

Quest News

July 2015



Access 2 Entertainment Cards

If you are the proud owner of an Access 2 Entertainment Card, now is the time to get maximum use out of it. Not only are they good for staff getting in free at Cineplex, they also can now be used for discounted tickets to Fort Whoop Up, the Galt Museum and Frank Slide.

Check out the website for more info: www.access2card.ca

If you do not have an Access 2 Entertainment card yet, you can apply for one; speak to your supervisor or team leader for more details.



ATTENTION: New Health Link Number



New number.
Same trusted health advice.

811 Health Link
Health Advice 24/7



Put this in your calendar! Come join in on the fun!

COME ONE, COME ALL

Quest Annual Agency BBQ

August 28th, 2015

John Martin Recreation Area

ERC

IMPORTANT REMINDER: \$2,000,000 Vehicle Liability Insurance

As announced in May 2015, all employees are now required to carry 2 million dollar vehicle liability insurance for any vehicle used for work purposes. Please submit your proof of insurance immediately to the ERC. All updated insurance policies must be submitted by **July 15, 2015** or the employees file will be considered incomplete and wage reductions will take place as per Quest Policy. If you have further questions please visit the Quest Website, or call Kendal in the ERC.

Thank-you to everyone who has already completed this!

Shadow Checklists

The ERC has noticed that a large amount of Shadow (Orientation) Checklists are not being submitted to the office after a shadow shift takes place. This is a reminder to all employees working training shifts that it is your responsibility to ensure the Shadow Checklists are submitted to the office as soon as possible after the shift has taken place. For convenience Quest has an after hours drop box outside the Main Office to hand these forms in when the office is closed.

Thank-you for your cooperation!

A YEAR OF TRAINING

<u>CPI Full Course</u>	<u>CPI Refresher</u>	<u>Abuse Prevention</u>	<u>Lift & Transfer</u>
July 24 th 9:00-16:00	August 27 th 17:00-21:00	July 13 th 13:00-16:00	July 15 th 13:00-16:00
August 29 th 9:00-16:00	September 24 th 17:00-21:00	August 12 th 13:00-16:00	August 13 th 13:00-16:00
September 26 th 9:00-16:00	October 22 nd 17:00-21:00	September 10 th 17:00-20:00	September 16 th 13:00-16:00
October 24 th 9:00-16:00	November 19 th 17:00-21:00	November 5 th 13:00-16:00	October 17 th 9:00-12:00
November 21 st 9:00-16:00	January 28 th 17:00-21:00	December 7 th 17:00-20:00	November 16 th 16:00-19:00
January 30 th 9:00-16:00	February 25 th 17:00-21:00	January 12 th 13:00-16:00	January 19 th 13:00-16:00
February 27 th 9:00-16:00	March 31 st 17:00-21:00	February 11 th 17:00-20:00	February 17 th 9:00-12:00
		March 7 th 13:00-16:00	March 15 th 13:00-16:00

<u>Emergency First Aid</u>	<u>Positive Behavior Supports</u>
July 18 th 8:00-16:30	July 29 th 8:00-16:00
September 12 th 8:00-16:30	July 30 th 8:00-17:00
February 17 th 8:00-16:30	October 21 st 8:00-16:00
	October 22 nd 8:00-17:00
	January 20 th 8:00-16:00
	January 21 st 8:00-17:00

TRAINING

Health & Safety



Bed Bugs



Bed bugs have become a growing concern worldwide so it is important everyone is informed and aware of these household pests. Bed bugs are great hitchhikers and often travel on luggage, blankets, second hand furniture and clothing. They can be found anywhere in the community including homes, hospital, theaters, libraries, and hotels. They are small, flat, nocturnal insects that can hide under baseboards, cracks, crevices, and are often found in mattress seams.

Here are a few tips everyone can do to prevent the spread of these annoying bugs. Please note, these should be done at home and at work:

- The best defense is also the simplest; prior to entering your car, home, or work location brush yourself off, this includes your shoes, arms and legs. Bed bugs don't latch onto items so this simple trick is very effective.
- Do routine bed checks; look in the seams and crevices of the mattress and box spring.
- Regularly vacuum all mattresses, unless they have a mattress encasement. Do not open or remove any mattress encasement(s).

If bed bugs are suspected at any Quest location, employees are expected to contact the house Supervisor or On-Call immediately. If bed bugs are located or suspected in your house we request staff stay home and take all preclusions necessary. If we all take the proper precautions and are aware of this growing concern we can minimize our exposure to these pesky insects.

Behavior Management

We each experience crisis in our own lives, and each of us respond to it differently. Some people are great at responding to crisis and shine in the face of adversity, while others struggle with crisis situations for one reason or another.

As we provide supports to the people in our care we often experience the crisis that they are faced with, as well as the struggles or strengths they have in dealing with those situations. Where the people we support struggle to deal with the adversity in their path, behaviors often result. This might be their way of asking for help, or possibly just their way of coping with fear and anxiety.



Sometimes we spend too much time focusing on the behavior and not enough time on what the behavior is communicating. When behaviors occur we need to make sure people are safe, but we also need to help the person in crisis. What do they need? What are they trying to tell us? What's behind the behavior? Focusing on the person's needs, and not just on their behavior will reduce behavior, reduce the impact of the crisis, and will help the person in crisis learn new skills that will improve their ability to manage similar situations in the future.

Community Living

Website Updates!

