

Quest News

November 2012



Quest Clothing Drive

November 7 to November 16 from 8:00AM-4:00PM Monday-Friday. All Individuals welcome!

Kevin and Stephanie have been working hard to assemble and sort the clothing that has been coming in for the upcoming clothing drive! All individuals will be welcome to come and "shop" from **November 7 to November 16** at the **Community Access Program!**

Donations are still being accepted at the front desk. If you have any gently used clothing that

you would like to donate, please bring it in! All donations accepted until November 13. Please ensure that clothing is washed, and free of rips or holes. No socks, underwear or spandex please! We are specifically looking for XL, XXL and XXXL items, as well as winter items: boots, mittens, toques, and jackets! We are also looking for hangers! It looks as though the clothing drive will be a huge success! See you there!

Upcoming Training Dates **Remember: Lifting, Transferring & Wheelchair Safety will affect file requirements as of January 1, 2013**

Abuse Protocol

November 14 – 1:00PM-4:00PM

Medication Admin.

December 11 – 4:30PM-8:00PM

*All courses take place at
Community Access Program*

Lifting, Transferring & Wheelchair Safety

November 13 - 9:00AM-12:00PM

November 27 – 1:00PM-4:00PM

December 11 – 1:00PM-4:00PM

Crisis Prevention & Intervention (CPI)

Refresher:

November 22 – 5:00PM-9:00PM

Full:

November 24 – 9:00AM-4:00PM



Positive Approaches with Matt

Crisis Development Model

Crisis Development is the progression of behavior from one level to another. Although behaviors look different for each person, categories for behavior still exist; each with its own characteristics.

In the chart below you see 4 different behavior levels and 4 different staff approaches. Although some elements of the staff approaches may overlap, the key to good crisis management is being able to intervene using the correct approach that's designed to de-escalate a specific behavior level. For example, it's important to be supportive at all times when dealing with a crisis situation, but if your only approach is to be supportive when someone is physically acting out (acting out person), little is being done to ensure the safety of yourself, the acting out person, and those around you. Being supportive is likely to aid in de-escalation, but non-violent physical crisis intervention may be a necessary key to managing this crisis.

Crisis Development Model

| Crisis Development/Behavior Levels | Staff Attitude/Approach |
|------------------------------------|---|
| 1. Anxiety | 1. Supportive |
| 2. Defensive | 2. Directive |
| 3. Acting-out Person | 3. Non-violent Physical Crisis Intervention |
| 4. Tension Reduction | 4. Therapeutic Rapport |

As you support the person you work with, be on the lookout for signs that they might escalate and use the correct approach to alleviate the situation before it becomes a crisis.

Foundations Training

Foundations is an Alberta Council of Disability Services (ACDS) mandated course. Within Alberta, this course is being implemented as a mandatory training requirement for all employees working in the disability services field who do not have previous related training or education.

ACDS describes Foundations as:

"[A] training program specifically designed for direct service workers in the evolving field of Community Disability Services. It has been designed to provide a comprehensive orientation to the knowledge, skills, and attitudes needed by staff in today's world."

The training is offered online and includes 16 Modules (each take approximately 2-4 hours once per month to complete). You can work at

your own pace and then sit down with the agency tutor (**Michele Currie**) to discuss any questions that you have. These modules cover information on topics such as "common disabilities", "safety issues", "promoting wellness", and "adaptive technology". It is designed with frontline staff in mind and covers many issues our staff face on a daily basis.

Quest is in the process of registering permanent staff in this course. If you are interested in taking the online course, please contact **Michele Currie** (Quest's Certified Foundations Tutor) for more information.



Shout Outs!

Lana Hugli:

The ERC would like to thank Lana for her flexibility and willingness work extra hours when requested. She has shown a great deal of commitment to her job, and we appreciate all her hard work! Thank you Lana!

Duncan Chibanda:

In his almost 2 years of employment, Duncan has worked in various locations and provided excellent client care. He is flexible and is willing to switch locations at a moment's notice, which helps the ERC handle emergency staffing issues more effectively. Thank you Duncan!

Al Co:

New staff Al has proven to be an incredible addition to team Quest! He is dependable, caring, responsible, and will jump in to assist staffing any time! Thank you so much Al!



News from the Employee Resource Centre

File Requirements

April 2012

October 2012

| | | |
|---------------------------|---------|-----|
| Complete Files | 22% | 48% |
| Medication Administration | 65% | 86% |
| Abuse Protocol | 60% | 79% |
| CPI | 70% | 83% |
| First Aid & CPR | 62% | 77% |
| Criminal Record Check | 80% | 88% |
| IRC | 62% | 90% |
| Lift & Transfer | No Data | 68% |

Thank you to all staff for making an effort to update their files!



Open Front Line Residential Shifts

Female Staff

H05 Mon-Fri 16:00-23:00
 H25 E/O Wknd Live In 22:00Fri – 22:00Sun
 H25 E/O Sat & Sun 7:00-15:00
 H25 E/O Sat & Sun 15:00-23:00

Male Staff

H04 Mon-Fri 16:00-23:00
 H06 Mon-Fri 15:00-22:00
 H17 Mon-Fri 15:30-22:00
 H37 E/O Sat & Sun 12:00-16:00
 CAP Mon-Fri 7:00-15:00

Female or Male Staff

H14 Male or Female Staff E/O Sat & Sun 8:00-20:00
 H19 Male or Female Staff E/O Sat & Sun 9:00-21:00
 \$17.00/hr
 H24 Male or Female Staff E/O Sat & Sun 11:00-23:00
 Complex Needs Wage
 H28 Mon-Fri 16:00-22:00

Open Team Leader Positions

Female Staff

H25 Mon-Fri 15:00-23:00

Male Staff

H06 Mon-Fri 7:00-15:00
 H08 Mon-Fri 16:00-22:00
 H17 Mon-Fri 15:30-22:00

Female or Male Staff

H19 Mon-Fri 8:30-16:30
 H28 Mon-Fri 8:00-16:00

To apply for any open positions, please submit a contact note to the ERC.

