

# November News



This year Quest marked its 20<sup>th</sup> anniversary providing supports to people with disabilities. In celebration, a new logo was created and will quickly start appearing throughout the Agency in the coming months. Our new logo symbolizes the experiences we have shared with others during our 20-year journey. We hope you like it!

Our Mission: To provide quality services which enhance the lives of people with disabilities.

## Ugly Sweater Christmas Party!

We are overly excited to announce that we will be hosting an employee Christmas party this year! Here's the scoop:

Ugly Sweater Christmas Social  
November 29<sup>th</sup>, 2013 7pm-12am  
Galt Museum & Archives: Viewing Gallery  
\$5 per ticket, one guest per employee

Hors d'oeuvres & drinks served all evening  
Live Music: Moon Dancer  
Hourly draws for prizes  
Toonie Bar

Tickets on sale until November 15<sup>th</sup>. Ugly sweater optional! Whether you're a veteran at Quest or new to our team, you are sure to have fun!

Abuse Protocol  
November 14 13:00-16:00

Medication  
Administration  
November 19  
16:30-20:30

Crisis Prevention  
Intervention  
Full Course  
November 16 9:00-16:00  
Refresher Course  
November 14 17:00-21:00

Lifting, Transferring &  
Wheelchair Safety  
November 21  
18:00-21:00  
\*Wear proper  
footwear: Closed toe  
and heel, no high  
heels

## Creating Excellence Together (CET)

The last week of November might be busier than usual at Quest as the Agency will be undergoing our 3-year Accreditation Review titled Creating Excellence Together. Two Surveyors will be on site November 25th to 28th so don't be surprised to potentially see some unfamiliar faces walking around Quest. Feel free to say 'Hello' and greet them as they are here to learn about our Agency and ensure we are providing a quality service! Also be aware that all other Agency meetings will be postponed as boardrooms throughout this week will be booked and utilized by both surveyors, various management team members and also the 5 randomly chosen individuals who have agreed to participate in the review!



The following staff are celebrating anniversaries this year between June and October. Thank you so much for your dedication to the Agency and for all the excellent supports you provide.

Rene Jacob – 17 years  
 Anne Watson – 14 years  
 Amy Robinson – 14 years  
 Brandon Fletcher – 13 years  
 Matt Olson – 13 years  
 Pat Robinson – 13 years  
 Dale Holtman – 12 years  
 Bob Coulter – 12 years  
 Jana Lippa – 12 years  
 Cory Trombley – 11 years  
 Ursula Drover – 11 years  
 Darla Mohan – 10 years  
 Trevor Gilbert – 10 years  
 Shane Johnson – 10 years  
 Tony Uher – 10 years  
 Penelope Freshwood – 7 years  
 Naomi Guenther – 7 years  
 Violetta Tetzlaff – 7 years  
 Brian Lally – 7 years  
 Michael Brosbol – 7 years  
 Devin Mohan – 6 years  
 Stephanie Smith – 6 years  
 Darla Hughes – 5 years  
 Jeff Johnson – 5 years  
 Jimmy Tablan – 5 years  
 Tom Lanier – 4 years  
 Lisa Boyden – 4 years

Spencer Dardon – 4 years  
 Shane Horton – 3 years  
 Will Kellett – 3 years  
 Darren Majeran – 3 years  
 Michele Currie – 3 years  
 Will Holmes – 3 years  
 James Caldwell – 3 years  
 Miki Saito – 3 years  
 Amina Mburugu – 2 years  
 Raul Romero – 2 years  
 Tammy Bisgaard – 2 years  
 Erick Agustin – 2 years  
 Ken McLean – 2 years  
 Alex Espindola – 2 years  
 Robbie Ward – 2 years  
 Elise Lakwanki – 2 years  
 Lana Bulger – 2 years  
 Tim Clothier – 2 years  
 Cameron Munroe – 2 years  
 Brandie Smith – 2 years  
 Susan Roberts – 2 years  
 Mike Leavitt – 2 years  
 Deric Morgan – 2 years  
 Ryan Pollard – 2 years  
 Krisztina Novak – 2 years  
 Sam Barry – 2 years  
 Kevin Olmsted – 2 years

