

# Quest News

## JUNE 2014



### ANNOUNCEMENTS:

- The 3<sup>rd</sup> floor Management crew is **moving to a new building!** Please see page 2 for all the details you need about our move, taking place **May 30, 2014!** Pay day on May 30 will be at 1245 2 Ave South.
- **PDD South Leadership Awards** are accepting nominations now! PDD South will recognize individuals, families, businesses and organizations for their actions to promote community inclusion and improve the lives of individuals with developmental disabilities. PDD South is currently seeking nominations in five award categories: self-advocacy, individual leadership, community citizenship, community disability service sector leadership, and family leadership.  
The recipients of the PDD South Region Awards are automatically nominated for the corresponding provincial award. The provincial award winners will be announced and recognized at a date that is still to be determined. Nominations are open until June 13, 2014. For more info see the Employee Resources page at [www.questsupport.com](http://www.questsupport.com)
- At one of our most recent Team Leader meetings, the group worked together to brainstorm and present innovative ideas for Agency improvement. The winning team has been selected: **Bri Enns, Nikita Villiger, Cory Trombley, Steven Layton, and Cynthia Allum.** Thank you to all teams and TLs for your innovative ideas! We are working hard to respond to all of the great suggestions for improvement.



Concert in the Park!  
Bamboo Guppies  
When: Friday June 6 1:00PM  
Where: Henderson Park  
How Much?: \$2.00 per individual

### UPCOMING TRAINING

Abuse Protocol	CPI	CPI	L&T	Med Admin
June 4 13:00-16:00	<i>Full Course</i> July 5 9:00-16:00	<i>Refresher Course</i> June 5 17:00-21:00	June 17 13:00-16:00	June 19 16:30-19:30
July 10 17:00-20:00	August 16 9:00-16:00	July 3 17:00-21:00	July 8 13:00-16:00	





## Our 3<sup>rd</sup> floor management team is moving to a new building! Address: 317 17 Street South June 2, 2014

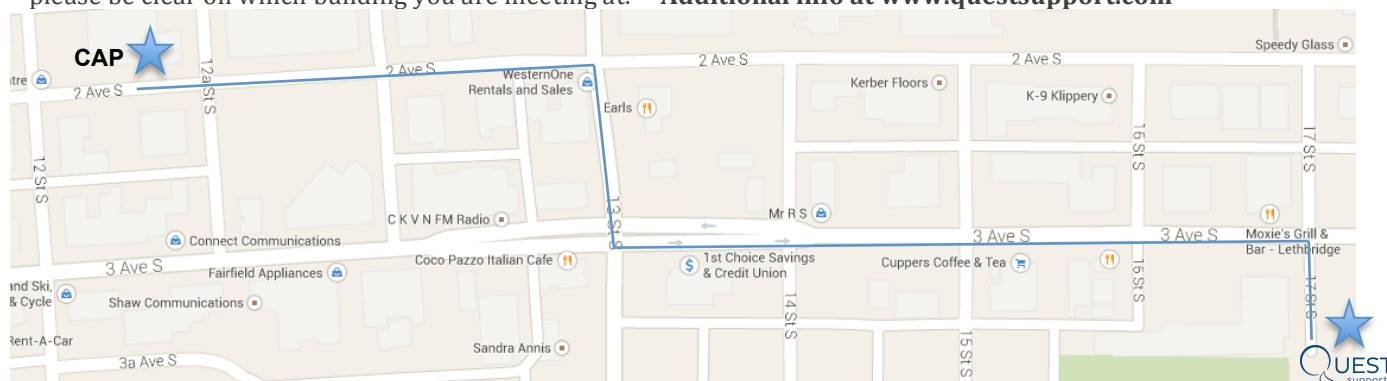
How will this affect you as a...

**Supported Person:** Quest Reception and the small trustee will be moving to the new building. All house paperwork and funds will be picked up at the new Quest Reception. Passes for activities including: bowling, swimming, movies, parking passes will remain at CAP and will be signed out by CAP Management or CAP Team Leaders.

**Staff/Contractor:** Quest Reception and paycheque pick-up (with the exception of CAP permanent staff) will be moving to the new building. The Employee Resource Centre/staffing will also be moving. If you are coming in for a meeting/in office orientation, please be clear on whether you are meeting in a boardroom at the new building or at CAP, 1245 2<sup>nd</sup> Ave South. The residential team will also be moving to the new building. **\*\*May 30 paycheque pick up will be at CAP.**

**Guardian:** CAP, OR, SH, RS, and Children's Program Management will remain at 1245 2 Ave South. All other management, administration, building maintenance, and directors will be moving to the new building. If you are coming in for a meeting, please be clear on whether you are meeting in a boardroom at the Main Office or at CAP.

