

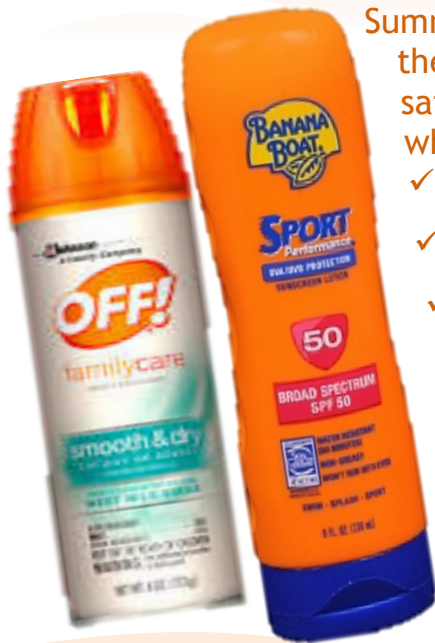
CHECK OUT OUR WEBSITE WWW.QUESTSUPPORT.COM FOR MORE
INFORMATION ABOUT OUR AGENCY

the

Quest News

August 2014

Summer Safety



Summer is finally here! Like many Canadians, we have been waiting for these sunny days for nearly a year now. Well, here they are! That said, it is very important that we remember some basic rules to follow when spending time outdoors. These include:

- ✓ Wearing a brimmed hat to protect your head & face
- ✓ Putting sunscreen on in the morning and reapplying
- ✓ Packing a water bottle and drinking frequently
- ✓ Using bug spray as needed to keep them from feeding on you
- ✓ Finding a shady spot to take a break from the heat

Remember that if you are supporting someone who can't do these things independently, you should follow these guidelines for them. If you are lacking any supplies, please chat with a Team Leader or Supervisor immediately. Have a safe & fun summer!

PARKING AT THE OFFICE

Please help us be good neighbors.

Please park in spots designated for Quest or public use only. Please leave the no parking area (map) for our neighboring businesses use.

Thank you
Quest Management



ERC



Time off Request: REMINDER- as per policy ER-12-Employee time off, all time off request must be submitted at least 7 business days prior to the date requested off. Any requests submitted with less notice will be denied. In the summer months the ERC is juggling a lot of vacation time, & our relief staff are working hard! If you do not give us enough notice for your shift then it is likely we do not have the resources to cover your hours. So please plan ahead for your holidays so we can all enjoy the summer ☺

Attention Students!

If you are planning on returning to classes in September and are working a permanent shift, please let the ERC know ASAP if you need to make changes to your schedule. The sooner you inform Jen or Ashley, the more likely you will get the shifts you want in the fall. Keep us posted!

Lift & Transfer

As of August 1, 2014, the Lift & Transfer course is no longer a mandatory file requirement! This decision was based on a plan to incorporate basic back safety & certain aspects of the lifting & transferring course into our Agency Orientation. Another course will be taught by Tina Wagner & Nicole Vingo for staff directly work with people in wheelchairs, use walkers, lifts, etc. We will announce our transition plan in the coming months. If you have any questions please contact Kendal in the ERC.



CAREER OPPORTUNITY! **House 19 Team Leader**

Wage is \$20.00 - \$22.00 per hour based on experience and education. Looking for an experienced leader who is motivated in this field. This position can lead to advancement in the company as you will oversee a team of 7-10 employees, train employees on complex protocols and procedures, and be a mediator between staff and the management team. Please submit a cover letter as application for this position to Kendal in the ERC. Only successful applicants will be contacted.

Up Coming Training

CPI Refresh: Aug 7th, Sept 4th, Oct 2nd & Nov 6th 17:00-21:00
CPI Full: Aug 16th, Sept 6th, Oct 4th & Nov 8th 9:00-16:00

Abuse Protocol: August 13th 13:00-16:00
September 3rd 17:00-20:00

Med Admin: September 9th
16:30-19:30

Emergency First Aid Course: September 20th 8:00-16:30
October 25th 8:00-16:30

Remember please dress appropriately for training: Running shoes & no hanging jewelry

File Requirements:

Please make sure you are keeping up with your file requirements... including your vehicle insurance! Please bring in your renewed policy or text us a photo and we will be happy to take a copy for your file!

