

S E P T E M B E R 2 0 1 4

Quest News

Quest Carnival

On August 14th we were fortunate to host another annual agency BBQ. It was awesome to see over 300 people join us in a day of rain, food & games! Huge shout out to those of you who took away some of the great grand prizes this year. It was really fun watching everyone participate.

This year's games included: Plinko, Plant the Flower, Balloon Darts, Duck Pond, Bottle Ring Toss, Coffee Can Toss, Chicken Toss, Ring Toss, Ball Blaster, Face Painting & the Dunk Tank! We can't wait to tweak our games for next year's party ☺

We would like to thank the members of the management team and assistants who came together to pull this event off. It takes a great deal of planning and personal time to get everything prepared, and we appreciate it. Congratulations goes to Jen Pike and Sharde Davies on their winning Carny outfits! See you next year!

Please see last page for pictures of this event.



A HUGE thank you goes out to Pernell for all your hard work in helping the team clean up after the carnival! We appreciate your helping hands.



September & October Training

Abuse Prevention

Sept 3rd 17:00-20:00
Oct 14th 13:00-16:00

CPI Refresher Course

Sept 4th 17:00-21:00
Oct 2nd 17:00-21:00

CPI Full Course

Sept 6th 9:00-16:00
Oct 4th 9:00-16:00

Medication Administration

Sept 9th 16:30-19:30

First Aid

Sept 20th 8:00-16:30
Oct 25th 8:00-16:30



As you may know, some Quest residences that meet the criteria set out by our funders will be going through a Safety Standards Inspection in September of 2014. The first house will be inspected on September 10th, 2014. The rest of the houses will be inspected the following two weeks. Those houses going through inspections have been notified and will be informed of the exact date & time in advance. We appreciate those of you who make yourself available to assist with this process.

What does this mean for individuals & staff?

This means that an inspector will be coming to the home to make sure the house is in a safe condition & to ensure that the individuals living there have the support they need.

What is the inspector looking for?

- Well kept lawns, debris free back yards & hazardous materials stored properly. No tripping hazards, cracks in cement, etc.
- Maintenance repairs are being done in a timely fashion & Quest owned furniture & equipment is maintained & in safe condition.
- Inside temperature is appropriate (not too hot or not too cold) for the season. There are plans in place to increase the individuals' comfort in case of extreme weather (fans for too hot weather, extra blankets for too cold weather). Don't forget to ask if someone is comfortable with the temperature, make adjustments and document this when supporting someone!
- Medications are stored securely & medications are being administered in a safe manner.
- Hot water temperatures are within the safe range (49 degrees at the kitchen or bathroom sink, 40 degrees at the tub or shower faucet.) Since January 1st, 2014, hot water testing and temperature recordings are only required when the DSWI assists the individual with his or her bathing routine. The temperatures still have to be recorded on the provided logs, however those logs are not under review during the Standards Inspections.
- The maintenance department is responsible for keeping hot water logs that are under review during inspections.
- A written process for reporting concerns & complaints regarding the residence: Quest Support Services implemented a new maintenance & safety complaint process. The complaint process flow charts & supporting documents have been placed in each house going through inspections. This new process provides the opportunity for individuals, staff & guardians to voice their concerns formally.

Individuals are encouraged to follow their normal routine. However if an inspector comes while the individual is home the inspector might ask questions like this: Do you feel safe in your home? Do you know how to report problems with the house? Etc.

What to do if I have questions or concerns regarding the Safety Standards Inspections?

- Phone the maintenance department at 403-381-9515 & ask for Tom or send an email directly to Tom at: t.virag@questsupport.com

Don't forget to report and document any concerns you have with a residence during your shift! Please submit these to your Supervisor so that he/she can follow-up with the maintenance team. Thank-you.





Quest's Benefit Information

You are eligible for Quest's benefit plan if you have worked for Quest in a full-time position for 6-months. To check your eligibility date please contact Kendal in the ERC.

Quest Group
Number:
71313



The diagram illustrates the steps to access the Alberta Blue Cross online portal:

1. Click on the "Plan members" link in the "Sign in" dropdown menu.
2. Enter the Group number (18953) and ID number (1234567-89) in the "Member sign in" form.
3. Click the "Sign In" button or the "Contact us" link for forgot password.
4. Once logged in, click on the "Your profile" link in the navigation bar.

An "Alternative Method" is also shown, where the "Your profile" link is circled in red and connected to the "Your profile" link in the navigation bar of the main page.

