

# Quest News

November 2014

## Wage Increases: Update as Promised

Last month we announced the Alberta Government's commitment to improving wages in the disability sector. As promised, we want to keep everyone in the Quest community up to speed on where this is at and what impacts it will have on Quest employees. As of this month, we have received confirmation that funds are being worked on, however we have not received any increases thus far. The agency will continue to post updates on this on the quest website: [www.questsupport.com](http://www.questsupport.com). You may also look for updates on the Person's with Developmental Disabilities website: [www.humanservices.alberta.ca](http://www.humanservices.alberta.ca).

The agency will continue to work on a strategic plan to provide the best supports possible. The following trends have been identified by various members of the team and are being considered as we move forward:

- Complex needs wages need to be revisited in order to get consistency and stability in these positions.
- We need to continue aligning all support homes & respite wages on a scale to provide consistency to care providers.
- Provide increases to all employees who are performing in line with the agency's mission and vision and excelling in their position.
- Provide increases to employees who maintain employee files.
- Continue to strive to recognize education and promote education in the disability sector.

If you have questions about your employee file we encourage you to contact a member of the Employee Resource Center as soon as possible. Employee files must be up to date in order to receive this increase. We are equally excited to see these wage increases roll out and will move as quickly as possible once the funds arrive. Stay tuned!



Daylight Savings Time

November 2, 2014

**\*\*Move your clock back an hour\*\***

## November Training

CPI Refresher November 6<sup>th</sup>  
17:00-20:00

CPI Full Course November 8<sup>th</sup>  
9:00-16:00

Medication Administration  
November 26<sup>th</sup> 16:30-19:30

Abuse Protocol November 19<sup>th</sup>  
19:00-20:00

Lift & Transfer November 19<sup>th</sup>  
13:00-16:00

## PUMPKIN CHALLENGE

Thank-you to everyone who came out and participated, we were happy to see so many creatively carved pumpkins. Judge Mike & Judge Kristine congratulated the following winners with \$50 gift cards:

Most Creative: 1<sup>st</sup> Place House 24

Scariest: 1<sup>st</sup> Place Donna

Pop Icon: 1<sup>st</sup> Place Nancy

Most Intricate: 1<sup>st</sup> Place Katelyn, Larry, Charlie & Mark



Please cut this out and post it for future reference

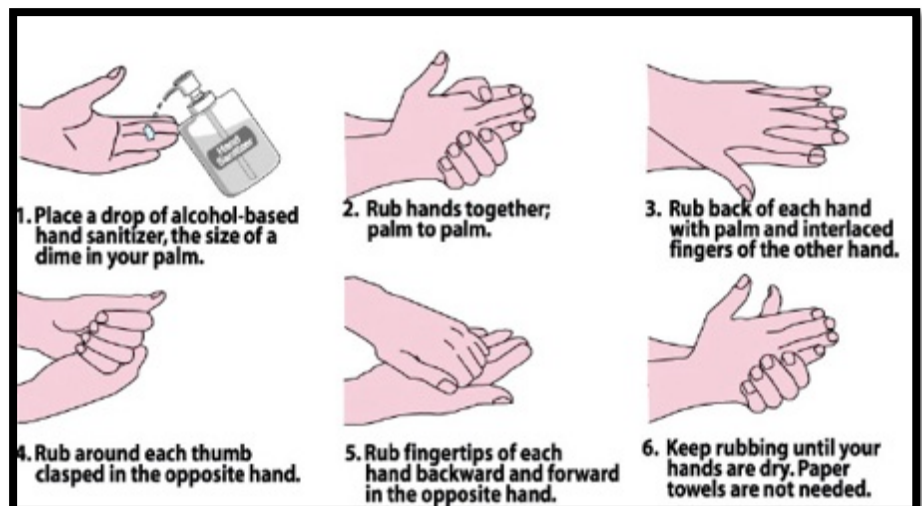
## Proper Hand Washing Techniques

Always wash your hands ...

- After using the toilet
- After changing a diaper + Wash the diaper-wearer's hands, too
- After touching animals or animal waste
- Before and after preparing food, especially before and immediately after handling raw meat, poultry or fish
- Before eating
- After blowing your nose
- After coughing or sneezing into your hands
- Before and after treating wounds or cuts
- Before and after touching a sick or injured person
- After handling garbage
- Before inserting or removing contact lenses



## Proper Use of an Alcohol-Based Hand Sanitizer



# Department Goals: 6-Month Report

*Our mission statement reads as follows: provide quality services, which enhance the lives of people with disabilities. In order to do this, we must continue to look at ways at improving the supports we provide. Each year departments within the organization set goals with the improved services in mind. We are sitting at our ½ waypoint, so we thought we would update you on this journey.*

## Employee Resource Center: Reduce Turnover

Turnover from April 2013— September 2013: 22.3%

Turnover from April 2014— September 2014: 23.3%

Since April 1, 2014, the ERC has hired 90 new staff to assist with the new intakes, and alleviate the gap left from 72 staff leaving the agency during the same time frame.

