

D E C E M B E R 2 0 1 2



Quest News

Happy Holidays!

Christmas Season Closures

December 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

 Office & CAP Closed
 Office Open/CAP Development



The Community Access Program staff Christmas Party was a great success, thank you to everyone who attended! This was one of the best parties to date, and we couldn't be happier with the festivities! Pictured here are some of the excellent CAP staff in attendance.

The Christmas season is upon us, and the residential team would like to take this opportunity to sincerely thank each and every staff for their contributions this year. Each of you have made a difference to Quest and to the individuals we support. Thanks to you, we are able to provide the services we do, and to make the positive impacts that are our mission. This holiday season, many of the individuals we support are spending Christmas at home with us. It is our hope that the staff who choose to work over the holidays will create some wonderful new memories with the individuals they support.

As a special thank you to staff who **work on Christmas Eve**, we will be holding a draw for a **Tassimo Coffee Unit**. For staff who **work Christmas Day**, draws will be done for the following: **2 tickets to Rihanna (including \$50 gas, \$50 dinner), and a \$150 Visa Gift Card.**



Upcoming Training Remember: Lift & Transfer counts towards file requirements as of January 2013

Abuse Protocol

December 14
8:30-11:30

Med Admin

December 11
16:30-20:00

CPI

Full: December 15
9:00-16:00

Refresher:
December 13
17:00-21:00

Lift & Transfer

December 11
13:00-16:00

December 18
9:00-12:00

Training Course Offered through Lethbridge Family Services: **Suicide Intervention Training**

Feb 15, 2013 (Refresher)
9:00 - 16:00

April 4 and 5 (Full Course)
8:30 - 16:30

If you are interested in signing up for these courses, please contact Kendal Tremblay.



Christmas Stuff

This is another reminder that Christmas shifts are filling up fast, so please get your request for extra hours over the holidays in to the ERC as soon as possible.

Lift & Transfer FINAL REMINDER

As previously stated, the Lift and Transfer Course is mandatory as of January 1, 2013. If you still have not obtained your certificate, please check with Stephanie at the front desk to sign up for the next available course. If you have not completed the course by January 1, 2013, your file will be considered incomplete and your wage will drop to the starting wage of your position, as per Policy No. GE-10: Payroll.

Open DSWI Positions

Female

H05 Mon-Fri 16:00-23:00

H18 E/O Wknd ½ live-in 20:45 Fri – 21:00 Sat

H25 Mon-Fri 15:00-23:00

H26 E/O Sat & Sun 10:00-21:30

H26 E/O Wknd live-in 23:00 Fri – 15:00 Sun

CS M/W 17:00-20:00

CS M to Th 14:00-17:15, F 12:00-17:30

Male

H01 Mon-Fri 7:00-15:00

H04 Mon-Fri 16:00-23:00

H06 Mon-Fri 15:00-22:00

H08 Tuesday 16:00-22:00

H17 Mon-Fri 15:30-22:00

H17 E/O Wknd live-in
22:00 Fri – 22:00 Sun

H23 E/O Wknd live-in
23:00 Fri – 23:00 Sun

H37 E/O Sat & Sun

12:00-16:00

CS M/Tu 17:30-20:30 & Fri 14:00-18:00

Female & Male

H03 E/O Sat & Sun 9:00-21:00

H23 E/O Sat & Sun 9:00-21:00

H25 E/O Sat & Sun 15:00-22:00

H25 E/O Sat & Sun 7:00-15:00

News from the ERC

Welcome Nicole!

Quest Support Services would like to formally welcome Nicole Vingo to our Management Team! Nicole has joined the ERC team as the new staffing supervisor. She will work closely with Jen Van Dellen to ensure our programs are being staffed efficiently and effectively. Nicole brings experience as a former manager and holds a Bachelor of Management Degree from the University of Lethbridge. Welcome Nicole!

Shout Outs!

Brian Litwin: The ERC would like to thank Brian Litwin for his continued support and commitment to Quest. Brian is a flexible staff who is always willing to help out by filling extra shifts, staying late, starting early, and working in different locations around the agency. We are lucky to have you Brian!

