

QUEST NEWS

January 2012

Happy New Year!

It's the beginning of a new year! Can you believe that another year has already passed and we are all left planning ahead for 2012? Looking back at the last twelve months we would like to thank each and every person in the Quest Community for your contributions to our program. 2011 was a year of change, a year of promise, and a year with some wonderful results. It seemed to be a year where much focus was placed on our Community Access Program and Employee Resource Center – areas we felt change was needed. Emphasis was placed on teamwork, program restructuring, and accountability at the Community Access Program. In the Employee Resource Center, efforts were made in the areas of employee punctuality, agency benefits, and improved communication. Thanks to support and dedication from everyone, the results were awesome. It is expected that these programs continue to grow and improve in the years ahead!

2011 was also a year where the Individual Advocacy Team "Voices" became an even louder and more active group than ever. Congratulations to Ursula and all of her team for pushing forward in this area and dedicating yourselves to ensuring that everyone's voice is heard. We look forward to seeing what you have in store for all of us in 2012!

As we each reflect and set personal resolutions for the coming year we would like to encourage you to join us in reaching our agency goals for 2012. Our goals are the result of the reflections of the agency's triumphs and struggles over the past couple years. We are excited about sharing them with everyone and look forward to your support in achieving them! Once again, best wishes for the New Year.

January Happenings

2012 New Connection Dances: First Friday of every month @ 6:30pm

Group Swim Night January 4th 6:30pm @ Stan Siwik Pool

TOBAGGANING! January 11th 6:00pm @ Sugar Bowl (please bring sleds)

Movie & Popcorn January 18th 7:00pm @ Community Access Program

BINGO January 25th 7:00pm @ Community Access Program

Arts & Crafts class Tuesdays 10:30am at the Community Access Program

Increasing Safety Measures

Quest Support Services Inc. has recently implemented bath-safety measures to ensure that Individuals and their staff are able to identify safe water temperatures. This is a result of a very serious burn incident in a group home in Calgary. It only takes a few seconds for a scald injury to be sustained, but it can result in a lifetime of complications. It is important everyone is knowledgeable in safety practices that include:

- ✓ Knowing how to properly check and adjust water temperature
- ✓ **Always** checking water temperature before using it
- ✓ Check the hot-water tank settings regularly
- ✓ Bath water should **never** be hotter than 49°C (120°F)

Quest will be working with PDD to ensure that adequate plumbing and thermometers are available in each group home. Management will ensure that these are delivered to group homes upon arrival. All staff will receive training on how to properly check bath water. Please begin practicing this habit by testing it yourself by hand as well as encouraging the supported individuals

Better Training Wages

Beginning January 1st, 2012 all staff will receive their regular wages for updating employee-training requirements. This includes: CPI recertification, 1st Aid/CPR, and Abuse Prevention & Response.



Employment Opportunities

Happy Anniversary!

Mandhoj	Tamang	11 years
T.R.	Oler	11 years
Susan	Brenner	11 years
Jared	Hague	10 years
Teresa	Elliott-Doersam	10 years
Sherri	Caldicott	9 years
Tina	Wagner	9 years
Liz	Green	8 years
Derek	Melting Tallow	8 years
Lynda	Lippa	7 years
Debbie	Abbott	6 years
Brian	Litwin	6 years
Irm	Kuhn	6 years
Mike	Ostrom	5 years
Carolyn	Gedder	5 years
David	Baldwin	5 years
Alisha	Van Den Biggelaar	5 years
Shelby	Collier	4 years
Jennifer	Van Dellen	4 years
Colin	Towells	4 years
Sandy	Wilson	4 years
Verna	Masuda	4 years
Justin	Gross	3 years
Genny	Bogaert	3 years
Adam	Russell	3 years
Shirley	Badura	3 years
Christein	Wong	3 years
Allen	Rankin	2 years
Lennox	Reis	2 years
Nizarr	Mohammed	1 year
Jackie	Osmond	1 year
Duncan	Chibanda	1 year
Ashley	Bartz	1 year
Ricky	Sharma	1 year
Brady	Reid	1 year
Kenzie	Smith	1 year
Stephen	DeBoer	1 year
Kalya	Pontarolo	1 year
Koda	Davis	1 year
Heather	Johnston	1 year

DSWII

House 03
Female
Monday – Friday
8:00 – 16:00

House 05
Female
Monday – Friday
16:00 – 23:00

House 09
Female
Sunday – Thursday
16:00-22:00

House 15
Female
Monday – Friday
16:00-23:00

House 16
Female
Monday – Friday
8:00 – 16:00

Farewell to 2 of our
amazing Team
Leaders! Thank-you
Andrea and Nikita
for all of your
contributions!

DSWI

House 02
E/O Saturday, Sunday
10:00 – 20:00

House 04
Female
Monday – Friday
08:00-16:00

House 06
Male
Monday, Weds & Friday
07:00-15:00

House 07
Female
E/O Saturday & Sunday
07:00-15:00

House 07
Female
E/O Saturday & Sunday
15:00-22:00

House 07
Female
½ Live-in Weekend
23:00-23:00

House 08
Male
Wednesday and Fridays
16:00 – 22:00

DSWI

House 10
Male
Monday, Tues, Thursday
16:00 – 22:00

House 11
Female
1 Live in per month
23:00 – 23:00

House 18
Female
Monday – Friday
17:00 – 21:00

House 18
Female
E/O Weekend Live in
21:00 – 21:00

House 21
E/O Weekend Live-in
23:00-23:00

House 21
E/O Saturday & Sunday
16:00 – 23:00

House 21
E/O Saturday & Sunday
08:00 – 16:00

House 37
Male
E/O Saturday & Sunday
12:00 – 16:00

Team Leader Training

A mandatory “Back to Basics” Team Leader meeting will be held on January 11th from 4:00pm-6:00pm. As well, a Sign Language Course is being offered within the agency later this month. Suicide Intervention Training takes place January 26th & January 27th. Certification is provided upon completion. Team Leaders are encouraged to sign up with the Employee Resource Team as soon as possible as limited spots are available. DSWI’s who are interested in these opportunities are encouraged to contact their Supervisors to sign up.