WE WOULD
LIKE TO
RECOGNIZE

The ERC would like to recognize **Anna Boyce, Christein Wong, & Kayla Johnson** for being so flexible & assisting us in filling shifts. This summer has seen a lot of time off requests & staff turnover. We are very fortunate to have employees who are willing to fill in these gaps & keep our Agency running smoothly! Thank-you!

Special thank-you to **Spence Wannop** for going above & beyond & always willing to lend a helping hand. Your hard work does not go unnoticed!!!



Innovation Challenge

Congratulations goes out to all management members who participated in the 2014 Spring Innovation Challenge. So many creative & inspirational ideas/processes/projects were presented to the panel in June. Many of these will be used as building blocks to move our agency forward in the coming years. Congratulations goes out to our Second Place Winner **Jennifer Pike** who presented “Unsung Hero Program” a program to recognize long-term employees. Inspirational idea Jen!

A special congratulations to our First Place Winner **Michele Currie** who introduced us to her “Video & Audio Recording Studio” idea. Michele spent many hours researching how our agency could benefit from such a studio and included concepts such as: garage band, music studios, training videos, drama classes, DJ sessions and many more. We look forward to

Thanks for the stopping by with flowers for my desk **James!** Such a surprise...my husband doesn't even bring me flowers! They have added a touch of color and scent to our reception area.



Congratulations Larry on your employment at Quest. Larry has been assisting the maintenance department with odd jobs for nearly 2 years now and is an asset to this agency. It is great to have you as a part of our team!

Congratulations to Anne Watson

Anne has earned the status of Advanced Communicator Bronze with Toastmasters International.



This achievement comes with several years of study, active participation and completing a series of challenging projects enhancing their speaking skills. Toastmaster Watson demonstrates a high degree of self-motivation and strong interest in self-improvements and the ability to apply communication skills in professional and community environments. Way to go Anne!

