

QUEST NEWS

JULY 2016



Quest Community Volunteering

World Refugee Day was a success!

We had media coverage and a huge shout out from the Mayor & Director of LFS thanking Quest volunteers for assistance in keeping our community members refreshed and cool! It was not only an amazing event to bring awareness to



our community regarding refugees, but it was also great to showcase Quest's presence in the community.



Canadian Cancer Society
Société canadienne du cancer

The Canadian Cancer Society had a BBQ fundraiser on June 16th & 17th.

Quest volunteered on both days taking donations, handing out drinks and burgers and hot dogs, and also helped with some basic cleanup.

Thank you to the staff and individuals that participated and got the Quest name out there.



SELF CARE TIPS

Since we are in a field where we are focused so much on helping others we often forget to help and take time for ourselves. Here are a few helpful tips to ensure you are caring for yourself so you can better care for those we support.



What is burnout?

Burnout is a state of emotional, mental and physical exhaustion caused by excessive and prolonged stress. Burnout can reduce your productivity and saps your energy, leaving you feeling increasingly helpless, hopeless, cynical and resentful.

Burnout is very common in the workplace; anyone who feels overworked and undervalued is at risk for burnout. Burnout is not caused solely by stressful work or too many responsibilities. It is important to know your limits and ask for help when you need it.

Dealing with burnout: The “Three R” approach

Recognize – Watch for the warning signs

Reverse – Undo the damage by managing stress and seeking support

Resilience – Build your resilience to stress by taking care of your physical and emotional health

TOP 10 TIPS FOR SELF-CARE

- ❖ Solve problems because procrastinating only makes them bigger.
- ❖ Turn off the TV/Phone/PC. Make it at least 2 hours a day technology-free zone.
- ❖ Call a friend regularly.
- ❖ Swap an hour of new for a half an hour of comedy.
- ❖ Take a walk, go for a run or get to the gym. Daily!
- ❖ Eat! Regularly! Nutritiously!
- ❖ Do three things (Big or Small) for yourself before you leave the house each day.
- ❖ Take your favorite book, magazine or Kindle down to the park/beach/lake and take some time out to read.
- ❖ Do more of what you love- Hobbies, Interests, Sports, etc.
- ❖ Think of Self-Care, Think of Self-Compassion.

STRESS VS. BURNOUT

Stress	Burnout
Characterized by overengagement	Characterized by disengagement
Emotions are overreactive	Emotions are blunted
Produces urgency & hyperactivity	Produces helplessness & hopelessness
Loss of energy	Loss of motivation, ideals, and hope
Leads to anxiety disorders	Leads to detachment & depression
Primary damage is physical	Primary damage is emotional
May kill you prematurely	May make life seem not worth living

Community Living

Summer Day Trip Ideas

Summer Day trips ideas around Lethbridge:

- ❖ Galt Historic Railway Park- located 25 minutes south of Lethbridge on HWY 4 (check out their webpage for more details)
- ❖ Lethbridge Military Museum- located at the Lethbridge Airport inside the Vimy Ridge Armoury.
- ❖ Devil's Coulee Dinosaur Heritage Museum- located in Warner, Alberta
- ❖ Keep cool this summer with a trip to the newly renovated Henderson Pool! Check out www.lethbridge.ca to find out when it opens.
- ❖ Frank Slide Interpretive Center located in Crowsnest Pass, AB
- ❖ Bellevue Mine tour located in the Crowsnest Pass, AB
- ❖ The Fort Museum located in Fort Macleod, AB
- ❖ Head Smashed in Buffalo Jump located on the outskirts of Fort Macleod, AB
- ❖ The Calgary Zoo
- ❖ The Royal Tyrrell Museum located in Drumheller, AB
- ❖ Nikka Yuko Japanese Garden Lethbridge, AB
- ❖ Alberta Birds of Prey Foundation Coaldale, AB
- ❖ Lethbridge Corn Maze
- ❖ Writing-on-Stone Provincial Park Aden, AB

Put in a Request for Funds to organize a day trip!