Children's Services

As we look forward to the New Year for Children's Services here at Quest, it is exciting to consider how our supports to children in Lethbridge are ever expanding. As our supports to these children increase, there are always new opportunities for staff to get involved in the life of a child. These positions offer the amazing gift of mentorship to young people who have the desire for staff support. If you are interested in hearing about available opportunities, please contact Michele Currie for more information.

m.currie@questsupport.com

Holiday Shout-out

We would like to thank everyone who worked over the holiday season, particularly those of you who worked Christmas and New Year's Day. One of the most difficult times of the year for many people we support is the holidays, and we appreciate your willingness to provide these supports in a time of need.

Thank-you.

Management Opportunity!
Employee Resource Supervisor
Monday thru Friday 0800-1630hrs
Interested candidates should submit
resumes to Robyn Scarfe by
January 15th.

Residential Program

The Residential Program continues to grow steadily. This month we look forward to the addition of House 18 to the team. This will open a door of opportunity to female staff looking for a chance to bond 1:1 with a young female requiring supports. If anyone is looking for a change of pace, please contact the ERC to hear more about this new House.

With the continual growth means on-going changes. We would like to welcome Kendal Tremblay to the Residential Supervisor team in the coming weeks. Kendal will be transitioning out of the Employee Resource Center once a replacement has been found. We look forward to seeing her contributions to the Individual Care team.

Jana Lipka will be joining the Residential Team once again this month. But, as she fades in – Shari fades out to have a little one! Perhaps this Baby Fever will end soon within the management team! Congratulations to both ladies. Please be patient as they transition caseloads one last time!

Even though we have been spoiled with a lack of snow this season so far, please be prepared for shoveling once it hits the ground. All staff are responsible to ensure that snow falls are cleared from paths and driveways immediately. Please continue to report house maintenance repairs or concerns to Devin Mohan via contact note or work order. We will do our best to respond to repairs as quickly as possible. If it is urgent, please do not hesitate to call.



Crisis Prevention Intervention focuses on identifying the different behavior levels so that staff can respond early and appropriately. When an individual is verbally acting out (Defensive), staff need to be Directive by setting limits and offering choices. The three keys to setting limits are:

#1 Clear and Simple #2 Reasonable and Fair #3 Enforceable

Avoid setting limits that are too complicate. Instead, focus on what the reward will be for appropriate behavior, or the consequence of inappropriate behavior. Reasonable consequences are those that fit the behavior. Consequences should never be harsher than the behavior, and need to be consistent with guardian and agency-approved programs. If you have questions regarding a program, never hesitate to ask!

Behavior Management

In order for each of us to make changes in our lives we first have to "WANT IT", then we have "DO IT". In behavior management we call this "MOTIVATION" and "CONSISTENCY" and one without the other will not teach new skills or routines. The individuals we support are often working on goals that will improve their quality of life. In many cases these goals are new skills and routines that require us as staff to provide individuals with consistency and motivation to help them learn. As new protocols and goals are implemented for the individuals you support, remember to follow the programs as they're written to ensure that cues are consistent and incentives are motivational.

2012 AGENCY GOALS

"To increase positivity"

- Increase positive feedback to team members and Individuals
- Increase positive contact notes and letters regarding co-workers
- Empower staff and Individuals to work on resolving differences
- Management will improve their staff recognition practices

"To increase employee training opportunities"

- ERC will collect information regarding workshops and training courses available in the Lethbridge area
- ERC will inform all employees of training courses being offered
- Staff will communicate with management when they want to attend specific workshops to enhance their job
- The Agency will offer an agency-wide seminar at least once per year

"To reduce paperwork"

- Review the current paperwork that is in place and rate necessity
- Implement a plan of action to re-do templates
- Implement a plan to re-train employees on new paperwork expectations

"To evaluate the Individual Service Plan"

- Evaluate the effectiveness of the current document and make changes
- Implement a "plain language" Service Plan
- Communicate more effectively with Individuals & Guardians regarding the plan and collect feedback
- Empower staff to become more involved in planning, developing, implementing, and tracking the Individual's goals

"To increase opportunities for Individuals to make informed decisions"

- Improve staff's understanding of the concept of *empowerment*
- Provide training to staff in the area of *presenting choices*
- To improve our listening skills to better understand what the Individual is desiring

"To enhance employee awareness of *Community Inclusion*"

- The Agency will review the mission statement and philosophy at the beginning of every monthly team meeting
- The Agency will broaden our awareness of how to better advocate and support Individuals to be recognized as full citizen's in society
- Management will post inclusive quotes & information on the display located at the front desk area
- The Agency will encourage the Residential and Outreach teams to become a member of the *Voices* group or to form a similar advocacy group that promotes inclusion



Agency Orientation: 11th 0830-1630hrs

Abuse Prevention: 11th 1700-2000hrs

Sign Language: 17th 1300-1600hrs

CPI Refresher: 19th 1700-2100hrs

CPI Full Course: 21st 0900-1600hrs

Suicide Intervention: 26th & 27th

Preventing Stress & Burnout 27th

*Coming together is a
beginning.
Keeping together is
progress.
Working together is
success.
- Henry Ford*



Congratulations to the entire Music Group at the Community Access Program. What a wonderful Christmas production!