Katie Budda-Binder – 2 years  
 Tom Virag – 1 year  
 Victoria Seaker – 1 year  
 Denille Tizzard – 1 year  
 Amy Span – 1 year  
 Chad Reeder – 1 year  
 Vern Geddes – 1 year  
 Sarah Alexander – 1 year  
 Josh Zoeteman – 1 year  
 Bailey Mullen – 1 year  
 Kelsey Austin – 1 year  
 Shem Thiongo – 1 year  
 Ian MacMillan – 1 year  
 Celest Oduge – 1 year  
 Isaac Amokwandoh – 1 year  
 Gary Klassen – 1 year  
 Whitney Rosborough – 1 year  
 Jessica Coupe – 1 year  
 Leesha Tiemstra – 1 year  
 Al Co – 1 year  
 Christina McKenzie – 1 year  
 Nicole Vingo – 1 year  
 Abdou Makalo – 1 year  
 Brandy Old – 1 year  
 Brianna Keating – 1 year  
 Arielle Clemens – 1 year



## A Note from Matt Associate Director of Behavior Management

My name is Matt and I'm the Associate Director of Behavior Management. My job is to develop programs and protocols that address specific behaviors of concern. Maybe you work with someone who displays inappropriate behaviors, or you're not sure if the behaviors you're seeing are note worthy. Maybe you have ideas that you think will help reduce behavior or improve interventions. Or you're new to the agency and you are unclear about the differences between positive and restrictive interventions. If you have any questions or concerns about behavior or behavioral interventions, feel free to contact me directly by calling the front desk and asking for me by name.



## A Note About Holiday Staffing

The holiday season is fast approaching, and the ERC is working diligently to ensure that all supported individuals have appropriate staff during this time of high employee absenteeism! All Time Off Requests are reviewed and the following factors will be considered when approving time off:

1. When the time off request was submitted
2. Years with the company
3. How much time the employee has taken off throughout the year
4. Performance
5. The ERC's ability to cover the requested time off

**ALL time off requests for December 16, 2013 - January 3rd, 2014**

**MUST be submitted by November 29, 2013 at the latest.** All requests submitted after November 29, 2013 will be **DENIED**.

If you have any questions or concerns, please contact Jen or Ashley in the Employee Resource Centre.



## Respite Openings *To apply, contact Jen or Michele*

RESP-01: Looking for a couple or a male to provide respite weekend support for a young adult male. The male individual is very independent, likes to keep active and live a healthy lifestyle. Behavior programming is in place for this individual. Respite payout is \$300.00 per weekend, and respite is for two weekends per month.

RESP-02: Two weekends of 48-hour respite supports for a young adult male who is fully ambulatory, but does have some behavior issues and does have a supported behavior plan in place to assist when this individual is having a hard time. Looking for a male or couple (with no young children) to provide supports. The ability to cue and redirect is important with the program planning of this individual. Respite payout is \$700.00 per weekend, and respite is for two weekends per month.

RESP-03: Looking for a female staff or couple to provide respite weekend support for a female individual that is in her mid-twenties. This individual has a healthy lifestyle, and likes to keep busy. Respite payout is TBA per weekend, and respite is for two weekends per month.

RESP-04: Looking for a mature, patient couple to provide respite supports for a 10-year old energetic boy. There are two weekends of 48-hour respite per month available. Payout is \$200.00-\$250.00 per weekend.

## Open Shifts

### Female Shifts

H05 Mon-Fri 16:00-23:00 \*First Aid  
H15 E/O Wknd Live In 23:00Fri-23:00Sat \*CPI  
H15 E/O Wknd Live In 23:00-Sat-17:00Sun \*CPI  
H18 ONs Sun-Thurs 20:45-9:00 \*CPI  
H18 E/O Wknd Live In 20:45Sat-21:00Sun \*CPI  
H26 Supports Mon-Fri 17:00-21:30  
H26 E/O Wknd Support Sat & Sun 10:00-21:30

### Male Shifts

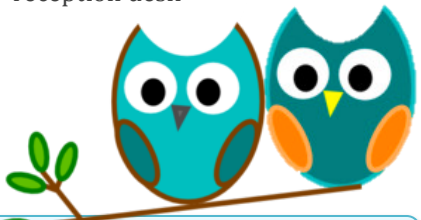
H06 Mon-Fri 15:00-22:00- \*CPI  
H17 1 Live in per mnth 23:00Fri-23:00Sun \*CPI  
H20 Mon-Fri 9:00-16:00 \*CPI  
H20 Mon-Fri 16:00-21:00 \*CPI  
H29 Mon-Fri 17:00-23:00 \*CPI  
H29 Mon-Fri 15:30-23:00 Temp \*CPI  
H29 E/O Wknd Support Sat & Sun 11:00-23:00 \*CPI

### Male or Female Shifts

H14 Mon-Fri 15:30-23:00 \*L&T, Vehicle  
H14 ONs Sun-Thurs 23:00-9:00 Temp

### \*L&T

H24 E/O Wknd Support Sat & Sun 9:00-21:00 \*First Aid, CPI  
H25 1 Wknd/Mnth Supports Sat & Sun 15:00-22:00 \*L&T  
H28 Mon-Fri 8:00-16:00 Temp \*CPI  
*\*For Team Leader openings, please see the ERC board at the front reception desk*



## Bed Bugs: FYI

Although the saying "Sleep tight, don't let the bed bugs bite" might be a cute way to tuck someone in, it has become a reality. Bed bug infestations have increased in Alberta and have become a growing concern.