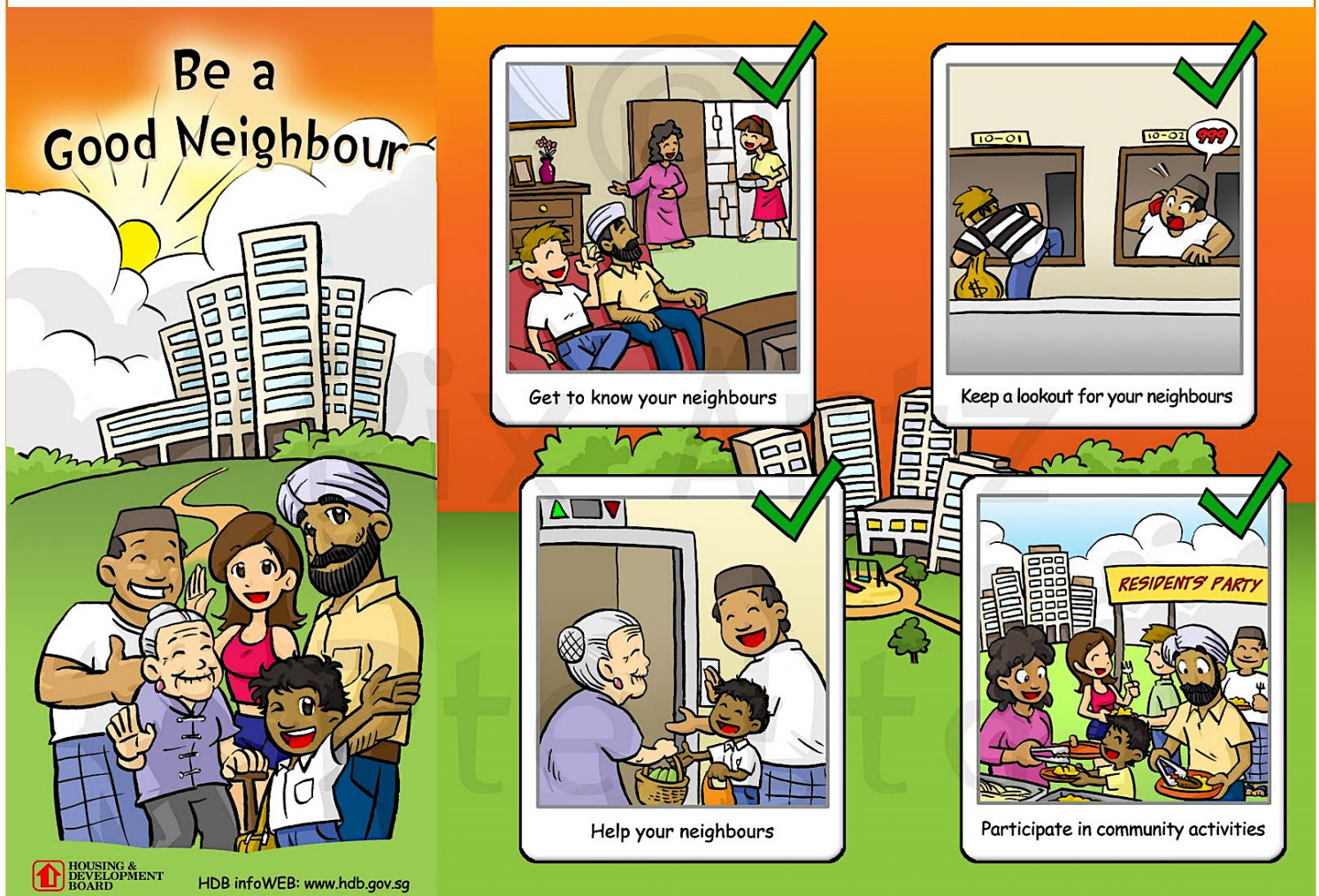
2014 PDD Safety Standards Inspections

All residential houses where 2+ people are residing or 1 person with complex needs resides will require an inspection this SEPTEMBER. Please ensure you are prepared.

HOW CAN YOU HELP INDIVIDUALS & MANAGEMENT PREPARE?

- Keep the homes clean & safe by doing chores every shift and staying ahead of tasks.
- Use any free time on shift to tackle extra-ordinary tasks such as: weed pulling, yard care, dump runs, deep cleaning, organizing & reporting!
- Keep the lawns watered, mowed, raked & free to debris.
- Don't allow debris to pile up in yards or houses. Work with your team & Supervisor to get items disposed of properly.
- Write a "Work Request Form" immediately if you notice something broken or something requiring attention: plumbing, cracks, rust, mould, etc.
- If you notice that team members aren't participating in the effort, notify your supervisor. They will work with everyone to ensure processes are put in place to get the jobs done timely and fairly.

****The purpose of these inspections is to ensure that both staff and individuals are kept safe.****



Healthy Living Corner

Foods that help you sleep!

- ✓ Kiwi
- ✓ Pistachios
- ✓ Tart Cherry Juice
- ✓ Shrimp
- ✓ Jasmine Rice

For more information head to canadianliving.com



Monthly Stretch: Leg Lift

1. While standing up straight with both feet next to each other at around shoulder width, grab a sturdy surface such as the top of a chair to brace yourself and keep balance.
2. Lift one leg behind you as if performing a leg curl but standing up while keeping the other leg straight. Breathe out as you perform this movement.
3. Slowly bring the raised leg back to the floor as you breathe in.
4. Repeat for the recommended amount of repetitions.
5. Repeat the movement with the opposite leg.

Variations: You can perform the same movement with a low pulley attached to your ankle using an ankle attachment. Optionally, you can use exercise cables as well.



**Main Muscle
Group:**
Gluteus
Maximus



CARNIVAL REMINDER:

WHEN: August 14th, 2014 12:00-8:00

WHERE: Rotary Picnic Shelter (same location as last year) 28th Street & 30th Ave North

WHAT: BBQ, Carnival games, prizes & FUN!

WHO: Everyone is welcome to come down for a fun filled day of activities!

REMINDER

Please dress for the day. Families are welcome, but must not interfere with your work if you are on shift. Children cannot be left without a secondary guardian, etc.

We look forward to seeing you there!!

