



# Happy Holidays from Us to You

Seasons Greetings! With the holidays quickly approaching we would like to send out warm wishes for a wonderful Christmas season. Thank you for your goodwill and support this past year. We hope that 2014 brings health and happiness your way!

A very special "Merry Christmas" goes out to our employees who are celebrating their 10+ years with Quest Support Services. Many of these amazing people were celebrated at the Christmas party and were presented with iPad Minis. iPad Minis will be awarded to the remaining 10+ year staff on December 24<sup>th</sup>. Congratulations goes out to:

- Clancey Page	- Rene Jacob	- Tina Wagner
- Cory Trombley	- Anne Watson	- Linda Stevenson
- Matt Olson	- Dale Holtman	- Jana Lippa
- Debbie Iwaasa	- Shawn McNamara	- Sherri Caldicott
- Dan Phillips	- Amy Robinson	- Brandon Fletcher
- Pat Robinson	- Cindy Reynolds	- Mandhoj Tamang
- TR Oler	- Bob Coulter	- Mike Sherwood
- Ursula Drover	- Betty Lou Riewe	- Luke Rempel
- Trevor Gilbert	- Shane Johnson	- Tony Uher

Thank you all for your incredible dedication to the Agency.

Important  
Dates

**Holiday Closure Information:**

**Payday** December 24 8:00-12:00

**CLOSED** December 24 at Noon to January 2  
Regular hours begin January 2<sup>nd</sup> @ 8:00



Abuse Protocol  
Training  
December 5  
17:00-20:00

Medication Admin  
January 29  
16:30-20:30

CPI  
Full Course  
December 7  
9:00-16:00  
December 20  
9:00-16:00  
  
Refresher Course  
December 19  
17:00-21:00

Lifting, Transferring  
& Wheelchair Safety  
December 18  
13:00-16:00

*\*Please remember to  
dress comfortably for  
CPI & Lift and  
Transfer. No high  
heels.*



## Agency Updates

The Agency has been reviewing policies and will implement some changes in the New Year. Below is a brief overview.

Effective January 1, 2014 the following policies will be **added** to the policy manual:

- **GI-19 – Hospital Policy**: which outlines what staff expectations are when an individual is hospitalized
- **AR-05 – Bed Bugs**: Due to the recent increased awareness and cases of bed bugs within our region; it was necessary we establish preventative measures and also response guidelines as an Agency

Furthermore effective January 1, 2014 the following policies have been **amended**:

- **GI-04 – Dealing with Unanticipated Behaviours of Concern**: wording clarified to indicate that positive interventions are the preferred approach and where appropriate should be attempted first.
- **GE-05 Staff Injuries**: one of the procedures removed as incomplete sentence/irrelevant.
- **GE-11 Employment Requirements**: Supervisory reference required, CPI renewed every 18 months, and other grammatical errors corrected.
- **GA-03 Facility Safety**: Clarified procedures should potential violence or threat be shown at residence or facility.
- **AR-04 Bathing Water Temperature**: Effective January 1<sup>st</sup> staff will no longer be required to check the temperature of the kitchen sink, this will become a monthly maintenance department responsibility. Furthermore bathing water temperatures are *only tested for individuals that require bathing assistance*. Temperature should continue to be 40 degrees Celsius for running shower water and between 38 to 40 degrees Celsius for filled bathwater. **Training on new bathing protocol will be occurring during the month of December** to ensure all employees are aware of the updated bathing procedures for assisted individuals.
- **CA-08 Bathing Water Temperature**: Effective January 1<sup>st</sup> the Community Access Program will have changes to the process of monitoring and managing of safe water temperatures for the facility and in particular the facility shower.

If you would like further information or details please feel free to contact Shawn McNamara at 403 381-9515. Otherwise these policies will be adjusted in all manuals and notices will be sent to residences/facilities and reviewed in future team meetings.



## Emergency On Call Services

Quest is lucky to have an after hours EMERGENCY on-call service. Staff and individuals should not call On Call unless it is an emergency. Here are some helpful reminders:

On Call can be contacted for: Authorizing PRN's, medication issues, medical emergencies, staffing issues, when emergency services have been contacted (ambulance, police, etc.), assistance with behaviour management, situations when staff or the individual(s) are unsafe.

