

BREAKING BARRIERS; CREATING OPPORTUNITIES

OCT 2021

HALLOWEEN

QUEST NEWS

THINGS TO DO:

Oct 1-31 Lethbridge Corn Maze

lethbridgecornmaze.com

Oct 1- Blackfoot Protocols @ Galt Museum;
11am-12:30 pm www.galtmuseum.com/events

Oct 2-Blackfoot Dancing @ Galt Museum;
10am-2pm
<https://www.galtmuseum.com/events>

Oct 4- Zumba @ Southmister Church;
5:30-6:30 <http://www.zumbalethbridge.com>

Oct 15-History and Impact of Canada's Residential Schools @ Galt Museum;
11-12:30 pm
<https://www.galtmuseum.com/events>

Oct 30&31- Spooktober @ Fort Whoop-Up;
10am-4pm
<https://www.galtmuseum.com/events>

IMPORTANT DATES:

Oct 1-International Music Day

Oct 4-National Taco Day

Oct 6-World Cerebral Palsy Day

Oct 8-National Depression Screening Day

Oct 11-Thanksgiving

Oct 11-Indigenous People's Day

Oct 11-National Coming Out Day

Oct 26-National Pumpkin Day

Oct 31- HALLOWEEN

EMPLOYEE OF THE MONTH: OCTOBER

Courtney's Recognition:

"Courtney is always so hardworking and has great communication with staff and individuals. She loves her job, and ensures all duties are completed on time."



We interviewed Courtney Thompson for Employee of the Month. Here is what she had to say:

Question: What is one thing that people might not know about you?

Courtney: I'm on a local dance team called the "La Viragos".

Question: What are some hobbies that you like to do and/or a hobby you would like to get into?

Courtney: I love to go camping.

Question: How long have you worked at Quest and what program do you work at?

Courtney: I work at Impact but have worked at residential as well. Coming up on 3 years at Quest!

Question: What is your favourite thing about working at Quest?

Courtney: Being able to help the individuals have a great day and succeed in their daily life.

Question: What is your favourite thing about the individuals you work with at Quest?

Courtney: I love working with the individuals because there isn't a day someone doesn't make me smile! It warms my heart to be part of the Quest community!

We also would like to recognize the following staff who were nominated:
Alicia Smid

Thank you to all the people who nominated someone for the great work that they do! You can still nominate!

Visit the Employee Recognition Program section of the Quest website, fill out a nomination form and send it in to any Quest Management member to submit your nomination.

For full details about our Employee of the Month program and to see the full interview, please visit our page on the Quest website or contact a member of the Employee Resource Centre.



QUEST ANNIVERSARY

Rene Jacob has worked for Quest for 25 years and has carried a variety of positions. Rene's most recent, and most long-standing position is that of support worker and support home provider to a lucky individual for 24 years. Rene and this individual have an undeniable rapport and their relationship equates to that of a really close brotherly bond; they have a subconscious connection and Rene is often able to respond to the individual and meet a need before the individual communicates it.

Rene is a reliable caregiver and a natural leader within Access. Often Rene's calm presence and steady stature are all that is needed to provide a place where individuals relax and staff members feel supported. Coworkers of Rene praise him for his teamwork, flexibility, knowledge, and rapport building.

Rene is an integral part of self-advocacy within Quest. Rene facilitated meetings and organized/held fundraisers for Voices. Rene still attends SRSAN meetings regularly and enjoys keeping individuals and staff apprised of events for self-advocates across the region.

Rene is always a pleasure to see and visit with, he will chat your ear off telling stories about his many travels around North America, his various scotch tasting experiences, live sporting event adventures as well as his family. If you see Rene, please congratulate him on this amazing milestone. Thank you for all you do
Rene.

Thank You!



#SWAGTAG



WINNER!

A big thank you to everyone for wearing their masks in their #swagtag photos!



