

Quest News

August 2012

Quest Support Services Inc.

Upcoming Training



CPI Training

Recert: Thursday August 9, 12
5:00PM-9:00PM
Full: Saturday August 11, 12
9:00AM-4:00PM

Lift & Transfer & Wheelchair Safety

Tuesday August 14, 12
1:00PM-4:00PM

Abuse Protocol Training

Wednesday August 15, 12
5:30PM-8:30PM
Wednesday September 5, 12
8:30AM-11:45AM

Medication Administration

Tuesday September 11, 12

The August **Team Leader Meeting** will take place on Thursday August 16/12, from 14:00-16:00

Positive Approaches with Matt



In last month's newsletter I focused on the differences between anticipated and unanticipated behaviors, and how we as staff use a general approach to respond to unpredictable behavioral concerns.

Behaviours that occur regularly or that are anticipated, because they've happened before, may be addressed using a Planned Positive Procedure, (depending on the risk). A Planned Positive Procedure is a document that outlines the way in which staff are to respond to a specific behavioural concern. These intervention strategies are based on the philosophy outlined in last month's newsletter, which is that the least restrictive practice that's appropriate for the situation should be used first.

The benefit of a Planned Positive Procedure is that it gives a step-by-step response for staff to follow when addressing the behavior of concern. Having these written steps is designed to breed consistency from one staff to another as the "guess work" of determining how to handle the situation is removed. As the response becomes more consistent, expectations become clearer for the individuals we support, ultimately decreasing the need/desire to engage in the problem behavior.



Congratulations to Sherri Caldicott, winner of two tickets to Cirque du Soleil – Quidam!



Quest BBQ! August 23 Shout Outs

If you have spare microwaves, beds and furniture, please consider a donation to the residential and outreach programs! See Steph to donate.

Thank you to **Jacinda Taylor** for all your hard work at H15 and through the agency!

Thank you to **Christein Wong** for responding to repair issues (water & gas leaks) while on call!

Thank you to **Mike Brosbol & Ben Pancheshen** for taking Sammy to Edmonton for his surgery and making it a successful trip!

Thank you to **Shirley Badura** for all your hard work at H05!

Shout out to **DP** for their effective/organized response to the fire drill when fire department was here!

Special Recognition to **Ernie Berghout** and **Jennifer Chow** for taking time out of their busy schedules to volunteer for the Alberta Summer Games in the food services component of the games!



Kevin's Corner



This month our newsletter is profiling **Irene Harris**. Kevin sat down with Irene and asked her a few questions so we can get to know her better.

K: What are your favorite foods?

I: Chinese Food. Especially ginger beef from the smorgasbord at the Regent.

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

I: I love going to Regina for holidays.

K: What do you like to do for fun?

I: I like to go to the movies at Park Place. Romantic Comedies are my favorite.

K: What is your favorite season and why?

I: I love spring and fall because it's not too hot and it's beautiful outside.

K: If you were stranded on a deserted island and you could only bring one thing and be with one person what would you bring and whom would you want to be stranded with.

I: I'd want my sister Patsy to be there and I'd bring a pineapple.

K: Can you share a joke with us?

Irene: I don't have a joke but if you want to laugh watch Popeye the Sailor Man. That's a funny show.

Kevin: Great answers Irene! Thanks for sharing with us today.



Nunavut Day was a huge success. Thank you to **Shelby Collier & Kevin Chubb** for organizing and executing this wonderful event! The bannock was delicious! Thank you also to the **Nunavut Representatives** for providing us with a wealth of information about Nunavut Day! Our celebrations would not have been as authentic without you!

Whoop Up Days

With Whoop Up Days just around the corner, Quest's Self-Advocacy Group, Voices, is beginning float preparations for the parade. The theme of this year's float will be Quest's Volunteer Involvement in the Community. Voices **invites all** individuals within Quest to come out and get involved with the parade float. Contact Ursula at the CAP for more information!

Voices is putting out a call for candidates for their fall election. Individuals interesting in running for a 2 year position on the board must submit in writing to Ursula 3 reasons why they would like to be elected. This is a great opportunity for individuals to empower themselves within their community!