On Call should NOT be contacted for: wondering when payday is, wondering what your schedule is, requesting the name of the staff relieving you from shift, inquiring about plans/activities in the location you are working.





## Hooray for Healthy Living!

### The importance of water

1. In 37% of Americans (this likely applies to Canadians), the thirst mechanism is so weak that it is mistaken for hunger.
2. Even MILD dehydration will slow one's metabolism by as much as 3%.
3. 1 glass of water shut down midnight hunger pangs for almost 100% of the dieters in a University of Washington study.
4. Lack of water is the #1 trigger of daytime fatigue.
5. Preliminary research indicates that 8-10 glasses of water a day could significantly ease back and joint pain for up to 80% of sufferers.
6. A mere 2% drop in body water can trigger fuzzy short-term memory, trouble with basic math, and difficulty focusing on the computer screen or a printed page.
7. Drinking 5 glasses of water daily decreases the risk of breast, bladder, and colon cancer.

Holiday Greetings from Matt:

### AD Behaviour & Risk Management

It's holiday time once again. In our home we set up the Christmas tree, add some lights and decorations around the house, and put a big fat poinsettia on the dining room table. Of course, my wife loves to decorate so she did all that on November 1st... while I was at work... so I couldn't stop her.

Some people get really excited around the Christmas season, my wife included. What can we do as staff to encourage that excitement in the people we support? How can we make Christmas special? What traditions can we help carry on? I hope that as we work our way through this holiday season we ask ourselves these questions and make an effort to bring joy to those with whom we work.

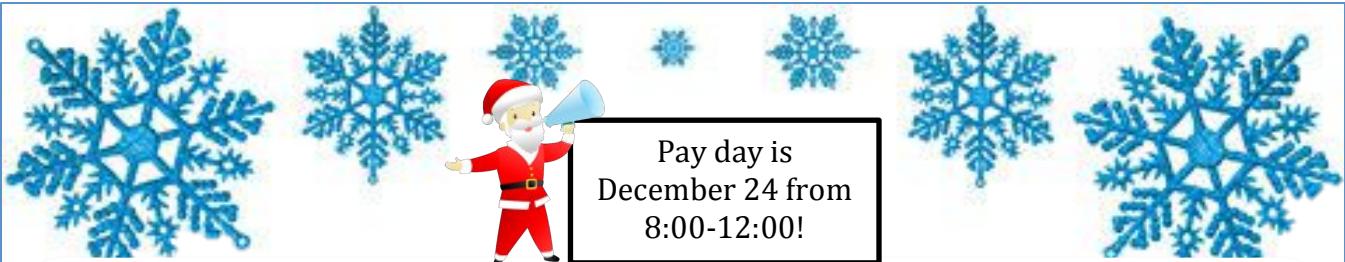
Best Wishes and Happy Holidays!



Adopt a Family - Thank you to Liz Green!

A huge thank you to Liz Green for fundraising and holding 50/50 draws in the months of November and December. Thanks to Liz, Quest will be adopting a family of 5 this holiday season!





## News from the Employee Resource Centre (ERC)

### ATTENTION STUDENTS!

#### *January Availability*

If your class schedule is changing in January, please ensure you are filling out a new staff availability sheet at the front desk and calling the ERC to inform them of the changes. If these changes effect your ability to work your current permanent shift, you must give the ERC your notice as soon as possible to ensure we are able to find a replacement staff and arrange your new shifts.



#### *EARN EXTRA MONEY!*

We have a variety open shifts over the holidays! If you are wanting to earn extra money during the Holiday season, please contact Jen or Ashley with your availability today!

### TIME OFF REQUESTS (TOR's)

This is a reminder that due to the high volume of employee absenteeism over the Holiday season, the ERC is no longer accepting TOR's for December 16, 2013 - January 3, 2014. All TOR's received after November 29, 2013 will be denied. If you have any questions or concerns regarding this, please contact Jen, Ashley or Kendal in the ERC.

### TRAINING COURSES

**REMINDER** - All employees must follow the employee policy "GE-09: Employee Time Off" if your shift conflicts with a training course that you have signed up for. The ERC will do their best to fill your shift on short notice, however if they are unable to find appropriate staff to cover your shift, then you must work the shift and miss the training.