As you can see from the above numbers, our turnover from last year at this time and this year is fairly consistent. Last summer we saw a wage increase for DSWI staff from \$12.50 to \$14.00 per hour. The ERC had hoped that higher wages would lead to a decrease in turnover. From the data collected, the increase in wages has not had a direct impact on our turnover. For this reason, the ERC is looking into alternate strategies to help retain employees.

In order to gain information on why people are leaving, the ERC has completed 32 Exit surveys since April 2014. We are planning on using this data to find common trends on why people decide to end their employment, so the agency can work to improve on some of the areas of concern.

## Employee Resource Center: Improve Training Practices

The following tasks were completed during the first 6-months of this goal:

- NEW Agency Orientation with increased focus on staff and individual safety
- NEW Lift and Transfer course
- NEW Emergency First Aid course taught internally
- NEW Positive Behavior Supports training
- Hired external trainer for Mental Health First Aid courses for Quest staff

## Health & Safety: Implement Agency-wide Safety Program

The Joint Health and Safety Committee have been holding regular monthly meetings since March 2014 and have provided recommendations and feedback. A Health and Safety portion has been added to our agency orientation that includes policy awareness and Back Safety (Level 1). The agency has also reached a record of 183 days without a time loss accident, a number that we are striving to increase. For the next 5 months the department will be focusing on agency safety awareness, WHMIS, and food preparation. Please do your part and report any safety concerns immediately!

## Residential: Be A Good Neighbor

The Residential Team has been making strides this year to improve relationships with community neighbors. This has started with the monthly newsletter tips on how to improve relationships and moved on-site to improving our yard care. What have we noticed? For starters, much nicer yards free of debris, junk & old furniture. As well, we can happily report that we have not received any City or community complaints regarding yard conditions in the past 3 months! We welcome any suggestions, stories or conversations about positive neighborhood relationships. We are enthusiastic about what we can accomplish in the next 5 months.

**IF IT DOESN'T CHALLENGE YOU,  
IT DOESN'T CHANGE YOU**

# Department Goals: 6-Month Report Continued...

## Community Access Program: Increase Employment Skills

The Community Access Team has made "employee readiness" a key focus over the past 6 months. The key components of this have included: employment prep classes monthly which assists people with resume writing & interview skills which has resulted in an increase in employment outcomes from 8.1% last month to 11.4% this month.

## Community Access Program: Increase the Community's Awareness of CAP

When reflecting on this goal monthly, it has been noted that it has not been a focal point of the Community Access Program this year. The program has continued with regular initiatives such as pancake breakfasts, a float in the parade, volunteerism, however no new initiative have been reported. This goal is under review 😊

## Outreach Services: Educate our Employees

Monthly team meetings have been held and have proved to be an effective means of reaching this goal. These staff sessions are built on the premise of knowledge how can we improve what we do? We seek out solutions on how to get people connected or reconnected to community resources and focus on a community-based approach. We also spend time looking at "teachable moments" like how to complete documents, review policies and gain information on the people we support. So far we are 6 for 6, we have had excellent attendance at these meets!

## Behavior Management: Improve Training on Behavior Management for Supported Individuals

The behavior management department has attended house meetings and provided staff training on new behavior strategies, as well as revised programs. Additional meetings have also been scheduled with staff to discuss strategies in place and improve overall staff awareness of intervention strategies. In many cases the individual being supported has been a part of these meetings. In the coming months, greater focus will be paid to building capacity within the management team to provide training to staff and plain language training to the individual's we support.

## Support Home & Respite: Awareness of Right & Responsibilities

When we set this goal at the beginning of the year we felt that it was very important that staff and individuals who are residing together understand Rights & Responsibilities. At each home visit and/or team meeting, 1 right and 1 responsibility is reviewed, challenged and discussed. Here's what we've covered:

Right	Responsibility
I have the right to have my individuality respected and to have choice of food, shelter and clothing.	I can make choices as long as they do not hurt others. If I have a guardian, they will help to make sure my choices don't hurt the people involved, including myself.
I have the right to privacy.	I can choose to close my door to my room and not have others in my space. My guardian and caregiver will help to make sure I am safe in my own space.
I have the right to freedom of thought, belief, opinion, and expression.	I can express myself in any way I choose but I will have to accept the consequences if those expressions hurt or offend others.



