

# Quest News

April 2014

[www.questsupport.com](http://www.questsupport.com)

Have you had a chance to visit our new Agency website? We have completely overhauled our website and made it a great new resource for staff, individuals, and community members to learn about us and to access valuable information. Our new website includes:

- Descriptions of all our current support levels and the programs we offer
- Stories from some of the great people we have the pleasure of knowing
- A monthly calendar of "what's going on" at CAP & the Outreach Centre
- Current job postings
- Weekly updates from the Employee Resource Centre for staff
- A chance to sign up for upcoming training
- Staff resources including: Common agency forms, information regarding our benefits plan, job descriptions for DSWI, DSWII, and supervisors
- A behaviour resources page including information on positive behavior supports
- A link to a peer review survey to anonymously give feedback on coworkers and management
- Links to community resources and affiliates
- Our archived newsletters from 2012 to present



Scan our QR code  
with your smart  
phone to get to  
our website!

We are also looking for feedback! There are several places available to drop us a line. Let us know if there are additional resources or information you would like to see on the website. We can't wait to hear from you!

Abuse Protocol

April 9 17:00-20:00

Crisis Prevention

Full Course:  
April 12 9:00-16:00

Refresher:  
April 10 17:00-21:00

Lifting & Transferring

April 17 13:00-16:00

\*Dress comfortably with  
flat shoes and no  
dangling jewelery.

Medication Admin

April 15 16:30-20:00

# Agency Goals Reflection 2013-2014



## Employee Resource Centre Goals

- Reduce paycheque corrections
- Reduce staff turnover
- Improve follow-up with staff after training and orientations

The ERC worked with the payroll department to create a more efficient payroll process. This process was implemented and has successfully reduced paycheque corrections.

To reduce staff turnover, the ERC: created a more informative and welcoming Agency orientation, changed the format of new staff scheduling meetings, put an emphasis on staff advocacy and ensuring staff are well trained and feel supported, improved processes for listening to staff concerns and following up, and improve staff recognition practices.

## Health & Safety Department Goals

The Health & Safety Department was established in August 2013 and has been working hard to implement an Agency wide safety program. Our core objective is to maintain a safe and healthy working environment when looking at situations from a staff's perspective.

In this past fiscal year we have: updated first aid kits, fire escape plans, assisted in numerous safety related policies and procedures, as well as developed a more structured WCB reporting and tracking process. A Health & Safety Committee is in place and will be meeting monthly making recommendations to management and being the voice of all frontline staff.

## Maintenance Department Goals

In March 2013 the Maintenance Department set two goals for the fiscal year:

- To comply with PDD Safety Standards
- To maintain a safe living environment for all Individuals supported through Quest

Quest went through the newly implemented PDD Safety Standards inspections this past September. 21 Quest residences were inspected and 11 of these homes complied with all standards. The most common non-compliance was related to hot water temperatures. Effective this month, we have now rectified all hot-water related non-compliances.

In January of this year, the Maintenance Department implemented a new hot water monitoring system, which will eliminate hot water related non-compliances for future inspections. The residential maintenance monitoring process ensures that all maintenance related issues are identified and taken care of as soon as possible.

## Behaviour & Risk Management Department Goals

- Train 30% of staff in Positive Behaviour Supports (PBS)
- Improve staff awareness of Planned Positive and Planned Restrictive Procedures

Three PBS training sessions were conducted, but the overall number of staff trained fell short of 30%. However, other aspects of the goal were achieved that will lay the foundation for PBS training going forward. In 2014-2015 PBS training will not be set as a goal, but will become mandatory training for all staff, much like CPI. Check upcoming newsletters for training dates.

Training staff on NEW Planned Positive and Planned Restrictive Procedures was the focus of the second goal. This gave us more opportunities to meet with staff and answer questions about the protocols in place for the people we support. This goal will not continue as a goal, but will be added to the 2014-2015 goal as one of the strategies.

## Community Access Program Goal

- Increase employability skills and levels of employment

Many individuals have been developing in different areas of employability; be it volunteering to increase experience, developing resumes and distributing them at businesses or at hiring fairs, and practicing their interview skills with the assistance of our Employment Coordinator during Quest for Employment classes and 1-on-1 sessions.

Some have been successful in finding employment. Others have undertaken job shadowing, volunteering, part-time placements, self-employment and entrepreneurship, or contract positions. We will continue to work away at this goal in 2014-2015.

## Residential Program Goal

- Promote healthy lifestyles

At each residential meeting, the team discussed health living. The team hosted cooking classes and had several healthy recipes and tips in the newsletter. The team will continue to have a "healthy living corner" in the newsletter and are planning to host a seminar in the coming months.