Bed bugs are great hitchhikers and travel by latching onto fabric such as luggage, blankets, second hand furniture and clothing. Although bed bugs have nothing to do with cleanliness they are more likely to occur if there is clutter, so tidy up!

Since Quest locations have numerous people coming and going, we have an increased exposure to this pesky bug. Over the next few months Quest Support Services will be implementing a Bed Bug Prevention System.

This system will include:

- Vinyl zippered mattress covers provided and required on all staff beds
- Routine cleaning and vacuuming of mattresses and mattress covers
- Routine bed bug checks

If bed bugs are suspected to be at any house, staff is expected to contact their house Supervisor or On-Call immediately.

We also strongly advise that all individuals take the proper steps to prevent bed bugs and purchase a vinyl zippered bed cover for their own personal bed. Although these covers will not eliminate the problem they do reduce the likelihood of a bed bug infestation. Quest will be calling each of you to review this option.



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## Residential Substance Use

Policy AR-03 states that Quest Support Services Inc. upholds the rights of adult individuals to use alcohol if they choose to; however, individual use of alcohol must meet the criteria listed below if it is deemed to involve a health or behavioral concern by a specialist/physician and/or guardian, for that individual.

If an individual wishes to have alcoholic beverages/liquor within a home staffed by Quest, the following must occur prior to the Agency approving the individual's request:

- Receive written consent from the Guardian
- Individual's general physician and/or specialist must determine that there are not any health related issues for the Individual to consume alcohol
- Individual's supervisor will come up with an allotment schedule as per direction from physician/specialist/Guardian
- Any remaining amounts of alcohol will be stored by staff as per approved restrictive procedures/policies
- The individual must be 18 years or older

When staff is aware of an Individual having alcohol within his/her home and he/she is not approved to do so, staff must inform their direct supervisor (or if after hours contact on-call personnel). Please note: Staff should not attempt to confiscate or dispose of an individual's alcohol without having a secondary staff present.

If staff should encounter an individual that is intoxicated while in a Quest residence, staff must contact their direct supervisor for direction and an Incident Report must be written and submitted within 24 hours.





## Fall Recipe



### CHICKEN BARLEY SOUP

#### Ingredients

- 2-3 lb** Broiler-fryer chicken
- 2 L** Water
- ½ cup** Carrots
- 1 cup** Celery
- ½ cup** Pot barley or barley flakes
- ½ cup** Onion
- ½ tsp** Sage
- 1** Bay leaf
- ½ tsp** Poultry seasoning, reduced salt
- ½ tsp** Pepper
- 1** Chicken bouillon cube, reduced salt (optional)

#### How to Cook

1. In a large pot, cook the chicken in water until tender.
2. Remove chicken from the water and allow to cool. Once the broth has cooled, skim the fat off the top.
3. Return to heat.
4. Bone the chicken and cut the meat into bite-size pieces; return to the pot and add all of the remaining ingredients.
5. Simmer, covered, for at least 1 hour or until vegetables and barley are tender.
6. Remove bay leaf and adjust seasoning if required.

### Abuse Prevention

Kevin will be hosting an Abuse Prevention course for Individuals on **November 13<sup>th</sup> @ 1pm**. This is a class designed to teach people how to: prevent, spot, and report abuse. Call Kevin to sign up today!



Quest would like to extend a warm welcome to Curtis Hainsworth, Supervisor of CAP!

## Getting into the Holiday Spirit

With the winter/holiday season approaching quickly, please take a moment to sit down as a team and find out what kinds of activities you can partake in or host over the next couple of months. Hosting potlucks, movie nights, sing-a-long's, coffee dates, or tobogganing with friends and family are some of the ideas that come to mind. Setting up activities that you love will boost your spirits and create cherished memories with the ones you love.

Put aside time to chat with the individual(s) that you support and ask them what kinds of items they want or need to put on their holiday wish list. If the house you work in requires items, mark them down on the house wish list. No ideas? Contact family for their input as they may have numerous ideas to help out. Keep in mind that depending on the individual's personal budget, it may take time to save for the items requested.