**Other Agencies/Quest Community Members:** The CAP program will remain at 1245 2<sup>nd</sup> Ave South. Drop offs of CAP fees, lunches, etc can continue at this location. Management will be clear with Access a Ride which address should be used for pick ups and drop offs. Quest Reception will be moving to the new building. If you have a meeting, please be clear on which building you are meeting at. **\*\*Additional info at [www.questsupport.com](http://www.questsupport.com)\*\***







## NEWS FROM THE EMPLOYEE RESOURCE CENTRE

### Employee Recognition: \$50 Gift Card

Do you have some great coworkers? Take the chance to recognize their hard work or positive attitude by using the "drop us a line" feature at the bottom of the Quest website. At the end of the month, two \$50 gift cards will be drawn from the people who submitted recognitions. In an effort to encourage the use of our website, we will be holding a few draws over the next couple of months. Check out our site!



### Checking Calendars

The ERC would like to remind all staff to ensure they are fully aware of their schedules. This can be a busy time of year for many of us! Finishing up school, making summer plans, etc. We want to remind staff to keep organized with their schedules! The people that we support rely on us to be on shift at the scheduled times, and a failure to show up for your shift can truly disrupt that person's day. If you find yourself struggling to stay organized, please contact Jen or Ashley in the ERC and they can work with you to make sure that you are fully aware of your schedule.

### File Requirements

Currently there are 61% of employees at Quest with a fully completed file. There is a large group of people who are only missing one or two items to gain their completed file status! Please check with a member of the ERC if you think you are one of those people. Remember - you cannot get a permanent shift agreement, wage increase or certain relief shifts without a completed employee file. It is each staff's responsibility to maintain their file, so make sure you are aware of where you are right now!

**AVAILABLE SHIFTS** (Updated weekly at [www.questsupport.com](http://www.questsupport.com) - employment opportunities) *See website for Team Leader, CAP, CS, OR, RS positions.*

#### Female Shifts

H05 E/O Wknd Live In 23:00Fri-23:00Sun \*First Aid & CPI  
H10 Sun-Thurs Sleep ONs 23:00-8:00 \*CPI  
H10 E/O ½ Live in Wknd 23:00Fri-23:00Sat \*CPI  
H10 E/O ½ Live in Wknd 23:00Sat-23:00Sun \*CPI  
H15 E/O Friday 16:00-23:00 \*CPI Complex Wage  
H16 Friday 16:00-23:00 \*CPI  
H25 Sun-Thurs Sleep ONs 22:00-9:00 \*L&T Avail Aug 10  
H28 (Up) E/O Sat & Sun 13:00-23:00 \*CPI

H31 Sun-Thurs Sleep ONs 23:00-9:00 \*CPI  
H31 E/O ½ Live In Wknd 23:00Fri-23:00Sat \*CPI  
H31 E/O ½ Live In Wknd 23:00Sat-23:00Sun \*CPI

#### Male Shifts

H04 E/O Sat & Sun 9:00-17:00 \*CPI  
H06 Mon-Fri 17:30-21:00 \*CPI  
H20 E/O Sat & Sun 10:00-22:00 \*CPI Complex Wage  
H20 E/O Sat 15:00-20:00 \*CPI Complex Wage  
H20 E/O Sat 9:00-20:00 \*CPI Complex Wage

H23 E/O Sat & Sun 9:00-21:00 \*CPI  
H28 Mon-Thurs Sleep ONs 23:00-8:30 \*CPI  
H29 Sun-Thurs Sleep ONs 23:00-8:30

#### Female or Male Shifts

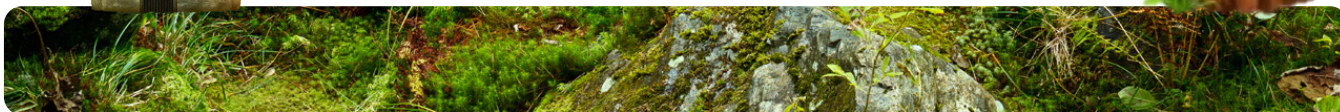
H07 E/O Sat 11:00-23:00 \*CPI & First Aid Complex Wage  
H14 E/O Sat & Sun 8:00-20:00 \*L&T & First Aid  
H24 E/O Sat & Sun 11:00-23:00 \*CPI & First Aid Complex Wage  
H25 Mon-Fri 15:00-22:00 \*L&T  
H25 E/O Sat & Sun 15:00-22:00 \*L&T

