

# Quest Newsletter

APRIL 2025



## QCCC 2024-25 RECAP

As we wrap up another amazing year, we want to take a moment to highlight the incredible impact we have made together through our volunteer events during the 2024-2025 year. The dedication, enthusiasm, and spirit of giving have made a significant difference in our community. Some notable initiatives included the Cooking for a Cure, Trunk or Treat, Shoes 4 Kids YQL, Angel Tree, Water Wednesdays. Thanks to all our volunteers that participated in the initiatives this year. Thank you for being an essential part of giving back to the community. Stay tuned for more exciting events and let's keep the spirit of giving alive!



## IMPORTANT DATES



- 1** April Fools
- 2** World Autism Awareness Day
- 7** Green Shirt Day (In honour of Logan Boulet)
- 18** Good Friday
- 21** Easter Monday
- 22** Earth Day

## REMINDER

The Main Office will be closed April 18 & 21 for Good Friday and Easter Monday

# EMPLOYEE OF THE MONTH

## BECKY PENNIFOLD

How long have you been with the company?

5 years

What is something most people wouldn't know about you?

Use to square dance and line dance competitively

What's the best advice you can give to someone who just started their career in this field?

If you are unsure of a situation, ask questions. We are all working towards the same goal, to support individual to the best of our abilities, and to enhance their lives

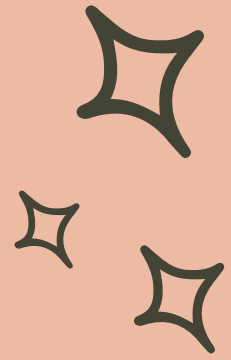
What has been your most memorable moment at the company so far?

There have been so many good memories so far, but the best is my Christmas prank on the Reach TL

Where would you most like to travel to and why?

Would love to travel to England, Ireland, and Scotland. Have family in those countries and would love to meet them and tour the countryside with my son

Becky was nominated for- always being on the go, making sure that everyone she is with feels welcomed and appreciated! Being a great co-worker and having an amazing work ethic.



# Department Goal 2024-25 Recaps



## AIR

Over the course of the last year, AIR employees have worked diligently to Bring new life to AIR programming. This past year focused on collecting feedback and assessing our current programs, equipment, and storage of items. An AIR survey was conducted in the first quarter in which we collected feedback from individuals and employees on programs they like, historical programs they miss, and offered room for suggestions to be provided for new programming at AIR. The activity coordinator along with management created an Event Feedback Form for supported individuals and employees to be provide direct feedback on specific events/activities after each event. The data was collected and disseminated among management, team leaders and the activity coordinator for future planning into year 2 of our goal. One large task that was completed in the 3rd quarter of this past year was securing storage for AIR belongings and creating an organized system for storage. The AIR program now has storage in the same parking lot as AIR and the AIR team organized the storage, created an inventory of what is owned and ensured all Team leaders have knowledge of the equipment for use at a future time. Additionally a sign in/out system was created to ensure accountability for users is maintained.

## LIVING

2024- 2025 Goal: Evaluate the department processes established in the previous goal.

- Seasonal Memo

o # of seasonal memos found and posted on the notice board during the respective quarters – Goal of 100%, Completed.

- House Inventory

o # of locations with posted house inventory list – Goal of 100%, Completed.

- Standing House Meeting Agenda

o # of house meeting agendas that follow the standing house meeting agenda – Goal of 100%, Completed.

- Quick Glance

o # of locations that implemented the Quick Glance Sheet - Goal of 100%, Completed.

- Collect feedback on the processed through a survey to determine the effectiveness of the new processed – Completed.

2025-2026 Goal: Empowering Team Leaders to take on more leadership and administrative responsibilities.

- Identify additional training opportunities for Team Leaders.

- Develop a Caseload Management Concepts training course for Team Leaders.

- Host 2 Team Leader training courses focusing on administrative duties.

- Host a training for Team Leaders focusing on caseload management.

- Establish a deadline for Team Leaders to take on additional administrative and leadership duties.

# Department Goal 2024-25 Recaps Cont'd

## CASE

2024-2025 Goal: To introduce a sensory item trial procedure for individuals in support.

- Purchase approved sensory items by June 2024 – Completed
- Complete and inventory system for sensory items by July 2024 – Completed.
- Create a term of use for sensory items by July 2024 – Completed.
- Create a sanitation procedure for sensory items by August 2024 – Completed.
- Create a storage procedure for sensory items by August 2024 – Completed.

2025-2026 Goal: Implement and promote the CASE Sensory Library across the agency.

- Attend team meetings to train supervisors, team leaders and DSW-1's to the Sensory Library.
- Document the participants of the Sensory Library.
- Host a Sensory Library information session at Access.
- Collect feedback from participants, and employees, on ways to expand and improve the Sensory Library.
- After each rental document the sensory item recommendations for the participant and provide it to their supervisor.

