years
Sherri Caldicott-12 years	Christien Wong-6 years	Sarah Becker-3 years	Debra Rauser-2 years
Tina Wagner-12 years	Russ Kultgen-6 years	Alicia Brothers-3 years	Larissa Cameron-2 years
Derek Melting Tallow- 11 years	Stephen Deboer- 4 years	Angela Retzer-3 years	Rob Clifton-1 year
Brian Litwin-9 years	Heather Johnston-4 years	Mon Khadka-2 years	Richard Odei-Wontumi-1 year
Mike Ostrom-8 years	Ben Geddes-4 years	Will Mammo-2 years	Joel Pozzo-1 year
Carolyn Geddert-8 years	Scott Navratil-4 years	Kailie Plomp-2 years	Zach Robinson-1 year
David Baldwin-8 years	Cynthia Allum-3 years	Krishna Regmi-2 years	Mark Troyer-1 year
Alisha Van Den Biggelaar-8 years	Bri Enns-3 years	Sarah Koegler- 2 years	Fazla Chowdhury-1 year
Shelby Collier-7 years	Corey Tran-3 years	Bright Acheampong-2 years	Bienvenue Goutchoessa-1 year
Colin Towells-7 years	Nelda Delaney-3 years	Cyrus Yagan-2 years	Chelsea Small-1 year
Jen Pike-7 years	Leah Prawdzik-3 years	Sonia Ramirez-2 years	Indira Dhakal Sharma-1 year
Allan Wilson-7 years	Lana Seebeck-3 years	Sita Sitehole-2 years	



STAFF SHOUT OUTS

Huge thanks to Sherri Caldicott & Victoria Seaker for all their flexibility in going to different locations to provide excellent client care! ~ Kevin

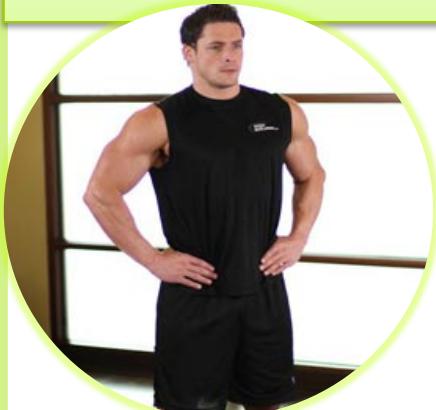
Shout out to Alem & Elise at House 25, Celest at House 11 & Steven at House 27 for taking great care of the individuals you support! ~ Ashley

Huge thank you to House 29 staff for being so supportive, keep up the Great work! ~ Melissa

Thomas E. at House 20, Thank you for going above & beyond your job duties to make my job easier. You rock! ~ Jacinda

Big shout out to House 34 staff for making the best of a lot of changes & communicating with management. Keep up the great work! ~ Bri

Healthy Living



March Stretch

Middle Back Stretch

- 1) Stand so your feet are shoulder width apart and your hands are on your hips.
- 2) Twist at your waist until you feel a stretch. Hold for 10 to 15 seconds, and then twist to the other side.

Tips on being a good neighbor:

Mark says being a good neighbor is "Being supportive if they are in need, Helping them out & being friendly."

HR says: "Be friendly, be nice. Enjoy the day, help them, play good games with them & talk about good things."

JW says: "Mow the grass, shovel in the winter & pick up the garbage. Say hi & talk to them, keep the noise down & do your recycling."



**Healthy Living
Recipe:
Breakfast
Parfait**



What you need:

- $\frac{1}{2}$ Cup Banana (fresh) or frozen or canned fruit
- $\frac{1}{2}$ Cup Oat cereal or corn flakes or low-fat granola
- $\frac{1}{2}$ Cup Plain or Low fat or Low sugar yogurt

How to prepare:

1. Choose a fruit. Place half of the fruit in the glass.
2. Choose the cereal; place half of the cereal in the glass.
3. Choose a yogurt. Place half of the yogurt in the glass.
4. Repeat layers & top with a piece of fruit.
5. Serve immediately or cover, put in fridge overnight & serve in the morning.



The First Line of Defense Against Germs



Good hand washing protects against the spread of many illnesses – from the common cold, to more serious illness including meningitis, the flu and hepatitis A. Think about all the things that you touched today. Maybe you blew your nose or shook someone's hand. Whatever you did, you came into contact with germs.

If you don't wash your hands well and often, you can pick up germs that could infect others or yourself. You're at risk every time you touch your eyes, nose, or mouth. In fact, one of the most common ways people catch colds is by rubbing their nose or their eyes after the cold virus has gotten on their hands.



When Should You Wash Your Hands?

- After using the bathroom
- Before and after assisting with any hygiene routines
- After blowing your nose or coughing
- Before eating, serving, or preparing food
- After touching pets or other animals
- After outdoor activities
- Before and after visiting anyone who is sick
- When your hands are dirty

Safety Tips from Matt O.