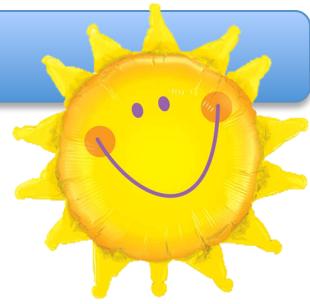
## Outreach Centre Goal

- Access community resources and programs

Outreach has worked very hard this year to help supported persons access community resources by assisting with planning and visiting. Outreach activities have seen a spike in participation, many of which take place in the community.



# Agency Goals 2014-2015



## Employee Resource Centre Goals

- Reduce employee turnover
- Improve training practices for staff

## Health & Safety Department Goals

- Create a formal health and safety section in Agency training
- Create instructional or educational short videos to be posted on the new Quest website ([www.questsupport.com](http://www.questsupport.com)) for hand washing, stretching, etc.
- Execute an Agency wide hazard assessment
- Manage all WCB claims

## Maintenance Department Goals

- Improve work request processing times & follow up
- Improve communication with other departments

## Behaviour Management Department Goals

- Improve training provided to supported individuals in the area of behaviour and behaviour management

## Supported Homes & Respite Goal

- Distribute a bi-monthly 'rights and responsibilities' reminder for people receiving supports in this area to build knowledge and self-advocacy.

## Community Access Program Goals

- Increase employability skills and levels of employment

## Outreach Program Goals

- Educate outreach staff

## Residential Program Goals

- Become good or better neighbours

Happy Anniversary to our employees celebrating a milestone between February and April this year! Thank you for your dedication to the Agency!

Sherri Caldicott - 11 yrs

Tina Wagner - 11 yrs

Luke Rempel - 11 yrs

Liz Green - 10 yrs

Derek Melting Tallow - 10 yrs

David Baldwin - 7 yrs

Alisha van den Biggelaar - 7 yrs

Verna Masuda - 6 yrs

Shirley Badura - 5 yrs

Christein Wong - 5 yrs

Tom Alston - 4 yrs

Raj Thapa - 4 yrs

Brady Reid - 3 yrs

Stephen DeBoer - 3 yrs

Heather Johnston - 3 yrs

Matthew Nalder - 3 yrs

Heather Just - 3 yrs

Jacinda Taylor - 3 yrs

Erika Kirsch - 3 yrs

Corey Tran - 2 yrs

Nelda Delaney - 2 yrs

Leah Prawdzik - 2 yrs

Tanner Stone - 2 yrs

Chris Campbell - 2 yrs

Lana Seebeck - 2 yrs

Geoff Rhodenizer - 2 yrs

Jill Boyson - 2 yrs

Anita Janzen Ofner - 2 yrs

Tomie Ashe - 2 yrs

Mike Johansson - 2 yrs

Keith Carroll - 2 yrs

Sarah Koegler - 1 yr

Bright Acheampong - 1 yr

Jana Clark - 1 yr

Isabelle Gersjes - 1 yr

Keiffer Davies - 1 yr

Jon Sheppard - 1 yr

Cyrus Yagan - 1 yr

Sita Sithole - 1 yr

Sonia Ramirez - 1 yr

Aiza Tablan - 1 yr

Lindsie Stagg - 1 yr

James Abe - 1 yr

Kita Villiger - 1 yr

Phil Jaman - 1 yr

Jon Enco - 1 yr

Emmanuel Oiko - 1 yr



## Entrepreneurial Success with Brett Colburne

If you have never met Brett, you are missing out! He is a hard-working business owner in Nanton, Alberta. There is a lot we can learn from this entrepreneur.

Michele: Do you love working every day at your recycling business in Nanton?

Brett: Yes

Michele: What do you love about the job?

Brett: People and presents

Michele: What do you mean? Do you get a lot of presents from your clients?

Brett: Yes

Michele: Is that because you do such a great job and everyone loves you?

Brett: Yes

Well, Brett is a man of few words but he wants you to know a few facts about his business:

1. He and his staff have divided the town of Nanton up and each day he goes to a different section of town to pick up the recycling from homes and businesses.

2. He doesn't even have to advertise his business; people just pass the word that he is a great worker and he has new clients every month (Brett has over 90 customers in Nanton!).

3. At the end of each month, he hands out his invoices and collects payments (and a few presents too!).

Thanks for your time and the pictures Brett! You are an inspiration to us all!



## Announcements from the Employee Resource Centre

### Summer Changes

The ERC would like to know if you have changes to your availability in the summer months. If you are currently in a permanent shift that you will no longer be able to work, please let Jen and Ashley know as soon as possible!