Open Shifts

Residential Shifts:

Female Staff:

H07 E/O Wknd Live-in Fri 23:00-Sun 23:00
 H07 E/O ½ Wknd Live-in Fri 23:00-Sat 23:00
 H07 E/O Sat & Sun 7:00-15:00
 H07 E/O Sat & Sun 15:00-23:00
 H15 E/O Wknd Live-in Fri 23:00-Sun 17:00

Male Staff:

H06 E/O Sat & Sun 12:00-21:00
 H12 E/O Sat & Sun 13:00-21:00
 H19 Mon-Fri 17:00-21:00
 H19 E/O Sat & Sun 9:00-17:00
 H19 E/O Sat & Sun 17:00-21:00
 H23 E/O Sat & Sun 9:00-21:00

Female or Male Staff:

H02 E/O Sat & Sun 10:00-20:00
 H14 E/O Wknd Live-in Fri 23:00-Sun 23:00
 H21 E/O Sat & Sun 7:00-15:00
 H21 E/O Sat & Sun 15:00-22:00
 H24 E/O Sat & Sun 11:00-23:00
 H24 E/O Sat & Sun 9:00-15:00
 H24 E/O Sat & Sun 15:00-21:00

Team Leader Positions:

H03 Female Mon-Fri 8:00-16:00
 H04 Male Mon-Fri 8:00-16:00
 H37 Male Mon-Fri 8:00-16:00

Outreach Centre

Female or Male Staff:
 Starting in September:
 Mon-Fri 10:00-18:00

Community Access Program:

Male Staff:
 Full-time Mon-Fri 9:00-16:00

Respite

Respite weekends available
 *Please contact Manon

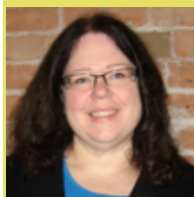
Casual

Claresholm/Nanton area

Did you know...

Alberta Blue Cross offers a confidential Grief Counseling Hotline for staff who are feeling concern or anxiety.

1-800-663-1142



Welcome Jerri-Lynn!!

The ERC welcomes Jerri-Lynn Wilson to our team as the new Residential Staffing Supervisor! Jerri-Lynn is originally from B.C. (Go Canucks!) and comes to us with scheduling experience in the health care field. She is excited to be a part of the Quest team and looks forward to getting to know all of our wonderful staff and individuals.

CAP is collecting the following items for activities. If you are able to donate, please bring the items to Kevin!

- Coffee cans preferably with lids
- 2 Sheets of plywood
- Funny and Clean dress up clothes (including accessories)
- 4 squares of carpet
- 2 liter pop bottles with lids
- 2 blind folds
- Newspapers
- Berry baskets. (not the clear plastic)
- Twist ties
- Plastic yogurt/sour cream containers. (bigger sizes)
- Paper towel tubes
- Shoe boxes with lids
- Old lego collections
- Cereal boxes
- Egg cartons
- Old maps that can be cut up.
- Glass bottles with screw tops
- Glass jars
- Plastic grocery bags



Employee Resource Centre

September Wage Changes: FINAL REMINDER!

As per our new Payroll Policy (Policy No. GE-10), **all staff who have not met file requirements as of September 1st, 2012 will see a pay reduction to the starting wage of their current position.** Reminder letters were sent out with the July 31, 12 pay. Please see the policy or contact the ERC for more information.

Fall Availability

At this time the ERC is requesting that all staff take some time to visit the front desk to fill out a fall availability form. If you have a permanent shift that you are unable to continue come September, you must fill out the new availability form, **AND** contact the ERC no later than August 15th, 2012.

Shout Out!

Brandon Hansen

Brandon Hansen is a recent summer hire for Quest and will be primarily working within the Community Access Program over July and August. Brandon brings with him various experiences from within the disabilities field, and was the recipient of the California State Legislative Service Above Self Award in 2006 for work done with individuals with developmental disabilities. Come September Brandon will be returning to the University of Montana Western where he is double majoring in History and Global Politics.

Employee File Statistics

The ERC has increased its focus on ensuring all employees are maintaining an up to date file. The following is a comparison of statistics from April to July:

File Requirements	April 2012	July 2012
Complete Files	22%	30%
Med Admin	65%	74%
Abuse Protocol	60%	65%
CPI	70%	75%
First Aid	62%	68%
Criminal Record Check	80%	83%
IRC	62%	74%

Thank you to all staff who currently have an up to date employee file!

