

QUEST NEWS

OCTOBER

2015



Pumpkin Challenge

WHO: Any member of the Quest Community

WHERE: Must be at CAP on Display by 12pm
October 28th

Judging will take place at 1:30 pm

WHAT: Bring a creative pumpkin for your
chance to win a prize of a \$50 Gift card per
category

CATEGORIES: Best Classic Jack, Most
Creative, Spookiest, Most Intricate and Best
Superhero.

RULES: Pumpkins must weigh less than 20
lbs., no flammables and no offensive
materials.

You're probably doing up a
pumpkin anyways! Might
as well show it off!



Check out at CAP:

Come check out the
new Electronic
Basketball game at the
community access
program!

Book a space in the
media room today to
create your own video
or annual review
production.

Annual Quest Haunted
House October 30th!
Everyone welcome if
you're not too scared!



Department Goal Updates



In 2013 Quest implemented Department goals as another way to improve the Agency. Every month, goal progress is assessed using measurable data, and at the end of the year final results are processed in a report. These are the 6-month progress reviews:

Employee Resource Centre

To Enhance Employee Engagement

Currently the new shift agreements are in the final stages and we are hoping to begin implementing in November 2015. There are many factors to consider in creating new agreements, and some policy changes will also need to take effect prior to implementing which has caused some delays. Although we have had setbacks in this planning process, we are very hopeful that the new Agreements will be a positive change for everyone involved.

3-month review process is in progress, initial planning has taken place regarding this goal and the department has a clear idea of why we would like this implemented. There is significant administrative time that will need to be invested into this process, and therefore we have not found a realistic roll out plan. The ERC is continuing to work towards this goal.

Review and Track employee Evaluations have been completed, this goal has been going very well, and we are pleased with the outcome. The ERC is also planning an event that promotes employee engagement for the spring of 2016.

Overall, the Employee Resource Centre made great progress in the months of April 2015-June 2015. However in the months since June, we have had issues with being short staffed in the department which has caused us to focus on more day-to-day staffing rather than long term goals. The ERC has made plans moving forward that will allow us to concentrate on our goals while still completing day-to-day tasks. We are optimistic on completing our goals for the year.

Community Living

Over the past 6 months, 32 Acts of Kindness cards have been handed in to the office. We also highlighted the acts of kindness in the newsletter and website each month since April. The staff worked on modeling kindness to the people they worked with over the past 6 months and the hope is that by focusing on doing kind things for others that a greater sense of wellbeing can be achieved in the homes this year.

Behavior Management

The Behavior Management Department is on track to achieve their goal of improving documentation and reporting. New reporting tools, including a new Incident Report form, have been developed and were introduced to staff and management in September. In addition to the new reporting tools, training resources are being developed that will be introduced in the coming months.

Goal Updates continued...

Community Access/Outreach

To Integrate Technology into Quest Facility and Programs and to Maintain Community Relationships.

Over the past six months the Community Access and Outreach Programs. 31 tweets have gone out in regards to events occurring within the Quest community or the community in general. 6 Creative presentations have been developed, 2 of which were memorial services for Individuals that have passed on. Technology-training sessions were held in Pod meetings to review apps on IPad's available for individuals and staff. The Community Links resource books have been give to all staff and a list of community partners has been revised and developed. 4 new community partners have been utilized while 10 individuals accessed the new community partners.

Supported Home/Respite

To Improve Relationships with Support Home/Respite Individual and staff with the Quest Community

Over the past 6 months the Support Home and Respite program has been working to be more active within the Quest Community. The program regularly accesses social media and pays attention to the Quest newsletter. Please stop and say hello to us while we are out and about at various Quest activities, as we'd love to get to know everyone a little bit better. We have been frequenting various Outreach activities and are always excited to be a part of large Quest events. Spending time at the Community Access Program and at other venues helps us to get out there and socialize. We've increased our knowledge already over these past six months on how to use Twitter, Facebook and the Quest website to keep up to date on current Quest events. Some of us hope to be profiled on the Quest website soon and we hope to use the Quest Media Room to do so! Thanks for inviting us to upcoming events and getting to know us.

Site Maintenance

The Site Maintenance Department has succeeded in reaching our goal of improving the Key System between Site Maintenance and other departments in Quest. We have developed and implemented a documentation system for keeping current record of keys, a key contract for Management and approved DSWI/DSWII, and provided a personalized set of keys for all Residential Supervisors. Our Department would not of been able to reach our goal without the tremendous amount of hard work from our Management team for time and input towards this goal. We will continue to manage and document all concerns and keep up to date records of keys.