QUEST ANNIVERSARY

Jana Lippa



This month marks the 20th year anniversary for Jana Lippa with the agency! What an amazing achievement as we are so lucky to have her as part of our management team. Jana started as the TL of House 18 and, after moving into a supervisor role a few short years later, she has never looked back. Jana maintains poise and understanding in all her interactions. She is an advocate for those she works with, and a pillar of financial stability for those whose money she looks after. She is an amazing leader within the agency and is a great resource for many when it comes to how best to support individuals to have the greatest quality of life possible. Thank you Jana, aka “Money Lady”, for your positivity, calm head, support, and for all you have done, continue to do, and will do for the agency in the future. Congrats on this milestone.



HEALTH & SAFETY

Along with the Covid-19 pandemic we are facing an “infodemic” where there is a huge amount of information being spready throughout social media platforms. It is important that we collect information about Covid-19 from reputable sources. Check out these websites and resources for accurate and up to date information.

<https://covid19resources.ca/public/science-explained/>

<https://www.scienceupfirst.com/learn-more/>



Top tips for navigating the infodemic



1. Assess the source:

Who shared the information with you and where did they get it from? Even if it is friends or family, you still need to vet their source.



2. Go beyond headlines:

Headlines may be intentionally sensational or provocative.



3. Identify the author:

Search the author's name online to see if they are real or credible.



4. Check the date:

Is it up to date and relevant to current events? Has a headline, image or statistic been used out of context?



5. Examine the supporting evidence:

Credible stories back up their claims with facts.



6. Check your biases:

Think about whether your own biases could affect your judgment on what is or is not trustworthy.



7. Turn to fact-checkers:

Consult trusted fact-checking organizations, such as the International Fact-Checking Network and global news outlets focused on debunking misinformation.

EMPLOYEE RESOURCE CENTRE

The ERC team is six months into their goal of fostering stronger relationships with employees and supporting them in meaningful ways. This past year many staff have been impacted by the effects of COVID19 on themselves or people they know and care about. Our team has worked on creating a strong set of resources available and maintaining a check in system for staff that become affected by COVID19.

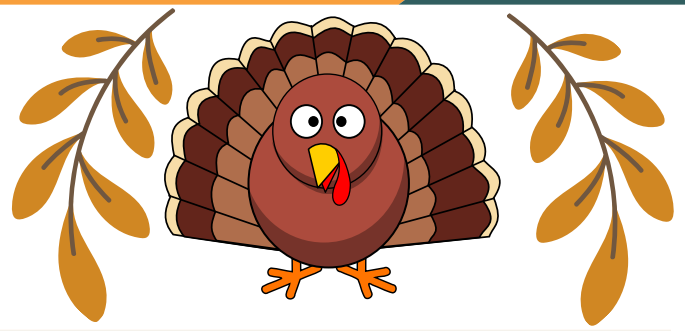
Our team has also worked on finding training resources that allow us to better support staff with mental health. Our members are currently enrolled for training opportunities around these topics. The next six months our focus will be to create a mental health resource guide and engage with staff more through social media and team meetings. We look forward to finding new ways to support you!

Isolated Locations

We're excited to announce our updated isolated locations which will give staff more shift opportunities:

- ACCESS/IMPACT/H02/H03/H05/H11/H13/H14/H17/H26/H28/H31/H38
- H06/H25/H30/H32/ RI02/RI03/ CORE/REACH/RI01
- H01/H04/H07/H09/H12/H22/H27/H35
- H15/H18/H19/H20/H21/H23/H24

*If you are already currently trained at these paired locations, you will be added back onto the orientation lists. If you require additional training, please reach out to an ERC Supervisor.



THANKSGIVING TURKEY CHEAT SHEET

Everything you need to know about buying and cooking your best Thanksgiving bird.

PLAN ON
1 LB. PER PERSON

Take the thawed turkey out of the fridge **1 HOUR** before you put it in the oven

DON'T FORGET! REMOVE GIBLETS

THAW YOUR TURKEY

SLOWEST METHOD: FRIDGE
4 TO 12 POUNDS – 1 TO 3 DAYS
12 TO 16 POUNDS – 3 TO 4 DAYS
16 TO 20 POUNDS – 4 TO 5 DAYS
20 TO 24 POUNDS – 5 TO 6 DAYS

QUICKER METHOD: WATER BATH
Place turkey in a cold water bath, change water every 30 minutes until thawed. Allow 30 minutes per pound.