Please ensure that when you are handing in receipts they are labeled with the individual's name or house number. When you receive a check for a request for funds, this money does not go into daily comforts. Instead, it goes onto a separate money signing sheet to be handed in to Jana. Thank you for helping us keep Individual finances in order!

## News from the Residential Team

Please be prepared for winter. Ensure houses are equipped with all necessities: snow shovels, sidewalk salt etc. It is recommended that staff carry an extra blanket or coat in their vehicle while transporting individuals as a precaution. Individuals should be encouraged to wear mitts, toques, boots, etc., on chilly days. If you notice that someone does not have adequate winter clothing, or that clothing is no longer in good condition, please develop a list of needed items with the person you support. This list should be handed in to the House Supervisor who can direct it to the Individual's trustee! Remember, summer gear can be stored as the winter gear comes out!



Monday	Tuesday	Wednesday	Thursday	Friday
	<b>Water Worlds Tues-Friday 1-4 at Helen Schuler</b>	<b>Who has skates!!! *Double Check times subject to change</b>		1 Adopt A Park Chinook Free Public Skate at Civic 2:00Pm*
4 Jam Session Bowling 1030 Swimming 1300 Employment Meetings 1300	5 <b>QFF Life 10:00</b> Swimming 1300 Walking Club 1300 <b>Music: Singing 1300</b>	6 Adopt A Park Chinook <b>OR Swim N.S Pool 630</b>	7 <b>Cooking Class 10:30</b> Opokaa'sin 1330	8 Art and Pottery Sale: Westminster Hall All day Free Public Skate at Civic 2:00Pm*
11 <b>Remembrance Day CAP Closed</b>	12 <b>QFF Life 10:00</b> <b>LCC Massages: 10:15</b> Swimming 1300 Walking Club 1300 <b>Music: Singing 1300</b>	13 Adopt A Park Chinook <b>OR Wii Games 7pm</b>	14 <b>Cooking Class 10:30</b> Bowling 1330 Swimming 1300	15 Adopt A Park Chinook Christmas Craft Sale LSCO 930-330 Free Public Skate at Civic 2:00Pm*
18 Bowling 1030 Swimming 1300 Employment 1300 Norbridge OR 1330	19 <b>QFF Life 10:00</b> Swimming 1300 Walking Club 1300 <b>Music: Singing 1300</b>	20 Adopt A Park Chinook <b>OR Crafts and Movie 630</b>	21 <b>Cooking Class 10:30</b> Swimming 1300 Opokaa'sin 1330	22 Adopt A Park Chinook Free Public Skate at Civic 2:00Pm*
25 Jam Session Swimming 1300 Holiday Bowl 1330 Employment Meetings 1300	26 <b>QFF Life 10:00</b> Swimming 1300 Walking Club 1300 <b>Music: Singing 1300</b>	27 Adopt A Park Chinook <b>OR Bingo Night 7pm</b>	28 <b>Cooking Class 10:30</b> Bowling 1330 Swimming 1300	29 Adopt A Park Chinook <b>Big Christmas Trade Show 1-8 Exhibition \$2</b> Free Public Skate at Civic 2:00Pm*

\*If you have any questions about OR activities, please call 331-0159 or 308-3952

## Dan Logan & the Job Hunt

An exclusive interview

**Kevin:** So Dan, where have you worked in the past?

**Dan:** I've worked with Quest and Peak Lawn Care. I've also worked with the Sun Times delivering flyers. I actually just started a route delivering flyers with them. I have also volunteered at the Air Show, Petcetera and with the Special Olympics.

**Kevin:** Where have you applied at and where would you like to work?

**Dan:** I've applied at EB Games and Wal-Mart.

**Kevin:** If you could have any job in the world where would you work and what would you do?

**Dan:** I would be manager for the Toronto Blue Jays Baseball Club.

**Kevin:** Excellent! So who would you hire for your assistant coaches?

**Dan:** Well I would want someone that knows a lot about baseball. Probably Kevin Chubb and Matt Olson.

**Kevin:** Well I'm flattered but two red



heads sounds a little risky. What do you think makes a good baseball manager?

**Dan:** Being able to see what you have as a team. Knowing how to motivate your team and also knowing what your team likes and dislikes. You have to display a positive attitude as well.

**Kevin:** Good answer Dan. So why do you think having a job is important?

**Dan:** It's important because it helps you know how the world works. It gives you a chance to build independence and learn new skills. If you don't have a job you don't really ever learn anything new.

**Kevin:** Thanks for talking with me today Dan. Good luck with your new flyer route and looking for jobs.