## ERC

Our goal for 2024-25 was to realign employee filing to ensure data is safely and efficiently stored. The outcome of this goal was to work towards creating new processes and utilizing technology for some of our department documents. Switching staff documentation from paper copies to an online system offered numerous benefits like reduction in loss of paperwork, increased physical storage space, decreased administration time, and more streamlined processes. Our team was able to switch over a total of 3537 in-office and shadow checklists to virtual storage. There were audits of the training lists per location fully completed in May and October, with an additional 30 audits being completed as well. The ERC is happy to see the continued benefits of the changes implemented from our goal.

Our goal for 2025-27 is to optimize payroll efficiency as part of our broader cost-saving initiatives.

# Department Goal 2024-25 Recaps Cont'd

## IT

Quest's IT department has successfully completed the transition from Shared OneDrive folders to a centralized SharePoint site with 3 organized document libraries; one for management, one for frontline staff, and one for outdated and unused templates. This new platform enhances document management by providing a more structured, accessible, and secure environment for storing and accessing files. During the migration we had help from the SharePoint Rollout Committee identify and remove duplicate and outdated templates, ensuring a clean and efficient file structure. The SharePoint site offers improved features, including enhanced tagging and labelling of document templates, improved navigation, alternative view options, and a consistent file naming structure. Management will benefit from improved search capabilities and streamlined navigation, making it easier to locate and manage documents.

To streamline security management, we created a number of Security Groups encapsulating each level within each department, these groups are then assigned permissions to specific folders to control user access and protect sensitive information while ensuring easy access for authorized staff. This will keep permissions from getting messy with future staffing changes while reducing the time taken and errors when making user permission adjustments.

We created a Library Support Request Form and included it at the bottom of the SharePoint Site homepage so Management can request updates, or report issues with the library in an organized and trackable way. The site now complete, the next steps involve rolling it out to management next month (APRIL).

We added a page to the SharePoint document library that contains all the basic information necessary to train staff to use the document library effectively, this will stand in as a permanent and updatable resource for all staff to be able to reference. A comprehensive training session and tour will accompany the launch to ensure management is comfortable with the new platform and its features. This successful implementation positions Quest for improved efficiency, better document management, and a more connected work environment moving forward.

## MAINTENANCE

The maintenance team had a 3 part goal for the year 2024.

- 1) Streamlining the communication process for blue folder tickets. With this, we scheduled in larger work orders in the Bluefolder calendar so teams would be aware of when a project would be started/completed.
- 2) Simplifying key management at the AIR program by changing all locks to a single-key system. This will ensure everyone only needs one key for all internal doors and 1 key for all external doors
- 3) All LIVING locations were provided a small toolbox and a reference sheet for tools inside. These can be utilized for very simple fixes such as tightening a toilet seat, this will allow maintenance to focus on my urgent matters.

# Department Goal 2024-25 Recaps Cont'd

## SAFETY

During the 2024-2025 season, the health and safety team set out to complete an audit of current resources and their accessibility as well as audit our current internal processes. Throughout the year we successfully completed a full audit of the site Health and Safety Binders to ensure resources available to employees are in line with Occupational Health and Safety (OHS) Safety Standards and agency policy and procedure. We created a master template which is in line with OHS. Near the end of the year, we began auditing Agency policy and procedure to better align policy with practise and make the policy and procedures relating to Health and Safety within the agency more cohesive. Electronic folders were created for each site within the Living department, and the site binders were digitized, and will go live to all locations within the Agency when Sharepoint becomes live across the agency.



# SUMMER

## TIME OFF



As we approach the summer months, The Employee Resource Center wants to remind everyone of our time off deadline during this period. All request for June 1<sup>st</sup> – September 1<sup>st</sup> must be submitted no later than May 16<sup>th</sup>, 2025.

All requests received after this date may be denied based on other time off requests that have already been processed. If we are able to accommodate your late request we will inform you 3 business days prior to your scheduled shift.

Want to guarantee your time off after the deadline? We encourage all staff to ask their peers, if you have found someone willing to help just inform ERC to confirm.



## SAIL – Meeting Re-cap

SAIL members met and discussed “What makes me feel respected by my staff?”

This is what they had to say:

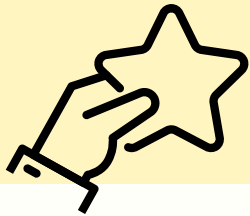
- “I like it when my staff use active listening. When they are looking at me and showing me they’re listening by facing me and not looking at their phones.”
- “I want my staff to talk to me instead of about me when I am in the room.”
- “When I express a concern or question, I would like feedback and to hear back afterwards about the outcome. How did it turn out? What is the explanation or plan?”
- “When my feelings are validated.”
- “I feel respected from staff when I ask for special me time and they make time to spend that quality time with me.”
- “When staff are engaging with me in conversations and activities and when they stay off their phones.”
- “When I go places with my staff!”
- “When I am accepted for who I am, no matter our differences and even if the staff doesn’t have the same opinion as me.”