ZERO THAWING
YES, you can roast a frozen turkey! It will take 50% longer to cook than a thawed turkey. (But never fry or grill a frozen turkey!)

ROASTING

Trussing is optional: Turkey will stay moist with legs tied or untied

Basting is optional: Opening the oven cools it down so just rub it with tons of butter instead

ROAST UNTIL 165° OR IT ISN'T DONE!

DON'T FEAR THE GRAVY

EASY TURKEY GRAVY FOR 8-10 (Double for large groups)

- 1) Pour pan drippings into a large measuring cup
- 2) Skim off fat from the top, reserving a ¼ cup
- 3) Pour reserved fat into a medium-sized saucepan
- 4) Mix ¼ cup flour with ¼ cup water in a small bowl, add to saucepan and brown
- 5) Add chicken broth to remaining pan drippings, equaling 2 cups of liquid
- 6) Add broth mixture to saucepan
- 7) Stir over medium heat until thick and bubbly
- 8) Season with salt and pepper to taste

ROAST YOUR TURKEY AT 325° FOR 15 MINS PER POUND

325° F

8-12 LBS: 2 ¾ TO 3 HOURS
12-14 LBS: 3 TO 3 ¾ HOURS
14-18 LBS: 3 ¾ TO 4 ¼ HOURS
18-20 LBS: 4 ¾ TO 5 ¼ HOURS

SERVE & STORE

Let the turkey rest under a tinfoil tent for 30 minutes to an hour before carving

Only carve **what you know you'll need**. If you leave leftovers on the bone, they won't dry out as fast.

Leftover turkey meat needs to be refrigerated within **2 hours** of cooking.

HELPFUL HACKS & HINTS

A dry brine produces crispier skin—rub salt and/or seasonings directly onto the meat and skin and then let it rest in the fridge.

Wet brine, juicy turkey
Brine your turkey in a cooler with ice if you don't have enough room in the fridge.

If you have a **large group to feed**, roast two smaller turkeys so you can reduce cooking time and try two different preparations.

Want more white meat? Cook an extra turkey breast in a slow cooker.

FOOD.

MAINTENANCE

SITE MAINTENANCE: 6 MONTH GOAL UPDATE

Goal: Develop a comprehensive Emergency Site Safety Plan

Pillar(s): Quality Service and Well-being

Domain: Effectiveness, Efficiency, Safe Agencies, Safe Individuals

In the last 6-months:

Outputs

- 0 # of Emergency Site Safety Plans created for facilities (Goal - 4)
- 4 # of Emergency Site Safety Plans created for homes (Goal - 38)
- 0 # of Emergency Site Safety Plans entered into Bluefolder and provided to On-Call (Goal - 42)

Long Term Benefits

This goal will benefit the Agency long-term in the following ways:

- Increased efficiency for safety related emergencies
- Proactive measures taken when emergencies occur
- Reduced response time for repairs and potential future damages

Through the past 6 months the Site Maintenance Department has been able to design a comprehensive Emergency Site Safety Plan. We have also collected emergency related pictures from each residential location including all sink and toilet shut offs, main water shutoffs, electrical panels, outside spigots and fire extinguisher locations. These pictures have been logged, labeled and are ready to assemble into an Emergency Site Safety Plan according to location. We are on track to complete this goal by April 2022 and look forward to assembling and rolling out this exciting new addition to our Agency.



COMMUNITY LIVING



This year, AIR and LIVING have teamed up together to combat the social barriers created from the COVID-19 pandemic. Within the first 6 months the individual care team has done some awesome things, including:

- Created a social impact questionnaire aimed to identify current social barriers
- Created the COVID-19 Blues Committee aimed to plan and suggest safe social activities
- Provided and hosted 138 virtual or safe in person social activities while working within the pandemic safety guidelines.

Some of the events hosted during the past 6 months have been: Virtual birthday parties, virtual gaming parties, virtual holiday events, virtual movie nights, camping trips, virtual jam sessions, yard maintenance challenges, a healthy living bingo initiative.