Our Plan

THE BASICS:

- ✓ Health
- ✓ Dental
- ✓ Vision
- ✓ Hospital
- ✓ Travel
- ✓ Employee and Family Assistance Program
- ✓ Life and Disability

To view the benefits booklet, please ask for a copy from Stephanie at the main office, or log on to your Alberta Blue Cross (ABC) profile from your

BENEFITS

Online



...you can view your personal ABC plan **ONLINE**?
Just follow these steps!



- ✓ Order new cards
- ✓ View your claims history
- ✓ View and submit forms
- ✓ And much more!

Excellent Training Opportunity!!

Training Inc. is now offering a 12-week program for Community Disability Support Workers!
It provides students with the theoretical, practical skills & knowledge needed to secure entry-level employment in community disability services. *The target population includes unemployed or underemployed people.* If you are patient, friendly, & care about people in need, this program is for you!

To book an Appointment Call: 403-320-5100



Open Shifts

DSWI Shifts:

Female shifts

House 03 E/O Saturday & Sunday 9:00-21:00

(**First Aid & Lift & Transfer**)

House 05 Monday-Friday 16:00-23:00

House 05 Sleep ONs Sunday-Thursday 23:00-8:00

House 10 E/O Saturday & Sunday 8:00-16:00

House 10 E/O Saturday & Sunday 16:00-24:00

House 15 Monday-Thursday 16:00-23:00

(*Complex Wage*)

House 18 E/O ½ Live in Weekend 20:45 Fri-21:00 Sat

(*Complex Wage*)

House 26 Tuesday 18:00-21:00 Thursday 16:00-19:00

House 26 E/O Weekend 23:00 Friday-15:00 Sunday

House 31 Monday-Friday 16:00-23:00

House 31 E/O ½ Live in Weekend 23:00 Fri-23:00 Sat

House 31 E/O ½ Live in Weekend 23:00 Sat-23:00 Sun

Male or Female Shifts:

House 02 E/O Saturday 9:00-19:00

House 07 Monday-Friday 17:00-21:00

House 24 E/O Saturday & Sunday 11:00-23:00

House 25 E/O Saturday & Sunday 15:00-22:00

(**Lift & Transfer**)

DSWI Male Shifts:

House 06 E/O Saturday & Sunday

12:00-21:00

House 06 Awake ONs E/O

Friday & Saturday 22:00-10:00

House 12 Monday-Friday 18:00-23:00

House 12 Monday-Friday 16:00-22:00

House 19 Awake ONs E/O

Friday & Saturday 22:00-10:00

(*Complex Wage*)

House 20 E/O Saturday & Sunday 9:00-

20:00 (**Complex wage**)

House 22 E/O ½ Live in Weekend

21:00 Friday-22:00 Saturday

House 23 E/O Saturday & Sunday

12:00-20:00

House 28 E/O Live in Weekend

23:00 Friday-23:00 Sunday

TEAM
LEADER

A Team Leader position is a great way to gain leadership experience, move up in the agency and further contribute to the wonderful people we support.

We have multiple Team Leader positions available in the agency right now:

- 3 Evening positions
- 4 Daytime Positions

To apply please submit a cover letter to Kendal @ k.tremblay@questsupport.com detailing why you are the right person for this position. Check out our website for more details.

BEING A GOOD NEIGHBOR

Here is a scenario that many of us face from time to time:



You have a new sofa, but now you have nowhere to put the old one. What's the solution?

- A. I will just leave the old one outside the back of the neighbors' house. It's not dangerous, & I'll deal with it when I get around to it.
- B. I'll get the council/charity shop to come pick it up, but will have to leave it outside for now.
- C. I'll take it to a charity or dump myself.

The goal should be to get the sofa off of your property right away. If you don't know anyone who can pick it up within a couple of days, you should arrange to take it to a charity or to the dump (C). Please contact your Supervisor if you need help arranging this.

Indoor furniture is not meant to be stored outside. It can collect all sorts of unwanted insects and pests, and can create a hazard for you and your guests. Also, think of how it might make your neighbors feel? It is best to keep your yard free of indoor furniture to keep it attractive.



SHOUT OUT'S

"I would like to recognize Celest Oduge for the wonderful care and support she offers at Quest. It is a pleasure bumping into Celest regularly and always seeing her with a smile on her face." ~ Darla

"Cheers to Bryer for the help he offered his staff and roommate last month." ~ Trevor

"Congratulations Derek on your receiving your Boating License! Nice work." ~ Devin

"Thank you House 32 staff for working as a team & keeping things positive!" ~ Shelby

"Huge thanks to Sarah for accompanying KW on the camping trip to Montana & Also Darren & Shane for joining QG in Calgary! Sounds like both trips were a lot of fun." ~ Sharde'

"Appreciation going out to Christien for picking up tons of shifts, Marnie for being so flexible, Forhad for doing great at House 30 & Kellie for doing well at House 28!" ~ Ashley

THIS MONTH'S STRETCH: Knee Circles

1. Stand with your legs together and hands by your waist.
2. Now move your knees in a circular motion as you breathe normally.
3. Repeat for the recommended amount of repetitions.