The Community Living Team has regular updates on dates, healthy living, and a link to the City of Lethbridge website for important messages. Visit us at www.questsupport.com

Act of Kindness Highlights:

Great job in submitting Acts of Kindness forms! We were up 50% this past month. Keep on submitting those forms to the front desk "Acts of Kindness" box.

Act of Kindness

JW-Brought Steph fresh Banana Bread that she baked!

Act of Kindness

TF-Jumped up to help when another individual lost his balance at the day program.

Contact Kevin at the Community Access Program for:

Signing up for the Iron Chef Challenge for July 17th. Everyone is welcome!

Booking a visit to the Quest Media Room!

Sign up by contacting Kevin:

Phone: 403-320-5190 ext. 702 or by

Email: k.chubb@questsupport.com

Have you visited the Quest CAP/Outreach theatre room yet? Come on by & check out our high def. projector, Xbox, Wii, Rockband, Tony Hawk, Netflix & much more!!

SHOUT OUTS!

Huge shout out to Kendal for being extremely helpful in staffing while my teammate was away! ~Ashley

Thank you to Mike M for helping with the JG Journey...you rock! ~Melissa

House 02 staff for stepping up in a difficult situation ~ Sharde

Shout out to Erick A for the fabulous job stepping into a challenging Team Leader role at H 01! ~ Michele

Thank you Larissa C for being such a great Team Leader in the outreach program. Your dedication to the team was amazing! Good luck in your new venture, you will be dearly missed. ~ Cynthia

Nicole B.S received the Most Improved Student Award on June 11th from Victoria Park High School, Nicole graduates this month and we are so proud!!



HUGE SHOUT OUT TO:

Voices Self Advocacy Group for putting on a great weekend Camping Excursion.

Thank you to Curtis Hainsworth, Rene Jacob and staff for all their hard work in making this trip a success!

Pictures will be featured in next month's addition



Eric G. College Man

Eric has been enrolled at the Lethbridge College for both the 2015 winter and Spring Semesters. He has already passed his intro to Business Class with above average grades and is nearing the end of his math upgrading class. Eric recently sat down and gave us a closer look at his College experience so far.

Eric, How did you feel when you first started attending L.C?

Eric: When I first started I was excited and a bit nervous because I hadn't been in school for seven years.

What motivated you to go back to school and continue your studies?

Eric: I felt like if I didn't go back to school now then I might never go back.

What people were the most influential in helping you to work hard and have success in your courses?

Eric: My mom and myself were my biggest influences on why I did return to finish my classes. I kept telling myself I could do it and my mom encouraged me and told me how great it was that I was working hard.

What do you hope to achieve by attending Lethbridge College?

Eric: A Diploma in Information Technology but I will need 3-4 years to complete the 2 year diploma because I will be taking fewer courses each semester.

Where do you see yourself working once you've received your diploma?

Eric: To start with I'd say in a department store in the games/technology section. Perhaps Toys R US or maybe EB games, to gain experience and then see where that leads.

Everyone at Quest is very proud of Eric as he is proving that the only true limits are those we set for ourselves. Best of luck moving forward with your classes as you work towards an Information Technologies Diploma!



Community Partner of the Month:



Western Auto Outlet in Coaldale has come up big for people within the Quest community. Syvannah R. was hired for a cleaning job with them last month and is thriving in her new position. Way to go Syvannah!

Western Auto Outlet hosted a 3-day sales event June 12th-14th weekend raising donations for the purchase of technology for people with disabilities.

Thanks Western Auto Outlet for being a strong supporter & advocate for the employment and skill development of people within Southern Alberta!

QUEST COMMUNITY CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
HOLIDAY BOWL CLOSED ALL MONTH	LEGEND: Bold: Offered at CAP Blue: Outreach Regular: Community <i>Italics/Green:</i> Staff Training	1 CANADA DAY QUEST CLOSED 	2 Intro to Multimedia 1000 Swimming 1300	3 Adopt a Park Chinook
6 Jam Session Baking Class 1030 Drama for Multimedia 1300	7 Swimming 1300 LLL Class 1300	8 Arts & Crafts Class 1015 Adopt a Park Chinook Intro to Multimedia 1300 OR Swim Night 630 NS Pool	9 Intro to Multimedia 1000 Swimming 1300	10 Adopt a Park Chinook HOT DOG BBQ LUNCH 1200
13 Jam Session Baking Class 1030 Drama for Multimedia 1300 <i>Abuse Prevention</i> 1300-1600	14 Swimming 1300 LLL Class 1300	15 Arts & Crafts Class 1015 Adopt a Park Chinook Intro to Multimedia 1300 <i>Lift & Transfer</i> 1300-1600 OR IB Park Water Fight 630	16 Intro to Multimedia 1000 Swimming 1300	17 Adopt a Park Chinook QUEST IRON CHEF CHALLENGE 1PM
20 Jam Session Baking Class 1030 Drama for Multimedia 1300	21 Swimming 1300 LLL Class 1300	22 Arts & Crafts Class 1015 Adopt a Park Chinook Intro to Multimedia 1300 OR Rock Band/Karaoke 630	23 Intro to Multimedia 1000 Swimming 1300	24 Adopt a Park Chinook <i>CPI Full Course</i> 900-1600
27 Jam Session Baking Class 1030 Drama for Multimedia 1300	28 Swimming 1300 LLL Class 1300	29 Arts & Crafts Class 1015 Adopt a Park Chinook Intro to Multimedia 1300 OR Henderson Lake Game Night 630	30 Intro to Multimedia 1000 Swimming 1300	31 Adopt a Park Chinook