## Open Shifts

*Contact the ERC to apply or for more information.*

#### **Female Shifts:**

H03 Mon-Fri 16:00-22:00 \*L&T  
H05 Mon-Fri 16:00-23:00 \*First Aid & CPI  
H05 Mon-Fri 8:00-16:00 \*Temp, First Aid & CPI



H05 1 Live in/Month 23:00Fri-23:00Sun \* First Aid & CPI

H11 1 Live in/Month 23:00Fri-23:00Sun

H18 Mon-Fri 16:45-21:00 \*CPI

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

H26 Mon-Fri 17:00-21:30

#### **Male Shifts:**

H08 E/O Wknd Live In 22:00Fri-22:00Sun

H17 1 Live in/Month 23:00Fri-23:00Sun \*CPI

H20 Mon-Fri 16:00-21:00 \*CPI

H22 E/O Wknd Live In 21:00Fri-22:00Sat

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

H29 Mon-Fri 15:30-23:00

\*Temp, CPI

H29 E/O Wknd Sat & Sun 11:00-23:00 \*CPI

#### **Male or Female Shifts:**

H07 E/O Wknd Sat & Sun 9:00-21:00 \*CPI & First Aid

H07 Awake ONs Fri & Sat \*CPI & First Aid

H28 Mon-Fri 8:00-16:00 \*Temp & CPI

#### **TL Positions**

\*Require Vehicle & Completed Staff File

#### *Female Staff:*

H03 Mon-Fri 8:00-16:00

H05 Mon-Fri 8:00-16:00

H26 Mon-Fri 15:00-23:00

#### *Male Staff:*

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

H17 Mon-Fri 15:30-22:00

H29 Mon-Fri 15:30-23:00

#### *Male or Female Staff:*

H28 Mon-Fri 8:00-16:00

# Staff Holiday Party!

Because an ugly sweater makes every day a better one.

Thank you to all staff who came out to the Ugly Sweater Party held November 29. The festivities took place at the Galt Viewing Gallery and included: a few drinks thanks to our Ladies' Pronghorns Soccer team, some delicious snacks from LA Chefs, and some excellent live entertainment by Moon Dancer. A huge thank you goes out to the band who kept our toes tapping until well into the night. Prizes were drawn every hour for staff, and a few special prizes were awarded in the following sweater categories: Best overall, best ensemble, most creative, and best failed attempt.

Winners!



Moon Dancer





Monday	Tuesday	Wednesday	Thursday	Friday
	2 Bowling 10:30 Jam Session Swimming 13:00 <b>Employment 13:00</b>	3 <b>QFF Lite 10:00</b> <b>Music: Singing 13:00</b>	4 Adopt A Park Chinook <b>OR Swim N.S Pool 18:30</b>	5 <b>Cooking Class 1030</b> Bowling 13:30
	9 Jam Session Swimming 13:00 Norbridge OR 13:30 <b>Employment 13:00</b>	10 <b>Last QFF Lite 10:00</b> Swimming 13:00 Walking Club 13:00 <b>Music: Singing 13:00</b>	11 Adopt A Park Chinook <b>CAP Movie Mill Day</b> <b>All to attend</b> <b>OR Craft night 18:30</b>	12 <b>Last Cooking Class 10:30</b> Swimming 13:00 <u>Opokao'sin</u> 13:30
	16 Bowling 10:30 Jam Session Swimming 13:00 <b>Employment 13:00</b>	17 Swimming 1300 Walking Club 1300 <b>Christmas Music Concert 13:00</b>	18 Adopt A Park Chinook <b>OR Potluck 18:00 at CAP</b>	19 Bowling 1330 Swimming 1300
	23 <b>CAP Christmas Cleaning!!!!</b> <b>Employment 13:00</b>	24 <b>Quest Closed at Noon</b>	25 <b>Merry Christmas!</b>	26 <b>Holiday Closure</b>
	30 <b>Holiday Closure</b>	31 <b>Holiday Closure</b>		
				<b>CAP reopens January 2nd</b>

 This Month at CAP