Volunteer Opportunities

Quest will be volunteering in a variety of different events throughout the upcoming months. Please speak to your supervisor if you are interested in volunteering. Currently we are seeking volunteers for the Street Wheelers Cruise on the Friday night.

*Volunteers wanted
for*

QUEST STATION

JULY 8, 2016
7PM - 9PM

Quest Support Services will be setting up 2 water stations along 3rd Avenue South for the Friday night Street Wheelers Cruise



Do you enjoy looking at hot rods and classic cars? Do you want to watch the cars and be connected to your community at the same time?

Please stop by the Main Office or the Impact Building to sign up.

QUEST
support

ANY QUESTIONS, PLEASE CONTACT WILL,
SHARDE, OR JULIE AT 403-381-9515

Fun at REACH

REACH facilitated its very first Reach Talent Show!

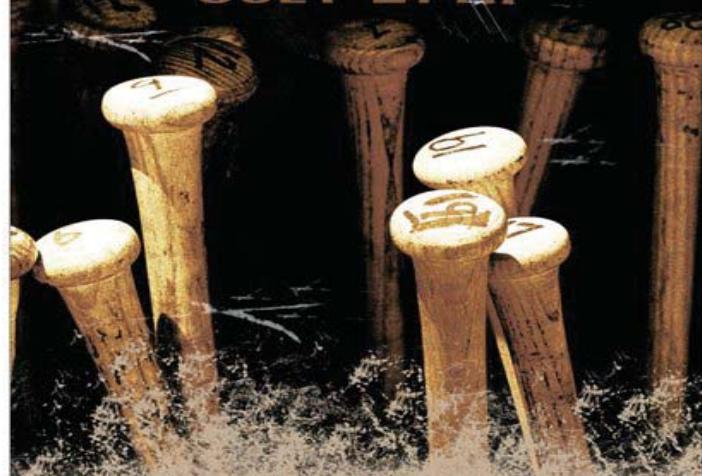
There was an amazing tribute to the Ghostbusters theme song from Ike & Dylan. Levi busted out sweet beats and spat some rhymes. Jen & Adam completed some amazing solo vocal performances. Randy did a moving cover to “Empty chairs & Empty Tables” from the hit production ‘Les Miserables.’ Peter unleashed his inner diva and raved Aqua’s “Barbie Girl” and Melissa kept everyone entertained with her awful magic tricks and corny jokes.



Good Job REACH Team!
Can't wait to see what
you come up with next
time!



QUEST COMMUNITY BALL GAME JULY 27TH



SOFT BALL VALLEY

11:30AM-1:30PM

JOIN US IN AN AFTERNOON AT THE BALLPARK. FOOD & BEVERAGES PROVIDED. COME PLAY OR CHEER, ALL MEMBERS OF THE QUEST COMMUNITY ARE WELCOME!



The REACH Centre hosted an intense pool tournament where the best of the best went head to head in order to claim bragging rights as the **BEST POOL PLAYER!**

Mark dominated the A division, claiming the first place title. Allan narrowly captured first place of the B division.

Pool tournaments are held every month so be sure to sign up- you could be the next winner of extreme bragging rights.



Join Us at IMPACT for a Pre-Game BBQ

July 27th @ 1130 for Hot Dogs, Pop & Water and a bag of chips!

BBQ at IMPACT

On June 20th we had our first BBQ of the summer at IMPACT. It was great weather and lots of people from a variety of programs came for a visit and a bite to eat. In total we gave away approximately 270 hot dogs, 100 bags of chips, 110 cans of pop and 50 bottles of water.



Behavior Management



You may have heard the terms “assistive technology” or “environmental interventions”, but what are they?