### File Requirements

As an agency, we have placed a lot more focus on employees having complete files. Thank-you to all of the staff members who have worked hard to keep their requirements up to date! The following list is a reminder of all **MANDATORY REQUIREMENTS**:

- Abuse Protocol Course
- CPI Course
- First Aid & CPR Level A
- Criminal Record Check
- Intervention Record Check
- Medication Administration Course
- Lifting, Transferring, & Wheelchair Safety Course
- Vehicle Insurance \$1,000,000 third party liability (if driving)
- Driver's License (if driving) or other government issued photo ID

You can now sign up online for any in-house training course!

Also find our current available shifts at our website. Check it out at [www.questsupport.com](http://www.questsupport.com).





## Spring Cleaning & Maintenance checklist!

- Store away all snow-removal items (shovel and de-icer)
- Bring out all summer equipment from storage. Ensure you have sprinkler, hose, rake, lawnmower (or shared access to one). If the house does not have these items please report it to the residential team leader or supervisor.
- Rake lawn to remove dead grass
- Add weed control as necessary
- Clean debris from around the premises
- Clean exterior windows and window wells
- Turn off heating system when weather allows
- If there are large items to dispose of, contact your residential supervisor

## HEALTHY LIVING

### Linguine with Spring Vegetables

#### Ingredients:

Coarse salt and ground pepper  
3/4lb linguine  
1lb asparagus (cut into 1-inch pieces)  
1 medium zucchini (thinly sliced)  
4 ounces sugar snap peas (cut in half)  
1/2 cup heavy cream  
1 tbsp butter (cut into pieces)

#### Directions:

In a large pot of boiling salted water, cook pasta 4 minutes short of al dente; add asparagus, zucchini, and snap peas. Cook until vegetables are crisp-tender, about 3 minutes. Reserve 1/2 cup pasta water; drain pasta mixture, and set aside. In the same pot, bring cream and butter to a simmer. Toss in pasta mixture and enough pasta water to create a thin sauce (it will thicken as it stands). Season with salt and pepper.



### Monthly Stretch

#### Calf Stretch

Your calf muscle runs along the back of your lower leg. To stretch your calf muscles:

Stand at arm's length from a wall or a piece of sturdy exercise equipment. Place your right foot behind your left foot. Slowly bend your left leg forward, keeping your right knee straight and your right heel on the floor. Hold your back straight and your hips forward. Don't rotate your feet inward or outward. Hold for about 30 seconds. Switch legs and repeat.





**Dory and the Weathermen** featuring Quest's own Allan Wilson will be performing at the **Special Olympics** dance happening at the **Bill Kergan Centre** Saturday **April 5 at 6:00PM**. Come on out to see this band in action for **FREE!**

## Staff Shout Outs

- A big shout out to H11 for coming together and keeping the house running while the TL is away!
- Welcome to new staff Brittney Kiefer and Larissa Cameron! H05 is lucky to have you!
- Shout out to Ryan Pollard! Welcome back to the residential team, and thank you for your great work!
- Shout out to all our Team Leaders! Welcome to new Team Leaders Jenna Sneden, Kieffer Davies, and Rebeca Klassen. You are all doing a great job!
- Welcome to new CAP supervisor Greg Imeson, and new residential supervisor Trevor Gilbert. These great new additions bring a ton of experience and passion to our team.



Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4
	<b>Music Class 1300</b> Swimming 1300	Adopt A Park Chinook Walking Club 1300 <b>OR Swim Night N.S Pool 1830</b>	<b>Cooking Class 1030</b> Swimming 1300 Bowling 1330	Adopt A Park Chinook Swimming 1300
7	8	9	10	11
Bowling 1030 Jam Session Swimming 1300 <b>Last QFF 1300</b>	Swimming 1300 <b>Opportunity knocks</b> <b>Career Fair 1200-2000</b> @ Exhibition Park South <b>Last Music Class 1300</b>	Adopt A Park Chinook Walking Club 1300 <b>OR Games Night 1800</b>	<b>Last Cooking Class 10:30</b> Bowling 1330 Swimming 1300 Opokaa'sin 1330	Adopt A Park Chinook Swimming 1300
14	15	16	17	18
Jam Session Swimming 1300 Norbridge Outreach 1330	Swimming 1300 <b>Ukrainian Easter Eggs + Tea 1300</b>	Adopt A Park Chinook Walking Club 1300 <b>OR Scavenger Hunt Henderson Pool 1800</b>	Bowling 1330 Swimming 1300	<b>Good Friday Quest Closed</b>
21	22	23	24	25
<b>Easter Monday Quest Closed</b>	Swimming 1300	Adopt A Park Chinook Walking Club 1300 <b>OR Taco Supper 1800 \$3</b>	Swimming 1300 Opokaa'sin 1330 Bowling 1330	Adopt A Park Chinook Swimming 1300
28	29	30		
Bowling 1030 Jam Session Swimming 1300	Swimming 1300	Adopt A Park Chinook Walking Club 1300 <b>OR Origami 1800</b>	<b>*Only pick 2 bowling days per month*</b>	