## GOOD NEIGHBOUR TIP:



#### "Known, noticed & missed"

- Be known: Build a positive relationship with your neighbours.
- Be noticed: Let your neighbours see the good deeds you do, and how well kept your property is.
- Be missed: When you have a positive relationship with your neighbours they will notice if you are away for a period of time.





## HEALTHY LIVING

### Stretch: Hip Flexor Stretch

Your hip flexors — which allow you to lift your knees and bend at the waist — are located on your upper thighs, just below your hipbones. To stretch your hip flexors: Kneel on your right knee, cushioning your kneecap with a folded towel. Place your left foot in front of you, bending your knee and placing your left hand on your left leg for stability. Place your right hand on your right hip to avoid bending at the waist. Keep your back straight and abdominal muscles tight. Lean forward, shifting more body weight onto your front leg. You'll feel a stretch in your right thigh. Hold for about 30 seconds. Switch legs and repeat.



### Recipe: Peanut Butter & Nut No Bake Bars



#### Ingredients

- ½ cup packed dates
- ¼ cup honey (or sub maple syrup)
- ¼ cup creamy salted peanut butter (or sub almond butter)
- 1 cup roasted unsalted almonds, loosely chopped
- 1 ½ cups rolled oats
- Optional Additions: chocolate chips, dried fruit, nuts, banana chips, vanilla



#### Instructions

Process dates in a food processor until small bits remain (about 1 minute). It should form a "dough" like consistency. *Optional step:* Toast your oats in a 350 degree oven for 15-ish minutes or until slightly golden brown. Place oats, almonds and dates in a bowl - set aside. Warm honey and peanut butter in a small saucepan over low heat. Stir and pour over oat mixture and then mix, breaking up the dates to disperse throughout. Once thoroughly mixed, transfer to an 8x8 dish or other small pan lined with plastic wrap or parchment paper so they lift out easily. (A loaf pan might work, but will yield thicker bars.) Press down until uniformly flattened. Cover with parchment or plastic wrap, and let set in fridge or freezer for 15-20 minutes to harden. Remove bars from pan and chop into 10 even bars. Store in an airtight container for up to a few days.

## AN ANNUAL UPDATE ON OUR STRATEGIC PLAN

In April of 2013 Quest adopted an Agency Strategic Plan for 2013 to 2016, which is comprised of 2 Agency goals as listed below. It was indicated within the Plan that April of each year we will analyze our progress towards reaching these goals. Below is a summary of our main findings:

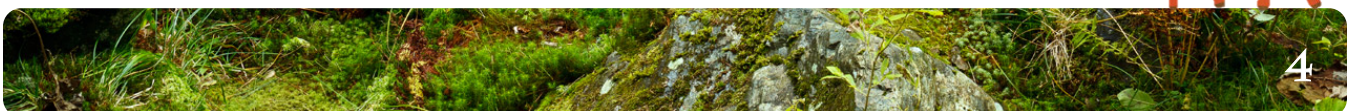
### Goal #1: Quest Support Services Inc. retains a skilled, safe and job satisfied work force.

#### Our Accomplishments thus far:

- 21 Quest team members have completed *Foundations* (an educational program for the field of disability services). This is one more than in October 2013.
- A joint Health and Safety Committee was finalized in March 2014.
- Exit Surveys continue to be provided to employees who have left the Agency. From these submissions the highest percentage for the following answers was correlated to the below questions:  
 Very Satisfied: Amount of staff training (CPI, Abuse Protocol, Lift and Transfer) at 52.78%  
 Satisfied: Variety of staff training that is offered at 61.11%  
 Dis-Satisfied: Staff wages at 42.86%
- The number of employee grievances from April 2013 to end of March 2014 were 6.



Strategic Goal Update Continued on Page 5...