Target muscle: calves





CAP INTRODUCES: Drama & Acting Class

Who: Anyone is welcome to participate

Where: Community Access Program

When: Monday afternoons 1pm-3pm September 8th - December 8th

Cost: FREE

Concentrating on primary acting skills & improvisation, this course will give the beginner & the journeyman actor the tools and skills to improve their lives. The course will culminate in a music & dramatic presentation. Drama/Acting classes have been shown to improve persons' confidence, self-esteem, & public speaking skills. The instructor for the class has 28 years of experience in the classroom and 12 years on the stage. Join in on this exciting opportunity by contacting Kevin at CAP.

Here's What's CAP-pening in September

Monday	Tuesday	Wednesday	Thursday	Friday
Quest Closed 1	Swimming 1300 2	Adopt a Park Chinook OR swim night SS 630 3	Swimming 1300 4	Adopt A Park Chinook 5
Jam Session Bowling 1030 Cooking Class 1030 Drama Class 1300 8	QFF Lite 1000 Swimming 1300 Singing Class 1300 9	Tactile Art Class 1015 Adopt a Park Chinook Quest VS Peak Softball Game 1300 OR Henderson Walk 630 10	Cooking Class 1030 Swimming 1300 Bowling 13:30 11	Adopt A Park Chinook LLL Class 1000 12
Jam Session Cooking Class 1030 Norbridge OR 1330 Drama Class 1300 15	QFF Lite 1000 Swimming 1300 Singing Class 1300 16	Tactile Art Class 1015 Adopt A Park Chinook Employment Class 1300 OR Game night 6pm 17	Cooking Class 1030 Swimming 1300 18	Adopt A Park Chinook LLL Class 1000 Fun With Science Demonstration 1300 19
Jam Session Bowling 1030 Cooking Class 1030 Drama Class 1300 22	QFF Lite 1000 Swimming 1300 Singing Class 1300 23	Tactile Art Class 1015 Adopt A Park Chinook Employment Class 1300 OR Mini Golf 7pm 24	Cooking Class 1030 Swimming 1300 Bowling 1330 25	Adopt A Park Chinook LLL Class 10:00 26
Jam Session Cooking class 1030 Drama Class 1300 29	QFF Lite 1000 Swimming 1300 Singing Class 1300 30	We are still waiting on Opokaasin dates and will post these up at the Program as soon as we know.	Please only sign up for one cooking class (either Monday or Thursday).	Sign up for Employment with Kevin asap* <i>Limited seating</i>



“Voices”



CAP CANTEEN

“Voices” is a Self- Advocacy group in partnership with South Region Self Advocacy Network (SRSAN). The group consists of 14+ active members, all who utilize services through Quest Support Services and funded by Persons with Developmental Disabilities (PDD). This group is on a mission to raise awareness in the Lethbridge community that anyone with a disability can have a voice in disability specific issues, as well as issues affecting Lethbridge and Albertan citizens in general.

“Voices” takes their mission and duties seriously, but they have fun while they are at it. The group regularly sponsors Quest events such as Easter egg hunts, a float in the Whoop-Up Day’s parade and BBQ and other various special events (bake sales, car washes etc.). Most of Voices funding comes from the “Voices Canteen” located at Quest’s Community Access Program, open daily from 11:45am-12:30pm. The Canteen has been undergoing many changes and we look forward to the new ways it will better serve the hungry masses in the future.

If you have any Questions about “Voices” or would like to become a member please feel free to approach any member or contact Curtis Hainsworth by email: c.hainsworth@questsupport.com



CAP SHOUT OUTS



“Shout out to Ryan Pollard for running a successful baking class & BOTH cooking classes.”

“I would like to recognize Jasmine Rapuano for the level of care she gives to all those she supports!”

~ Tina

Chili Cook Off:

At the end of July, five teams displayed their culinary skills to compete in CAP’s 2nd annual Iron Chef Challenge! A big shout out goes to the Champions of the Iron Chef: Chili Cook off! The winning team included Ryan Pollard, Ike Chief Calf, Alisha Van

Den Biggelaar, A.B, and Deb Rauser. When asked about the secret to his team’s chili, captain Ryan Pollard claimed it all came down to the meat. “First off bacon goes great in chili. We cooked the bacon first and then used the bacon grease to cook the hamburger”



Congratulations to all of the teams who competed and produced some very delicious chili!

QUEST CARNIVAL