Health and Safety

The Health and Safety Department is on track to meet our goal of completing 50% of the Agency's Risk Assessments. Huge thanks to everyone for contributing their time and input toward this goal. We continue to manage and follow up with all WCB claims and look forward to increasing our current record of 183 days without a time loss accident.



Shout Outs!

A huge shout out to **H03** and **H13** for coming to Outreach activities. It is always great to see your smiling faces! ~ Cynthia

Shout out to **Dennis A** and **Rob C** for helping out with Kevin with staffing on the long weekend! ~ Kevin

Thank you **Dan M** for being a fantastic role model and support! The Supported home program will miss you and wish you luck in your new role! ~ Robyn

Welcome **Mike M** to the Outreach team as a new Team Leader. You are a great asset to the Outreach team. ~ Cynthia

Thank you to the Management team for being helpful and supportive during a very busy September!

~ Ashley

Shout out to **Brenna D** for being so helpful in the day-to-day running of Quest as an Agency. ~ Shane

Shout out to **Anita J.O.** for the ongoing support and genuine care you provide! ~ Robyn

Shout out to our new Team Leaders in Community Living: **Tom W** at House 04, **Amy T** at House 05, **Norma F** at House 36, **Mike B** at House 23, **Trevor C** at House 12, and **Kyle A** at House 35. Thanks for joining our team! ~ Michele

Jenna S for being an absolute Rockstar at House 02 these past few weeks! Thanks for your hard work and dedication! ~ Shardé

Thanks to all the staff at House 16 for their hard work, dedication and patience! ~ Ashley



Stephanie S you are able to manage and juggle so many people so quickly. You are amazing, friendly and sometimes you are the only face that lifts up our day! ~ Anita

Shout out to **JSM**, good luck in your new program; it has been awesome working with you and watching you succeed in so many things! ~ Robyn

ATTENTION ALL STAFF

Shift Change Expectations

It is vital that all staff provide adequate information to incoming staff at shift change. All staff are expected to pass on information to incoming staff (both verbally and written) if an incident has taken place or if an individual is missing from the house at shift change

time. **MEDICATION CHECKS** must be completed to ensure all medications have been given in the previous shift and that all medications are present for the upcoming shift. If these checks are not completed and medications are missed, staff discipline will follow.

Please ensure that a thorough medication check is completed on EVERY shift.

*Please refer to our website on basic procedures of Medication Administration. *

Health & Safety

Snow & Ice Removal

Keeping our sidewalks clear of ice and snow can be a challenge during Lethbridge winters however; it is important to clear the ice and snow as often as needed. Here are some tips to help you do your part to keep everyone entering and leaving their homes safe.

Plan Ahead:	Be sure to have the proper tools to maintain your walk. A good shovel, slat and/or sand are all essentials and things you should have throughout the winter months.
Take care of your body:	If you are not physically active or suffer from preexisting injuries that could lead to physical strain please alert your Supervisor and the Health & Safety Department. Stretch and warm up your muscles before you start shoveling. Take frequent breaks while you work, at least every 10-15 minutes.
Dress for the weather and Tasks:	Bundle up. Wear multiple layers of warm clothing. You should also be wearing supportive, good grip, winter boots.
Shoveling:	Push the snow as you shovel, it's easier on your back than lifting the snow out of the way. Do Not pick up too much at once. Lift with your legs, not your back and avoid twisting your upper body. Keep your back straight by bending and "sitting" into the movement. Clear snow soon after it falls, this prevents it from being packed down and becoming ice.
Clearing Ice:	Scatter sand and or gravel on icy patches to make your walk way safer.
Injuries:	If you experience an injury immediately contact your Supervisor or On-Call for assistance.

If you have any questions, concerns or want to report an existing injury that may interfere with completing this seasonal task please contact the Health & Safety Department at 403-381-9515.

Behavior Management

One of the first things we do in CPI is take a pre-test. One of the questions asks, "Why are you taking this training session?" Responses vary from person to person. Some people are there because "they were told they had to". Others take CPI because it will allow them to work with more people. And some people don't know why they're taking CPI.

Regardless of your motivation for taking CPI, the goal is to help you develop the skills to "safely and effectively respond to anxious, hostile, or violent behavior while balancing the responsibilities of care" (from the CPI Manual). Whether you have been in the Human Services field for a few days or a few years, CPI training can give you the knowledge to provide Care, Welfare, Safety and Security for everyone involved in a crisis situation.

Community Living

Highlighted Acts of Kindness

~ **TA works hard in the office and does nice things for people there.**

~ **LDR held the door open for a group of people in the mall.**

Great Job everyone! Keep handing in those Acts of Kindness into the main office!