## Strategic Goal Update Continued...

### **Goal #2: Quest Support Services Inc. provides and improved quality service to people with disabilities.**

#### Our Accomplishments thus far:

- Quest has met *PDD Safety Standards* in all residences except 2. The deficiencies are landlord concerns unrelated/uncontrollable by the Agency, but the means to resolve the issues are in progress.
- *Creating Excellence Together* Accreditation was obtained in November of 2013. We also passed our Complex Behaviour Supports Review.
- The PDD contract for April 2014 increased by 2 supported people.
- The number of individual or stakeholder grievances from April 2013 to end of March 2014 were 10.
- Satisfaction Surveys have been implemented for both individuals and stakeholders to provide feedback to the Agency following annual reviews.

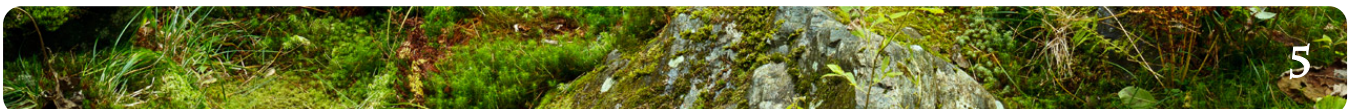
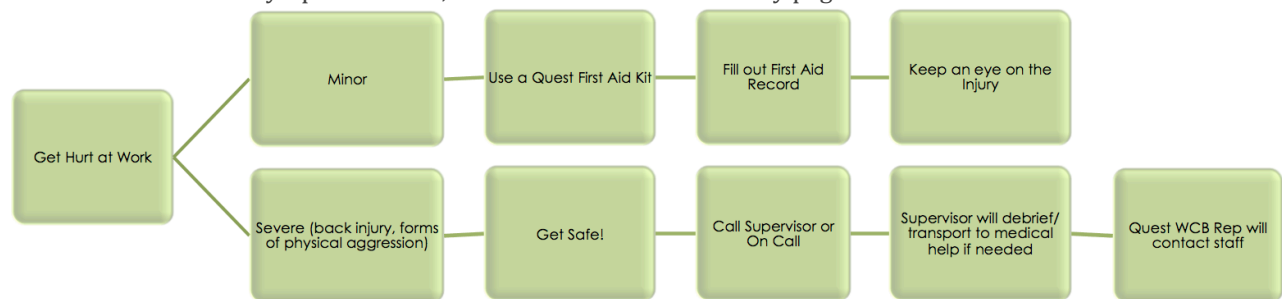
*93.94% of surveyed individuals say they have been told their rights and know they should be respected.*



- Since April 2013, twenty-nine stakeholders have completed satisfaction surveys. Answers to comments consisted of the following options; *strongly agree*, *agree* or *strongly disagree*. The answer of *strongly agree* was at it highest of 65.52% for the 2 comments of “Agency staff are approachable and respond to concerns/questions in a timely manner” and “I am provided with the appropriate amount of feedback, information, and communication from the Agency.” As for the highest percentage of *agree* (at 67.86%) as the answer, it was for the comment “Facilities operated by Quest – are maintained in a presentable and safe manner.” The highest percentage for the *disagree* answer 7.14% (which is very low in comparison) was also given for “The Agency provides individuals, who have an interest in working, with employment opportunities including job training and support.” *Strongly Disagree* was not chosen as an answer. Overall the Stakeholders survey results are positive. It conveys that there are high percentages of strongly agree/agree, which correlates to the meaning of satisfaction with the services provided.
- Regarding Individual Satisfaction Surveys; since implemented, 34 individuals have submitted their responses. Answers ranged from *yes*, *sometimes*, *no* or *not sure*. The answer *yes* was given most (93.94%) to the question, “I have been told my rights and know that people should respect me.” The highest percentage (26.47%) for the answer *sometimes* was given for, “I like the support I get from Quest.” As for the answer *no*, it was at it highest percentage (20.59%) for the question, “My staff help me with my chores around the home and encourage me to be as independent in this as I can be.” When examining all questions, *yes* was the most frequent answer given and therefore it was the highest percentage given for each answer. Since the answer *yes* correlates with service satisfaction; we believe the results to these surveys are positive. We intend to continue to work on the items mentioned by all who completed the survey and take in to account the areas that showed the need for improvement.

## HEALTH & SAFETY: WHAT HAPPENS IF I GET INJURED AT WORK?

For more health & Safety tips and news, check out the Health & Safety page of our website!





**A big Congratulations to Syvannah Reid for recently landing herself a part time job!** Kevin met with Syvannah to talk about her new job and plans for the future.