Please ensure that Med Checks are being done daily!

News from the Residential Team

The res team has experienced many changes recently! We have opened some new houses and closed others. H21 & H07 have officially closed. H10 has transitioned to become H04. New houses include H25 & H28. H29 officially opens on November 1! If you have any questions about these transitions, please contact the ERC.

Reminders: Fall clean up should now be underway with winter creeping around the corner. All leaves, grass, weeds etc., should be cleaned up and organized. We need to put away all lawn mowers, weed whackers, rakes, etc. Please complete your fall charts and hand them in to your supervisors as soon as you have completed the duties.

Please be prepared for winter. Ensure houses are equipped with all necessities: snow shovels etc., and ensure first aid kits are fully stocked. We recommend that staff carry an extra blanket or coat in their vehicle while transporting individuals as a precaution. Individuals should be encouraged to wear mitts, toques, boots, etc., on chilly days. If you notice that someone does not have adequate winter clothing, please contact your TL or supervisor immediately.

Clothing inventory should be well under way. Please ensure you go through all clothes with each individual thoroughly. Any funds needed should be directed to Jana. Clothing should be checked for weather appropriateness, fit, and condition. If these clothes are in good condition please feel free to donate them to the Quest Clothing Drive.

"Voices" Committee

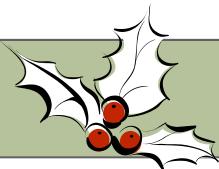
The newly elected board of "Voices" is:
 President: Randy Chandler
 Vice-President: Erin Armstrong
 Treasurer: Chris Bobson
 Secretary: Allan Jarvis

"Voices" meets every 3rd Wednesday of the month at 12:00pm. Meetings take place in the basement of the Community Access Program. New members always welcome!

"Voices" will be celebrating the "Sun" on **Friday, November 30**. The group will be selling **Sundaes for \$2.00**. All proceeds will go to a charity program this Christmas. Please stop by the Community Access Program to show your support and purchase a cool treat!



Christmas Corner



Christmas is fast approaching! Now is the time for staff to start making plans! Are the individuals going home? If not, let's get the ball rolling and arrange a get together with other houses.

Wish Lists need to be talking about with Individuals. What are their wishes? Remember, it's Christmas, let's make some miracles happen!

Quest would like to thank staff for all their hard work and dedication shown day in and day out. It is because of these special people that the programs are so successful and the individuals do so well each day. Thank you!

**A note on upcoming holidays:**

Quest offices and day program will remain open on November 12, 2012.

Christmas hours of operation are as follows:

Quest Day Program and Office will be closed December 24 - 28, and January 1, 2013. *Please note that we will be open on December 31, 2012.

Make some extra money over the holidays?

If you are looking for additional hours during the holidays please submit a contact note to the ERC stating which days and hours you are willing to work. The sooner you submit, the better chance you will get the shifts and hours you want!

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|--|--|--|---|
| | | | 1 Life Skills Class 10:15 Swimming 1300 | 2 Morning Stretches 9:15 Adopt A Park Chinook Christmas Singing 230 |
| 5 Morning Stretches 9:15 Deb's Comp. Update Jam Session Bowling 1030 +1330 Swimming 1300 | 6 Arts and Crafts Class 10:00 Swimming 1300 Walking Club 1300 | 7 Special O Volunteers @ U of L 930-1400 QFF Lite Class 1300 Cards and Pics Club Meeting @ 2:45 OR Free Spaghetti Supper at 1800 | 8 Life Skills Class 10:30 Bowling 1030 + 13:30 Opokaasin @ F.C 1300 | 9 Morning Stretches 9:15 Adopt A Park Chinook Christmas Singing 230 |
| 12 Morning Stretches 9:15 Anne's Comp Updates Jam Session Swimming 1300 | 13 Arts and Crafts Class 10:00 Swimming 1300 Walking Club 1300 | 14 Adopt A Park Chinook QFF Lite Class 1300 OR Swim SS Pool 1830 | 15 Life Skills Class 10:30 Bowling 1030+1330 Swimming 1300 | 16 Morning Stretches 9:15 Adopt A Park Chinook Christmas Singing 230 |
| 19 Morning Stretches 9:15 Stu's Comp. Updates Jam Session Swimming 1300 | 20 Arts and Crafts Class 10:00 Swimming 1300 Walking Club 1300 | 21 Special O Volunteers College 10-3 QFF Lite Class 1300 OR Bingo Nite 1900 | 22 Life Skills Class 10:30 Swimming 1300 Opokaasin @ Friendship Center 1300 | 23 Morning Stretches 9:15 Adopt A Park Chinook Christmas Singing 230 |
| 26 Morning Stretches 9:15 Ursula Comp. Updates Jam Session Swimming 1300 Holiday Bowl 1330 | 27 Arts and Crafts Class 10:00 Swimming 1300 Walking Club 1300 | 28 Adopt A Park Chinook QFF Lite Class 1300 OR Karaoke 1830 | 29 Life Skills Class 10:30 CAP Birthday Cake Swimming 1300 | 30 Morning Stretches 9:15 Adopt A Park Chinook Big Christmas Trade Show 1-8 @ Exhibition Christmas Singing 230 |