An Assistive Technology (AT) is any piece of equipment that assists the individual in maintaining or improving their functional capabilities. AT's include such devices as walking aids, wheelchairs, eating utensils, and communication systems; and are devices that are operated by the individual whenever possible.

An Environmental Intervention (EI) is any modification to an environment or structure that increases the individual's functional capabilities. EI's include such modifications as ramps, lifts, grab-bars, bath chairs, anti-scald devices, and walk-in tubs and showers. Changes to the environment that fall under the category of EI's are not usually individual specific.

Whether the item or equipment is an AT or an EI (often referred to together as AT/EI's) the purpose is to promote more independence than the person would be able to achieve without the equipment. For more information on AT/EI's, check out this video produced by the Alberta Council of Disability Services (<https://www.youtube.com/watch?v=jfMjq2uvRyl>) or go to youtube.com and search “assistive technology and/or environmental interventions”.



Important Upcoming Training Dates

Quest is introducing a mandatory training course for all employees called *Critical Incident Debriefing and Conflict Resolution*. We are running 10 courses through July and August to accommodate all employees; dates and times of courses are available at the Main Office and on our website. This training course will take the place of your July Team Meetings. It is necessary that you choose a course that does not interfere with your scheduled shifts, as the Employee Resource Centre will not cover employee's shifts to take the course.

This training is **MANDATORY FOR ALL EMPLOYEES**, so please ensure you sign up! If you have any questions or concerns, please contact Kendal in the ERC.

July Training

Wednesday July 14, 2016: 16:00 - 19:00 (**Impact**)
Thursday July 21, 2016: 13:00 - 16:00 (Main)
Saturday July 23, 2016: 10:00 - 13:00 (Main)
Tuesday July 26, 2016: 16:00 - 19:00 (**Impact**)
Thursday July 28, 2016: 9:00 - 12:00 (Main)

August Training

Wednesday August 3, 2016: 13:00 - 160:00 (Main)
Saturday August 6th, 2016: 10:00 - 13:00 (Main)
Tuesday August 9, 2016: 9:00 - 12:00 (Main)
Thursday August 11, 2016: 18:00 - 21:00 (Main)
Wednesday August 17th, 2016: 18:00 - 21:00 (Main)

QUEST COMMUNITY CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday
LEGEND: ACCESS-PURPLE IMPACT-ORANGE REACH -BLUE COMMUNITY-REGULAR TRAINING-GREEN/ITALIC				QUEST CLOSED  CANADA DAY
4 YELLOW FISH ROAD 1000 IMPACT	5 BAKING CLASS 1000 NUNAVUT DAY 1300 @ IMPACT Foundations 8-1600	6 DANCE CLASS 1000 TACTILE ARTS & CRAFTS 1000 REACH: OUTDOOR GAMES 1830 HENDERSON	7 BAKING CLASS 1000 Foundations 8-1600	8
11 BALL PRACTICE 1300 HENDERSON	12 BAKING CLASS 1000 Foundations 8-1600	13 DANCE CLASS 1000 TACTILE ARTS & CRAFTS 1000 REACH SWIM 1830 N.S. POOL	14 BAKING CLASS 1000 Foundations 8-1600	15 BAKING 1000 TEA/BINGO 1300
18	19 BAKING CLASS 1000 Agency O 8-1630	20 DANCE CLASS 1000 TACTILE ARTS & CRAFTS 1000 REACH KARAOKE 1830 Med Admin 1630-1830	21 BAKING CLASS 1000 CPI Recert 1700-2100	22 QUEST IRON CHEF CHALLENGE 1300
25 BELLY BASEBALL 1300 HENDERSON	26 BAKING CLASS 1000 Lift & Transfer 1300-1600	27 DANCE CLASS 1000 TACTILE ARTS & CRAFTS 1000 QUEST BALL GAME & BBQ 1200-1500 REACH WATER FIGHT GALT GARDENS 1830	28 BAKING CLASS 1000 Abuse & TIC 1300-1730	29 