*K: Way to go Syvannah on landing your new job. Where is it that you're working and how often do you work?*

S: I work at the Food Bank every day during the week for 2 hours each day.

*K: That's great! What are your responsibilities at your new job?*

S: I clean everything. Sweeping, mopping, wiping stuff down, emptying garbages.

*K: Excellent! How are the people you work with? Do you like them?*

S: Ya they're okay. Some of them are kind of weird.

*K: So kind of like me then?*

S: Yes they're weird like you!

*K: Haha. You worked very hard to get your job! Can you remind me some of the things you've done over the last year to find a job?*

S: I dropped off resumes, went to a couple of interviews, and I go to my 5<sup>th</sup> on 5<sup>th</sup> appointments.

*K: If I recall you applied at a lot of places this year. I think you probably dropped off about 30-40 resumes. It just goes to show that all of your hard work and persistence paid off for you! I'm really proud of you!!*

S: Thanks

*K: So now that you're making money what are you going to spend it on?*

S: I want to take my mom shopping and maybe out to eat.

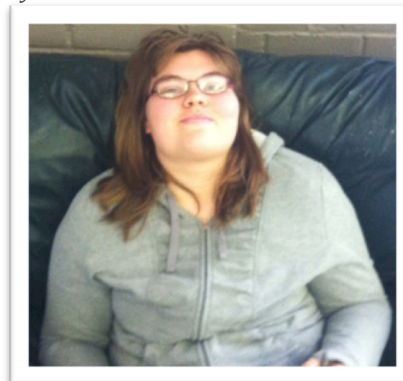
*K: That's really nice of you! Where would you go shopping with mom?*

S: Walmart

*K: Fiscally responsible! I like it!*

S: Ya, whatever you say.

*K: Well Syvannah. I just wanted you to know that I am so happy that you've found a job. This job is going to give you an opportunity to get some excellent experience as you move forward in life. You're an inspiration and a role model for everyone else who is working hard in their job search. Way to go Syvannah!!!*



Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
Jam Session Swimming 13:00 <b>Baking 13:00</b>	<b>Arts and Crafts 10:00</b> Swimming 13:00	Adopt A Park Chinook Walking Club 13:00 <b>Employment 13:00</b> <b>OR swim 18:30 N.S Pool</b>	<b>Photo Class 1 10:00</b> Swimming 13:00 Opokaa'sin 13:30 Bowling 13:30	Adopt A Park Chinook <b>Triple L Class 10:00</b> <b>IACC Presents:</b> <b>Bamboo Guppies in the Park! Henderson 13:00 \$2</b>
9	10	11	12	13
Jam Session Swimming 13:00 <b>Baking 13:00</b>	<b>Arts and Crafts 10:00</b> Swimming 13:00	Adopt A Park Chinook Walking Club 13:00 <b>Employment 13:00</b> <b>OR Fire Hall Tour 18:00*</b>	<b>Photo Class 1 10:00</b> Bowling 13:30 Swimming 13:00 Jazz Festival 13:00 Downtown	Adopt A Park Chinook <b>Triple L Class 10:00</b> <b>Yellow Fish Road Painting 13:00</b> Jazz Festival 13:00 Downtown
16	17	18	19	20
Jam Session Swimming 13:00 <b>Baking 13:00</b> <b>Aboriginal Week---&gt;</b>	<b>Arts and Crafts 10:00</b> Swimming 13:00	Adopt A Park Chinook Walking Club 13:00 <b>Employment 13:00</b> <b>OR Bingo 18:00</b>	<b>Photo Class 1 10:00</b> Opokaa'sin 13:30 Bowling 13:30 Swimming 13:00	Adopt A Park Chinook <b>Triple L Class 10:00</b> Swimming 13:00
23	24	25	26	27
Jam Session Swimming 13:00 <b>Baking 13:00</b>	<b>Arts and Crafts 10:00</b> Swimming 13:00	Adopt A Park Chinook Walking Club 13:00 <b>Employment 13:00</b> <b>OR IB Park 18:00</b>	<b>Photo Class 1 10:00</b> Swimming 13:00 Bowling 13:30	Adopt A Park Chinook <b>Triple L Class 10:00</b> Swimming 13:00
30				
Jam Session Swimming 13:00 <b>Baking 13:00</b>		<b>*Meet at CAP, must sign up in advance</b>	<b>Henderson Pool Closed For Renovations all Summer</b>	