Restraints are used to promote safety when someone becomes a danger to him/herself or someone else. CPI identifies these situations as the "last resort". CPI also stipulates that restraints are not to be a planned intervention strategy for inappropriate behavior. So then the question becomes, how do I know when I should or shouldn't restrain someone?

The use of restraints is authorized when the acting out person's behavior places them or someone else in danger, AND the risk of restraint is LESS than the risk of allowing the behavior to continue. A restraint should never be used if the restraint itself poses a greater risk than allowing the person to continue acting out. A restraint should also never be used as a form of punishment, or after the acting out person has started to calm down; or if another reasonable safe alternative is available. The purpose of a restraint should always be to provide the best "Care, Welfare, Safety and Security" for all involved.

If you have any questions about the use of restraints, please contact Matt at the main office, or email me at m.olson@questsupport.com.

New Management Members & Internal Changes!

The Community Access Program is happy to announce that **Sheena Mulholland** has joined us as the new Community Access Supervisor. We look forward to getting to know you better!

Cynthia Allum is now in her new position as the Outreach & Children's Services Supervisor previously Cynthia was a TL with Outreach.

Will Mammo has become the new Staffing Supervisor; Will previously worked for quest residentially.

Michele Currie was previously the Supervisor for Outreach & Children's Services and is now taking on the huge task of the Associate Director of Residential Services.

We wish you all the best in your new positions!

Q & A

Mr. Magundy's swimming adventure!



Jenna: John did you like swimming?

John: Ya I'm a good swimmer.

Moved his arms like he was swimming

Jenna: Did you like the big pool or the hot tub better?

John: The hot tub. So warm, not cold! Brrr!

Jenna: Do you want to go swimming again?

John: No.

Jenna: What if we invite Geoff to come?

John: YA!! I go swimming with Geoff!!

Congratulations
John on your first
swimming
adventure in
years!

Eric on Post Secondary Education

Geoff: What made you go to college now?

Eric: I was sick of school. I planned to take a year off; it went on to 5 years.

Geoff: What goal or wish do you have?

Eric: Eventually to work with computers or create video games.

Geoff: What barriers do you have to get over in order to succeed in school?

Eric: I have to stay on top of things. If I fall back I will fail.

Geoff: Are you prepared for the type and amount of work expected of you?

Eric: Not really, but I'll get through it. I am willing to work.

Geoff: What classes are you taking now?

Eric: Intro to Management from the CIT program and Math.

Geoff: Have you looked at courses for next semester?

Eric: NO.

Geoff: Will you take a full course load?

Eric: It depends on how well I do on these two.

Geoff: How many years will this take you?

Eric: Two.

Geoff: Is there a Plan "B"?

Eric: No.

Geoff: Any advice or words of wisdom?

Eric: Anybody who wants to take a year off, don't! It will stretch into years. You want your education to be fresh.





Quest Community Calendar



Monday	Tuesday	Wednesday	Thursday	Friday
2 Jam Session Cooking Class 1030 QFF @ 1330	3 Swimming 1300 Music Class 1300	4 Tactile Group 1000 Adopt a Park Chinook Intro to Multimedia 1300 OR swim nite 630 SS Pool	5 Intro to Multimedia 1000 Cooking Class 1030 Swimming 1300 Bowling 1330	6 Adopt A Park Chinook Basement Sports League 1300
9 Jam Session Cooking Class 1030 QFF @ 1330	10 Swimming 1300 Music Class 1300	11 Tactile Group 1000 Adopt a Park Chinook Intro to Multimedia 1300 OR Karaoke 6pm, Dress Green!	12 Intro to Multimedia 1000 Cooking Class 1030 Swimming 1300 Opokaasin 1330 Lift & Transfer 1300-1600	13 Adopt A Park Chinook St Paddy's Day Stew and Shuffleboard Tourney 1200
16 Jam Session Cooking Class 1030 QFF @ 1330 Norbridge OR 130 Wear Green	17 Swimming 1300 Music Class 1300  ST. PATRICKS DAY!	18 Tactile Group 1000 Adopt A Park Chinook Intro to Multimedia 1300 OR St Paddy's Games 6pm	19 Intro to Multimedia 1000 Cooking Class 1030 Swimming 1300 Bowling 1330 Abuse Prevention 1300-1600	20 Adopt A Park Chinook Basement Sports League 1300
23 Jam Session Cooking Class 1030 QFF 1330	24 Swimming 1300 Music Class 1300	25 Tactile Group 1000 Adopt A Park Chinook Intro to Multimedia 1300 OR Name that Tune 6pm	26 Intro to Multimedia 1000 Cooking Class 1030 Swimming 1300 Opokaasin 1330 CPI Refresh 1700-2000	27 Adopt A Park Chinook Fun with Science 1330
30 Jam Session Cooking Class 1030 QFF 1330	LEGEND: Bold: Offered at CAP Blue: Outreach Regular: Community <i>Italics:</i> Staff Training		Book an employment appointment with Kevin today!	Basement Sports League: Ongoing Jan 9th-Mid April