Career Opportunity (Posting RES-19)

Requirements:

- Post secondary education in disability and community rehabilitation, or equivalent
- At least 3 years experience in the Disability or Human Services field
- Full time & Part time positions available

**\$18-\$23
per hour**

Open DSWII Positions

Contact the ERC to apply

Male H06 Mon-Fri 7:00-15:00

Male H08 Mon-Fri 16:00-22:00

Male H17 15:30-22:00

Male or Female H19 Mon-Fri 8:00-16:00

Male or Female H28 Mon-Fri 8:00-16:00

Female H25 Mon-Fri 15:00-23:00

H28 E/O Wknd live-in 23:00

Fri – 23:00 Sun

CAP Mon-Fri 7:00-15:00

OR E/O Sunday 13:00-19:00

CS M/W/F 17:00-20:00

Please contact the ERC to apply for any of these positions.



Recognizing Longstanding Members of Team Quest

Quest would like to recognize three staff who have been with us for many years. Thank you for helping make Quest a great place to be!



Dan Philips celebrated his 17-year anniversary with Quest in 2012. He has been a steady staff at H01 throughout this time, doing overnights Sunday to Thursday. For many who work in the office, Dan is an elusive man. Staffing does not hear from him, as in his 17 years he has hardly missed a shift. Residential does not hear from him, as he is consistent and dedicated to following individual programming and ensuring the well-being of the individuals that he supports. Josh Deplancke has gone on record saying that Dan is 'good,' which is surely a great compliment. Thank you Dan for your years of dedicated service.



Clancey Page celebrated his 15-year anniversary with Quest in 2012. Shortly after his hire, he was promoted to a residential Team Leader position. Since that time, he has provided high quality support and care for several individuals. Clancey is known for his dedication to programming and always has the best interest of individuals in mind. He is very passionate about his job, and is always willing to share his knowledge with others. When asked to describe Clancey, Ken Warren went on record to say, "We met a long time ago in Pincher Creek. Clancey went to Ponoka to get me out of there. He came up and got me. I love Clancey. He's the nicest man I ever seen."



Rene Jacob celebrated his 16-year anniversary with Quest in 2012. During his many years of dedicated service, Rene has worked in many positions throughout the Agency, and has brought his professionalism and dedication to each. He is patient and kind, and is always willing to lend a hand. Rene is a wonderful provider of care to the individual that he supports, including him in all aspects of family activities, including family travels. Quest is proud to count Rene as a member of our team. Thank you so much!

New 5-Year Anniversary Gift



Thank you to all our employees for their dedication to supporting individuals with disabilities. Quest is researching ways to recognize employee's commitment during their years of service within the agency. At this time we have chosen to purchase jackets for each employee who reaches the 5-year mark in the organization, which includes over 80 employees. To alleviate some confusion, we would like it to be clear that all employees who reach the 5-year mark in future will have a jacket purchased for them.

Within the next two years we plan on implementing additional recognition years, including the 10 and 20-year mark with special gifts to celebrate your commitment. It is amazing to see that some people have been with our company for so many years, and we are extremely grateful for your contributions.



Kevin's Corner

This month's profile is one of the

bright and energetic faces of Quest. I sat down with Marcella Eagle Child and had a discussion about food, traveling, Whoop Up days, and how she spends her time

Kevin: What are your favorite foods?

Marcella: Chicken and Ice

Cream.

Kevin: Where are your favorite places to travel and where have you been?

Marcella: I don't know.

Kevin: Who do you go visit?

Marcella: I go to BC on an airplane to visit my friend.

Kevin: This August you were a big part of the Whoop Up Days parade and float that represented Quest. Why do you like being on the float?

Marcella: I waved to my mom and listened to music and danced.

Kevin: What do you like to do for fun?

Marcella: I like drumming, guitar, music, and dancing.

Kevin: What is your favorite season and why?

Marcella: Winter cause it's cold and I like Christmas.

Kevin: Thanks for sharing Marcella!