## *Remembrance Day November 11<sup>th</sup>, 2014.*

*Each year, in November, hundreds of ceremonies & events take place across the country to commemorate Remembrance Day. These are opportunities for Canadians to recognize the contribution our veterans have made & to honor those who have made the ultimate sacrifice on behalf of Canada. Wear a poppy to remember & honor our veterans.*



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# Behavior Management

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## Decreasing Behavior Through Improving Self-Confidence

Imagine for a moment a situation that you've been in where you felt nervous, anxious, or stressed. Everything goes as planned. In fact, everything goes better than planned and you feel less stress, less anxiety, and more confident. Now imagine the same situation, but this time things don't go well. You make a mistake, or you say the wrong thing and you end up embarrassing yourself. The result is that your anxiety increases, your stress increases and you feel less confident. If you struggle with controlling your behavior, you might even act out.

Managing stress and building confidence is a key component in decreasing behavior and improving outcomes. Building confidence can be a matter of having short experiences with a successful result. Often we try to do too much, or have success too fast. Sometimes having a successful activity doesn't involve participation at all. For example, if you want to go swimming and you're nervous about the pool, maybe the first step is to pull into the parking lot at the pool and then go home. Keep it short. Keep it successful. The next time, maybe you get out of the car and stand in the pool parking lot. As you do this a few times and things go well, you build success and confidence and decrease behavior.

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## A Few Little Seasonal Reminders

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### Monthly Stretch



Chair Upper Body Stretch

- 1) Sit on the edge of a chair, gripping the back of it.
- 2) Straighten your arms, keeping your back straight, and pull your upper body forward so you feel a stretch. Hold for 20-30 seconds.

Main Muscle: Shoulders

### Employees:

Book time off by November 28<sup>th</sup> for December 15<sup>th</sup>—January 5<sup>th</sup>. Any late requests will be denied.

Please contact a member of the Employee Resource Team if you would like more holiday hours!

If your availability is changing, please let the Employee Resource Team know as soon as possible.

### Individual Care Reminders:

Plan ahead for the holiday season! Speak to family & friends about holiday plans:

Are you having people over?

Are you going away with family or friends?

Do you need to save extra money in order to plan for presents or holiday meals and celebrations?

### A Few Steps to Avoid Colds & Flu:

- 1) Keep warm— wear layers to avoid shivering at any point in the day
- 2) Wash your hands— an easy solution to avoiding germs during flu season
- 3) Watch the weather - plan inside activities for the really cold & snowy days.
- 4) Avoid crowds when you're sick— don't make it easy for germs to travel
- 5) Drink plenty of water - drink 8 glasses of water a day to help stay healthy
- 6) Sleep soundly - lack of sleep can make us more prone to infection & illness
- 7) Keep on moving - Regular exercise helps us fight off cold and flu symptoms
- 8) Take vitamins - Speak to your doctor/pharmacist to see which vitamins are safe for you

# CELEBRATE



## "Shout Outs"

Thomas E: thank-you for your awesome work ethic, wicked flexibility and cheerful attitude. ~ Devin & Shane

Kyle A: thank-you for your tenacity at the Outreach Center. It is great to see you developing great rapport. ~Jen

Melissa Clarke: welcome to the management team! Your positive attitude when facing a challenge is great to see! ~ Darla

Caley O: thank-you for being so flexible and helping the ERC team out when we need it. ~ Ashley

Residential Team: awesome job for working as a collective to keep things running while so many changes are taking place. ~ Shelby

## Happy Anniversary!

The following employees are celebrating anniversaries this year between August & November. Thank you for your dedication to the Agency and for the excellent support you provide.