The individual care team continues to look for ways to break down barriers created by the pandemic, and looks forward to continuing to work and support social events, both virtual and in person (where we can safely) as well as encouraging an overall focus on a healthy lifestyle both physically and mentally. You can find out what's going on by tuning into our Instagram page, checking out the newsletter every month, posters found in houses or programs, or by speaking with a member of the management team.

Stay positive, stay happy, and stay engaged!





LETHBRIDGE
FITNESS CLUB

Lethbridge Fitness Club
1007 3rd Avenue North
403-320-1781



Quest Support services wants to encourage employees to improve both mental and physical well-being. Having a good balance between work and home life builds a stronger community. Together with Lethbridge Fitness Club we would like to offer all Quest full-time employees a highly discounted membership that can also be extend to a friend or family member.

Come in with your favourite gym buddy and try it out for free!

Employee Cost:

\$349+gst/year
\$30/month

FACILITY HOURS:

Mon-Fri 5am-10pm

Sat & Sun
8am-8pm

Included:

- Open Gym & Cardio Room
- Functional Training Room
- Wellness Studio
- Outdoor Strength Park
- Cycle, Yoga, Barre, Zumba & Strength Classes

Additional Services:

- Rebound Performance Centre**
- Childcare
- Personal Training
- Sunseekers Tanning
- Booster Juice
- Workshops

LOCALLY OWNED FOR OVER 25 YEARS.

BEHAVIOUR MANAGEMENT

Last year, the behaviour management team worked to develop several courses aimed to provide further behaviour training to staff. This year, the behaviour management team is aiming to facilitate enhanced behaviour training for staff members. The courses being offered throughout this year will be (a) Validation, and (b) Mindfulness, Positive Strategies and Reporting Training. As of right now, we have taught 1 course, with 3 more scheduled for the remainder of the year. If you're interested in these training opportunities, please don't hesitate to sign up.



TRUTH AND RECONCILIATION

This past month gave us the opportunity to reflect on the National Day for Truth and Reconciliation on September 30th. It was a day of honoring survivors, their families, and communities. If we reflect on the happenings of the past year, one thread keeps popping up – one of trauma. Trauma of being told you are less than, your family is less than, and your community is less than. Reading the reports of those who lived through the residential schools and seeing the effects on families and on the communities leaves us feeling heartbroken.

Some of the individuals that we support have experienced trauma related to this. Perhaps it was a grandparent, a cousin, or sibling who was in a residential school and never made it home. Perhaps they experienced abuse due to their ancestry – verbally or physically. This trauma can affect the way someone gains rapport, holds down a job, or even just completes daily tasks. Because of these struggles, it can be very hard for the individuals that we support to trust other people – especially new staff.

You might ask – what can I do?

Read the 94 Truth and Reconciliation Calls to Action in Canada and exhibit patience and understanding to those around you as we build back a better future for our children. If you are supporting someone who is exhibiting a trauma response, don't take it personally – there are layers there that you alone can't fix. Be patient and supportive – while making sure you are also taking care of yourself.

A national Indian Residential School Crisis Line has also been set up to provide support for former students and those affected. People can access emotional and crisis referral services by calling the 24-hour national crisis line: 1-866-925-4419.

AIR NEWSLETTER



We did a lot of fun stuff in the month of September including this rock art class at Impact. We also took part in many other events including the Western dress up day in celebration of Whoop Up days. This new month will be more of the same as we have many fun things lined up including plans for a big Halloween celebration. Our Thanksgiving lunch is scheduled for the 8th of the month. Make sure to follow the Reach Facebook and Quest Instagram (@questyql) for more information and updates on all our activities throughout the month including locations of where they will be taking place. If you have any question or need more information, please email ac@questsupport.com.

JULIE'S CORNER

How is it that we are already in October? We were just talking about summer fun in the park and BBQ's and now we're talking about preparations for Winter as the snow is going to start flying soon!! (If it hasn't already!!!). Make sure you dress for the weather, throw those toques and gloves in your bag in case the weather turns! Speak with a supervisor if you need assistance securing warm clothing for the winter!

Winter at AIR brings a lot more indoor fun! AIR is working to boost the movie experience in our awesome theatre rooms to have true theatre experiences right in our own home-base! Programming will focus on creativity indoors with various creative quest activities, health, and wellness indoors and practicing mindfulness.