## TRAINING EXPIRY UPDATE

Abuse Prevention & Response –  
going from a 2 year expiry to  
a 3 year expiry

CPI, CID, & TIC –  
going from a 18 month expiry to a 2  
year expiry

**Employee file requirement expiries have been updated on Avanti to reflect this change. Abuse updated expiry has been applied to all employees. CPI updated expiry will be applied for upcoming courses.**



# Access to Dining

*with Michael & Sean*

This month we went to another new place by the name of Wow Eats. This is located at 2025 Mayor Magrath Drive South where Montana's used to be. They did some renovations to the interior to have a dining area to the right, cafe to the left and a bakery at the rear of the building. The cuisine is a Korean fusion. The menu has many brunch items, burgers, pasta, Korean fried chicken. Sean had the cheese burger and fries and seemed to enjoy his meal. Michael opted for the spicy Korean fried chicken sandwich. The chicken was very crisp and juicy with a coleslaw topping. Beverly had the shrimp linguini for her lunch and was full of smiles as she ate. One staff had the Wow poutine that had a layer of home fries with gravy and cheese, spring mix salad, and eggs benedict on top. All of the meal were filling and very tasty. In April we will be going to Mr. Mike's to try their menu as they have returned to Lethbridge in the old Earl's location.

## AIR CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
<p><b>Jump into Spring Week!!</b></p>	<p>1</p> <p><b>April Fool's Day</b> Culinary Class - AM Creative Community @ 1050-1130 Swimming ASL @ Access Classroom - PM</p>	<p>2</p> <p><b>Autism Awareness Day</b> Karaoke - AM Painting Flowerpots - PM Swimming - PM</p>	<p>3</p> <p>Culinary Class - AM Seed Starting - AM Tasty Thursday - PM Making Bird Feeders - PM</p>	<p>4</p> <p>Jam Session (Access) - AM D&amp;D Club - PM Spring Movie + Snack - PM Seed starting/making bird feeders - PM The Floral Scarf: Melis and Ukrainian Tales @1300-1530</p>	<p>5</p> <p>Easter Market - 10:00-16:00</p> <p>6</p>
<p>7</p> <p><b>Green Shirt Day!</b> Culinary Class - AM Swimming - AM Name That Tune - PM Sewing Club - PM</p>	<p>8</p> <p>Culinary Class - AM Swimming Quest For Knowledge - PM Bingo - PM</p>	<p>9</p> <p>Creative Quest - AM Creative Quest - PM Swimming - PM Bingo - PM</p>	<p>10</p> <p>Work On Goals - AM Culinary Class - AM Crochet/Knitting Club - PM Tasty Thursday - PM</p>	<p>11</p> <p>Jam Session (Access) - AM D&amp;D Club - PM Jam Session - PM</p>	<p>12</p> <p>Handmade Market - 9:00-16:00 Vibe Fest - 19:00-23:00</p> <p>13</p>
<p>14</p> <p>Culinary Class - AM Swimming - AM Name That Tune - PM Sewing Club - PM</p>	<p>15</p> <p>Culinary Class - AM Swimming ASL @ Access Classroom - PM SAIL Meeting @ Access Boardroom - 13:30</p>	<p>16</p> <p><b>Easter Dinner</b></p>	<p>17</p> <p>Pod Choice - AM Culinary Class - AM Karaoke - AM Crochet/Knitting Club - PM Tasty Thursday - PM</p>	<p>18</p> <p><b>Good Friday</b> Impact/Access Closed <b>Reach Operating Hours (0900-1700)</b></p>	<p>19</p> <p>Hawk &amp; Harvest Market - 18:00</p> <p>20</p> <p><b>Easter Sunday</b></p>
<p>21</p> <p><b>Easter Monday</b> Impact/Access Closed <b>Reach Operating Hours (0900-1700)</b></p>	<p>22</p> <p><b>Earth Day</b> MOVIE MILL Culinary Class - AM Swimming Quest For Knowledge - PM</p>	<p>23</p> <p>Baking Class - AM Creative Quest - AM Swimming - PM Baking Class - PM</p>	<p>24</p> <p>Work On Goals - AM Culinary Class - AM Crochet/Knitting Club - PM Tasty Thursday - PM</p>	<p>25</p> <p>Jam Session (Impact) - AM D&amp;D Club - PM Jam Session - PM Bowling @ Holiday Bowl - 13:30</p>	<p>26/27</p>
<p>28</p> <p>Culinary Class - AM Swimming - AM Name That Tune - PM Sewing Club - PM</p>	<p>29</p> <p>Culinary Class - AM Swimming ASL @ Access Classroom - PM</p>	<p>30</p> <p>Karaoke - AM Creative Quest - AM Swimming - PM</p>			