Dan Phillips 11 years	Brenda Clark 10 years	Darren Majeran 4 years	Josh Zoteman 2 years	Darcelle Brown Weasel 1 year	Midodzi Gavi 1 year
Rene Jacob 18 years	Violetta Tetzlaff 8 years	Michele Currie 4 years	Kelsey Austin 2 years	Brittainy Byam 1 year	Andrew Hall 1 year
Clancey Page 17 years	Brian Lally 8 years	James Caldwell 4 years	Ian MacMillan 2 years	Iris Durack 1 year	Ty Awoderu 1 year
Anne Watson 15 years	Michael Brosbol 8 years	Amina Mburugu 4 years	Celest Oduge 2 years	Jeannie Strong 1 year	Anna Boyce 1 year
Matt Olson 14 years	Connie Knoblick 8 years	Elise Lakwanki 3 years	Isaac Amokwandoh 2 years	Christina Gesinghaus 1 year	Rob Tran 1 year
Cindy Reynolds 14 years	Devin Mohan 7 years	Robbie Ward 3 years	Gary Klassen 2 years	Rebeca Klassen 1 year	DK Anokye 1 year
Bob Coulter 13 years	Stephanie Smith 7 years	Brandie Smith 3 years	Al Co 2 years	Marius Ngetich 1 year	Cam Brucker 1 year
Janna Lippa 13 years	Darla Hughes 6 years	Mike Leavitt 3 years	Nicole Vingo 2 years	Glenda Reddaway 1 year	Dylan Wlash 1 year
Cory Trombley 12 years	Jeff Johnson 6 years	Ryan Pollard 3 years	Brianna Keating 2 years	Jenna Snedden 1 year	Kellie Mattice 1 year
Ursula Drover 12 years	Jimmy Tablan 6 years	Kevin Olmsted 3 years	Abdou Makalo 2 years	Chrisandra Thompson 1 year	Greg Inneson 1 year
Betty Lou Riewe 12 years	Lisa Bouden 5 years	Katie Budda-Binder 3 years	Arielle Clemens 2 years	Hem Timsina 1 year	Chris Janzen 1 year
Debbie Iwaasa 12 years	Spencer Dardon 5 years	Linda Rombs 3 years	Nrip Rizal 2 years	Patrick Crosschild 1 year	Joseph Lok 1 year
Shane Johnson 11 years	Tom Lanier 5 years	Vern Geddes 2 years	Brauden Sharp-Chrunik 2 years	Curtis Hainsworth 1 year	Anna Motsyk 1 year
Tony Uher 11 years	Miki Saito 4 years	Chad Reeder 2 years	Dennis Adema 1 year	Nelson Suarez 1 year	Reed Parsons 1 year
					Albert Peralta 1 year

### A Special "Thank-you":

Congratulations Robyn Scarfe on 12 years of service at Quest. We have been fortunate over these years to get to know Robyn and watch her grow and contribute to the disability sector. Robyn has worn many different hats during her tenure at Quest, some of which include DSWI, DSWII, Supervisor of Children's & Adults, as an Associate Director and now as Support Home & Respite caseworker. It has been an honor working alongside Robyn and we wish her continued success while she juggles her new position and raising her 2 beautiful boys!

# Annual Employee Christmas Party

When: December 19<sup>th</sup>, 2014. 7pm-1am

Where: Galt Museum & Archives: Viewing Gallery

Tickets: \$10/person one guest per employee

Live Music: Dory & The Weathermen

Appetizers, Toonie Bar & Prizes!!

Tickets on sale November 14<sup>th</sup> to December 1<sup>st</sup>

\*\*More detail will be available on our website next week regarding theme, attire, prize categories, etc.\*\*



# Quest Calendar

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
Jam Session Bowling 1030 Cooking Class 1030 Drama Class 1300	QFF Lite 1000 Swimming 1300 Singing Class 1300	Tactile Art Class 1015 Adopt a Park Chinook LLL Class 1300 OR Swim Nite 630 N.S Pool Agency Orientation	Cooking Class 1030 Swimming 1300 Opokaasin 1330 Abuse Presentation: 930-1130 CPI refresh 17:00-20:00	Adopt A Park Chinook
10	11	12	13	14
Jam Session Cooking Class 1030 Drama Class 1300	Remembrance Day CAP Closed	Tactile Art Class 1015 Adopt a Park Chinook LLL Class 1300 OR Movie & Dress Up Night 6pm @ CAP	Cooking Class 1030 Swimming 1300 Bowling 1330 High School Volleyball Zones @ LCC	Special Learning fair @ CAP: Lomond School student visit 1000-1300
17	18	19	20	21
Jam Session Bowling 1030 Cooking Class 1030 Norbridge OR 1330 Drama Class 1300	QFF Lite 1000 Swimming 1300 Singing Class 1300	Tactile Art Class 1015 Adopt A Park Chinook LLL Class 1300 OR Game night 6pm Abuse prevention 17:00-20:00 Lift & Transfer 13:00-16:00	Cooking Class 1030 Swimming 1300 Bowling 1330 Opokaasin 1330	Adopt A Park Chinook CAP Pool Tourney 1300
24	25	26	27	28
Jam Session Cooking Class 1030 Drama Class 1300	QFF Lite 1000 Swimming 1300 Singing Class 1300	Tactile Art Class 1015 Adopt A Park Chinook LLL Class 1300 OR Karaoke 6pm Med Admin 16:30-19:30	Cooking Class 1030 Swimming 1300 Bowling 1330	Adopt A Park Chinook Wii Sports Tourney 1300