We have been lucky to have a yoga instructor, Christi, come in for the past few months and do weekly yoga. (Check out the pictures on the next page!) We were lucky enough to have a short interview with Christi and here is what she has to say about Yoga: "My experience with yoga began in 2005 when I joined a gym and started participating in all their different group fitness classes. I loved the classes so much that I trained to teach some of them. I started my career as a group fitness instructor teaching an intense kickboxing cardio class for a few years and then added some other classes to my resume including a yoga/Pilates/tai-chi inspired group fitness class. That class became my favourite and I still like to teach in that style. I love the physical benefits that I get from yoga including increased flexibility, strength, and balance. I also enjoy how yoga relaxes me, improves my mood, and helps me manage stress. I've really enjoyed teaching yoga at Quest and my favourite part has been seeing all the people in class enjoying some yoga with me!"



AIR CALENDAR

OCT 2021

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 CALM WALK/GUIDED STRETCHES Jam Session , <i>Money Management Skills</i> Adopt a Park! HANG OUT Movie Night	2
4 CALM WALK/GUIDED STRETCHES NSCO Jammers Housekeeping Skills YOGA CLASS WITH CHRISTI HANG OUT	5 CALM WALK/GUIDED STRETCHES Technical Skills Viking Chess , Chess, QUEST READING CLUB	6 CALM WALK/GUIDED STRETCHES Crochet & Knitting ASL CREATIVE QUEST	7 CALM WALK/GUIDED STRETCHES Wellness & Mental Health OFF(LITE) ZOOM PARTY	8 CALM WALK/GUIDED STRETCHES Jam Session , <i>Money Management Skills</i> , Adopt a Park! HANG OUT Movie Night	9
11 THANKSGIVING DAY PROGRAM CLOSED	12 CALM WALK/GUIDED STRETCHES Technical Skills Sit Soccer , Monopoly, Board Game Day , QUEST READING CLUB.	13 CALM WALK/GUIDED STRETCHES Crochet & Knitting ASL CREATIVE QUEST	14 CALM WALK/GUIDED STRETCHES Wellness & Mental Health OFF(LITE) ZOOM PARTY	15 CALM WALK/GUIDED STRETCHES Jam Session , <i>Money Management Skills</i> , Adopt a Park! HANG OUT Movie Night	16
18 CALM WALK/GUIDED STRETCHES NSCO Jammers Housekeeping Skills YOGA CLASS WITH CHRISTI Nord-Bridge Outreach HANG OUT	19 CALM WALK/GUIDED STRETCHES Technical Skills Balloon Quidditch , Puzzles & Crosswords, Pokémon Go , QUEST READING CLUB.	20 CALM WALK/GUIDED STRETCHES Crochet & Knitting ASL CREATIVE QUEST	21 CALM WALK/GUIDED STRETCHES Wellness & Mental Health OFF(LITE) ZOOM PARTY	22 CALM WALK/GUIDED STRETCHES Jam Session , <i>Money Management Skills</i> , Adopt a Park! HANG OUT Movie Night	23
25 CALM WALK/GUIDED STRETCHES NSCO Jammers Housekeeping Skills YOGA CLASS WITH CHRISTI HANG OUT	26 CALM WALK/GUIDED STRETCHES Technical Skills Don't Lose Your Pumpkin , Halloween themed game, Video Game Day , QUEST READING CLUB.	27 CALM WALK/GUIDED STRETCHES Crochet & Knitting ASL CREATIVE QUEST	28 PUMPKIN CARVING	29 HALLOWEEN PARTY	30

Key: [Access](#) [Impact](#) [Reach](#) AIR.



FINALLY, HALLOWEEN MONTH IS HERE! KEEP YOUR EYES OUT FOR POSTERS AND INFORMATION ON OUR PLANS FOR HALLOWEEN FESTIVITIES!

THANKS FOR A GREAT SUMMER, FOLKS! HERE'S TO A HAPPY, HEALTHY, AND WARM WINTER!

THE AIR MANAGEMENT TEAM