When: August 19th-23rd

Parade Day: August 19th @ 10:00 AM

For more information & events during Whoop Up Days visit: exhibitionpark.ca



CAP CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
				1 Adopt A Park Chinook
4 Quest Closed	5 Arts and Crafts 1015 Swimming 1300	6 Adopt a Park Chinook Employment Class 1300 OR Swim NS Pool 630	7 Photo Class 2 1000 Swimming 1300 Bowling 13:30	8 Adopt A Park Chinook
11 Jam Session Baking Class 1300	12 Last Arts and Crafts 1015 Swimming 1300	13 Adopt A Park Chinook U of L Bin Cleaning 930 Employment Class 1300 OR Henderson Soccer 6pm	14 Photo Class 2 1000 Quest Carnival 12-8pm	15 Adopt A Park Chinook
18 Jam Session Last Baking Class 1300	19 Whoop Up Days Parade: Quest Float Swimming 1300	20 Adopt A Park Chinook Employment Class 1300 OR Henderson Bocce Ball 6pm	21 Last Photo Class 2 Swimming 1300 Bowling 1330	22 Adopt A Park Chinook Whoop Up Days Party 12-3
25 Jam Session	26 Swimming 1300	27 Adopt A Park Chinook Employment Class 1300 OR Summer Party 330pm	28 Swimming 1300	29 Adopt A Park Chinook

Interview @ CAP with Nicole

This month Kevin sat down with a young lady whom is balancing a part time job while finishing her high school education. Nicole Big Swan is an inspiration for all, proving that hard work and persistence is the formula for success!



Kevin: Nicole, thanks for talking with me today! First off please tell the readers where you work and what exactly you do there.

Nicole: I have been working at Scenic Drive McDonalds for almost 3 months now. Recently I was promoted to cashier and I enjoy it more than cleaning the lobby.

Kevin: Working cash at McDonalds is an excellent skill to learn! Congratulations on getting this job and working your way up. Working the front till at the busiest McDonalds in Lethbridge must get a little crazy sometimes!

Nicole: Yeah it's okay though. I don't mind when it gets busy as long as I'm not surrounded by new people that don't know what they are doing.

Kevin: So tell me what don't you like about your job?

Nicole: At McDonalds I'm not allowed to have painted nails, as it's a health concern while serving food. At my next job I would really like to be able to have painted nails. Working as a cashier at a clothing store or something might be nice.

Kevin: I have the same problem here at Quest. Every time I show up with my nails done they send me home. So what's your dream job?

Nicole: Hah yeah right! I'd really like to go into nursing.

Kevin: Good for you! That's a very commendable profession. So while you're working part time at McDonalds you are also very busy working on your high school diploma. Tell me about that.

Nicole: I've been working through high school science classes right now. I just received 70% on one of the modules. I meet with a counselor at Victoria Park High school and she helps me work through the classes I need to graduate. My plan is to start attending school full time in the fall and then graduate next June!

Kevin: That is so fantastic! Everyone at CAP is very proud of you. You are working and going to school at the same time, which I think, makes you a role model for a lot of people around you. Do you have any advice for someone going back to school or trying to find a job?

Nicole: Just know what you want and stay motivated. You have to have confidence in what you do but also don't be afraid to ask for help when you need it.

Kevin: Nicole, thank you so much for sharing with us today. Best of luck with your schooling and future endeavors!

Behavior Management with Matt O.

Bad days... we all have them. They happen for different reasons, and they affect each of us in different ways. Sometimes the cause of a bad day is obvious, and other times the cause of a bad day is unknown. When the people we support are having a bad day, it can be easy to take it personally, especially when we don't understand why it's happening.

Having a bad day or being in a bad mood can lead to being snappy or short tempered with the people around us, even when they are trying to help. Often it's not because the person that's trying to help did anything wrong, it's because they become a target for the person to vent their frustrations. Although these attacks seem very personal, they are often just a way for the people we support to release some of their anger and frustrations. It is crucial that we do not take it personally when the people we support are having a bad day. Put yourself in their shoes, how would you want to be treated if you were having a bad day? What are some things you might want to hear? What are some things you wouldn't want to hear? Being aware that the person's behavior is not a personal attack can help you to be more understanding and deal with the situations more effectively.



Farewell Sammy Kingnektak: We are sad to announce the passing of Sammy Kingnektak (September 19, 1971-July 15, 2014). Sammy spent most of his life in a remote area near Cambridge Bay, Nunavut with his family members. He took pride in taking care of his family's sled dogs & roaming the open land to collect items to bring home to his family. Sammy's sisters Doris, Susie, Mona & niece Karen were recently here to visit him & had many great stories to share. Aside from his family, Sammy touched the lives of several friends within the agency. He was loved by many and will be missed dearly.