Community Access Program

Monday	Tuesday	Wednesday	Thursday	Friday
		1 Adopt A Park Chinook OR Swim Night @ Henderson 6:30	2 Swimming 1300	3 Adopt A Park Chinook
6	7	8	9	10
Holiday Quest Closed	Crafts 10:15: Starry Night Boxes Swimming 1300 Walking Club 1300	Adopt A Park Chinook OR Craft Night @ Day Program 6:30	Swimming 1300 Holiday Bowl 1330	Pancake Breakfast 9am Day Program Adopt A Park Chinook
13	14	15	16	17
Computer Updates: Anne's Pod Swimming 1300	Crafts 10:15: Group Painting Swimming 1300 Walking Club 1300	Adopt A Park Chinook QFF Lite @ Day Program 1300 OR Scavenger Hunt @ Helen Schuler 7:00	Swimming 1300	Adopt A Park Chinook Holiday Bowl 1330
20	21	22	23	24
Computer Updates: Stu's Pod Swimming 1300 Pride Movie Day 1300	Whoop Up Days Parade 10:00 Swimming 1300 Walking Club 1300	Adopt A Park Chinook FIRE DEPT TOUR #2 1300 OR Swim Night @ Henderson 6:30	Quest BBQ at Lloyd Nolan Park All Day	Adopt A Park Chinook Whoop Up Days
27	28	29	30	31
Computer Updates: Deb's Pod Swimming 1300	Swimming 1300 Walking Club 1300	Adopt A Park Chinook OR End of Summer Party @ Day Program 6:30	CAP Birthday Cake 1230 Swimming 1300	Adopt A Park Chinook

"The richest man is not he who has the most, but he who needs the least."

-Unknown

"Courage is not the absence of fear, but rather the judgment that something else is more important than fear"

-Ambrose Redmoon

"Everyone is a genius at least once a year. The real geniuses simply have their bright ideas closer together."

-Georg Christoph Lichtenberg

Bold means all individuals at Quest are invited to participate. OR = Outreach organized events

Camp Quest

The Camp Quest Car Wash was a Success!

On Friday July 13, 12 the Kids of Camp Quest had a Charity Car Wash at Gas King (5th Avenue North Location). We raised over \$200 for our trip to the Telus Science Centre in Calgary! Thank you Gas King for your support of our kids programming!



The Camp Quest Garage Sale was also a great Success!

On Tuesday July 24, 12 the Kids of Camp Quest held a Garage Sale here at Quest headquarters. Over \$150 was raised and will go towards the Telus Science Centre Trip! Thank you to everyone who contributed donations!

Quest Work Search – Submit completed puzzles to Steph for the chance to win a \$25 gift card to Coco Pazzos

G N I I P K S H D T W C A L A W A Y P A R K E P L
R E K R O W E C I V R E S Y T I L I B A S I D E A
N V C U P A R A D E L Y O Y G S G S Y U I D I L I
R E M M U S S E C C A Y T I N U M M O C Q S U O T
B L U C E T D R L D I E B T I O A A L N M P G E K
E F I I W U M T P K T T I C M C U E B L C R Y N E
C S L C S N U U O H N O L E M R E T A W Q O T E N
D N A O B V P O L O E I C E I S E R S U A G I E S
T B E M A O Z N I T D Y R E W P I C E O P R V V O
A F P N O T P E C D I E C P S I O S B A E A I A P
M E U H A O S M Y O S V U A S D T I A P V M T E E
K N W N Y T S S A G E N C Y B B Q R L A R M C L L
I R E B C P Y N C I R Q U E D U S O L E I L A Q S

Quest	Parade	Program	Fun	Watermelon	Calaway
Agency	Disability	Swimming	Sprinkler	Nunavut	Park
BBQ	Service	Float	Cirque Du	Residential	Outreach
Community	Worker	Baseball	Soleil	Whoop Up	
Access	PSS	Activity	Policy	Days	
Summer	Kids	Guide	Hot Dog	Zoo	