Follow these five steps for serving up a tasty roast turkey!

Step 1: Thaw it. If using a frozen turkey, thaw in its original plastic wrapper in the fridge. Allow for five hours per pound, or per 500 g.

Quicker method: Cover the turkey with cold water (the sink is a good place for this), and change with fresh cold water every 30 minutes, allow one hour per pound or per 500 g.

Step 2: Season it. Prepare the turkey by removing giblets and neck. Rinse and wipe the cavity; sprinkle with salt & pepper or stuff lightly using skewers to fasten skin over the cavity.

Step 3: Roast it Place turkey, breast side up, on rack in roasting pan.

Brush with melted butter or oil. Tent loosely with foil.

Roast in 325 °F oven for about 20 minutes per pound (500 g) or until juices run clear when the turkey is pierced and when thermometer inserted into the thickest part of thigh registers 180 °F (82 °C) for a stuffed turkey or 170 °F (77 °C) for an unstuffed turkey.

Remove tent for last hour of roasting.

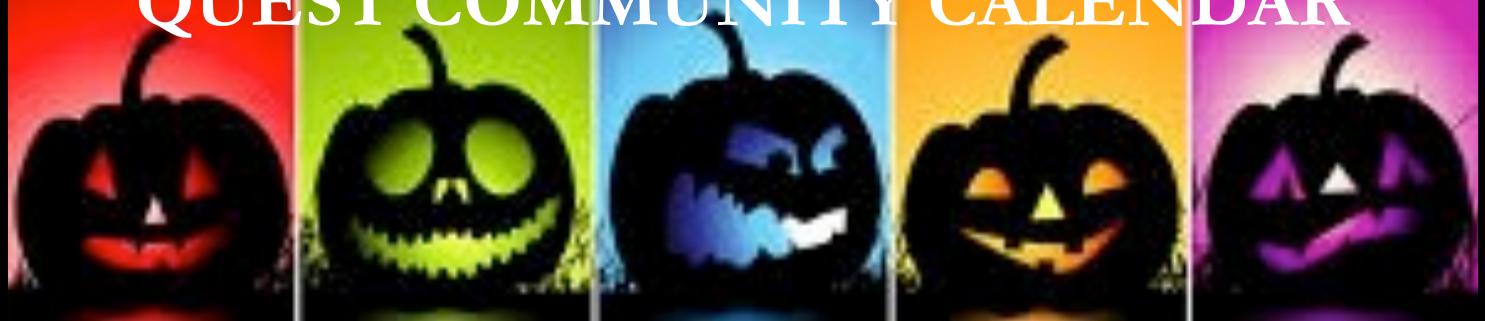


Step 4: Cover and leave it. When turkey is done, transfer to warm platter. Tent with foil & let stand for 20 to 30 minutes. This allows time for the juices at the surface of the bird to distribute evenly throughout the meat.

Step 5: Carve turkey. Eat & Enjoy!

HAPPY THANKSGIVING!

QUEST COMMUNITY CALENDAR



Monday	Tuesday	Wednesday	Thursday	Friday
LEGEND: CAP: Bold Community: Regular OR: Blue Training: <i>Green/Italic</i>			1 Cooking Class 1030	2
5 Jam Session Cooking Class 1030 Drama Class 1300	6 QFF Lite 1015 Music Class: Christmas Carols 1300	7 Tactile Art Class 1015 Multimedia 1300 Bowling 1330 OR?	8 Cooking Class 1030 Bowling 1330	9 Basement Games Tourney 1300
12 Thanksgiving Quest Closed 	13 QFF Lite 1015 Music Class: Christmas Carols 1300	14 Tactile Art Class 1015 Multimedia 1300 OR Games Nite 6pm	15 Cooking Class 1030	16 Capture the Flag 1300
19 Jam Session Cooking Class 1030 Drama Class 1300	20 QFF Lite 1015 Music Class: Christmas Carols 1300	21 Tactile Art Class 1015 Multimedia 1300 Bowling 1330 OR Fear Factor 6pm	22 Cooking Class 1030 LCC mini massages 1-3 CPI Refresher 1700-2100	23 Halloween Decorating Agency Orientation 800-1630
26 Jam Session Cooking Class 1030 Drama Class 1300 Norbridge OR 130 <i>Med Admin 1630-1930</i>	27 QFF Lite 1015 Music Class: Christmas Carols 1300	28 Tactile Art Class 1015 Multimedia 1300 LCC mini massages 1-3 OR Karaoke 6pm <i>Med Admin @ CAP 1300-1600</i>	29 Cooking Class 1030 Bowling 1330	30 