Christmas Traditions with Matt

It's pajama time! Each year at Christmas my wife and I come up with matching pajamas for our family. We wrap them up and stick them under the tree for the kids to open on Christmas Eve. Right before bed they open their new jammies and put them on. The next morning, when we wake up, we all sit around the Christmas tree and open gifts in our matching pajamas. This is one of the many traditions our family keeps to make our Christmas special.

I'm sure many of you have traditions that make the holidays special for you and your family. The people we support, however, don't always have family or friends with whom they can spend their holidays and share traditions. How do we make the holidays special for them? Do they have traditions that we're not aware of? Or is this the year to start a new tradition that they can look forward to in years to come? Maybe starting a holiday tradition isn't the answer. Perhaps it's reconnecting with an old roommate, or going Christmas shopping for a new friend. Whatever it is, are we doing our part to make the holidays something that the people we support can look forward to? Are we doing our best to help them experience the type of holiday season that we would want to have ourselves? I hope that as we make our way through this holiday season we ask ourselves these questions and make an effort to bring joy to those with whom we work.

Safe Turkey Preparation Tips

Safe Storage & Thawing: Immediately after grocery store checkout, take the frozen turkey home & store it in the freezer. Thaw your turkey in the refrigerator, allowing approximately 24 hours for each 4-5 pounds. Place the turkey in a container to prevent juices from dripping on other foods.

Safe Preparation: After working with raw poultry, always wash your hands, utensils, and work surfaces with warm soapy water before they touch other foods.

Safe Stuffing: For optimal safety and uniform doneness, cook the stuffing outside the turkey in a casserole dish. However, if placing stuffing inside the turkey, do so just before cooking, and use a food thermometer. Make sure the stuffing reaches a safe minimum temperature of 165°F.

Safe Cooking: Set the temperature no lower than 325°F and be sure the turkey is completely thawed. Place turkey breast-side up on a flat wire rack in a shallow roasting pan 2 to 2-1/2 inches deep. Check the internal temperature at the center of the stuffing and meaty portion of the breast, thigh, and wing joint using a food thermometer. Cooking times will vary. The food thermometer must reach a safe minimum internal temperature of 165°F. Let the turkey stand 20 minutes before removing all stuffing from the cavity and carving the meat.



Thank you Volunteers!



Quest would like to congratulate Cindy, Wendy, Marcella, and Angela for all the years of amazing service volunteering at the Lethbridge Regional Hospital. This group regularly spends time in the pediatric wing, washing toys and meeting children. The LRH recognized their hard work and reports that they always look forward to visits from the group. Thank you ladies for making such a positive impact!

Monday	Tuesday	Wednesday	Thursday	Friday
3 Stu's Computer Updates Jam Session Swimming 1300	4 Arts and Crafts Class 10:00 Swimming 1300	5 Adopt A Park Chinook QFF Lite Class 1300 Christmas Caroling 1400 CAP Club Meet 2:45 OR Swim S.S Pool	6 Life Skills Class 10:30 Swimming 1300 Opokaasin @ F.C 1300	7 Adopt A Park Chinook
10 Jam Session Bowling 1030 +1330 Norbridge OR Christmas 1300 Swimming 1300	11 Last Arts and Crafts Class 10:00 Swimming 1300 Walking Club 1300	12 Last QFF Lite Class 1300 Christmas Caroling 1400 Movie Mill Christmas Party 630	13 Last Life Skills Class 10:30 Swimming 1300 Bowling 1030 + 13:30 Opokaasin @ F.C 1300	14 Adopt A Park Chinook Group Movie Mill Day
17 Anne's Comp Updates Jam Session Swimming 1300	18 U of L Christmas Party Swimming 1300 Walking Club 1300	19 Quest CAP Christmas Party	20 Swimming 1300	21 Adopt A Park Chinook CAP Birthday Cake Wii Tournament
24 Quest Closed	25 Merry Christmas!!	26 Quest Closed	27 Quest Closed	28 Quest Closed
31 Quest open staff only		N.S Pool is closed for maintenance from Nov 26 th thru Dec 12 th	S.S Pool is open for regular scheduling.	