

# MAY 2022



Congratulations to all of our Quest Community artists who submitted their favorite artwork as part of our Spring challenge. It was very difficult for the judges to select winners because there were so many great pieces.

Congratulations to Jaelyn who took home first place with cash and a personalized mug. And congratulations to our runners up - your artwork is now being showcased on agency greeting cards. We look forward to seeing your wonderful talent displayed across the organization.



# Quest

Do you love our swag as much as we do? Check out the details behind our Quest logo!

Quest Support Services Inc was established in 1993 by the agency founder and president, Mike Tamura!

The house symbol represents our LIVING program that provides residential supports to community members.

The triangle with a line through it is the alchemic symbol for air, which represents our AIR community day programs (ACCESS, IMPACT, and REACH). See what we did there?

The feather pays tribute to the Indigenous roots within Southern Alberta. We provide support to Indigenous community members from Lethbridge and even as far as Nunavut! Did you know the Quest office sits on traditional treaty land?

The helping hands symbol represents the work that we do in providing quality supports to individuals with disabilities.

Thanks to everyone who participated in SWAGTAG this month!!

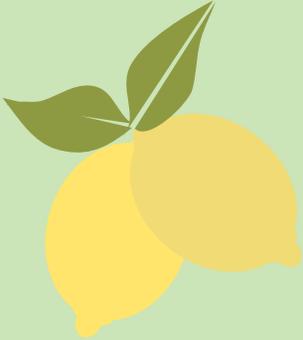
## SWAGTAG WINNER



# EMPLOYEE OF THE MONTH

**Taylor Cornforth! Recognized for:**

"Taylor is an empathetic, hardworking and flexible staff who is not afraid to take on extra tasks where she sees an opportunity. She has stepped up and is one of our most reliable staff, she motivates others by leading by example. She is an asset not only to Quest, but the community as well."



## Interview:

Quest: Can you tell us something about yourself?

Taylor: I'm currently in the child and youth care program at the Lethbridge college! I love travelling with my family and boyfriend. The past few summers we have taken our bus to Tofino, BC.

Quest: What's one thing that people might not know about you?

Taylor: I've travelled through Spain, Portugal, and lived in Costa Rica for a month when I was 17.

Quest: What are some hobbies that you like to do and/or a hobby you'd like to get into?

Taylor: I love the outdoors! Road trips, camping, and hiking.

Quest: If you could snap your fingers and become an expert at something, what would it be?

Taylor: I would want to be a jack of all trades. Have some common knowledge in all areas enough to get me by in any situation.

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

Taylor: I've been at Quest for just over a year now. I am currently at REAC

Quest: What's your favorite thing about working at Quest?

Taylor: Reach is a safe space for a lot of people including myself! I always have a great day and learn something new everyday.

Quest: What's your favorite thing about the individuals you work with at Quest?

Taylor: Each individual has unique qualities to bring to the table and it brings a great sense of community.

Quest: What's one of your favorite memories from the past year?

Taylor: Waking up in my car at Qualicum beach, BC and drinking some gritty coffee.

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.

# EMPLOYEE RESOURCE CENTRE

## My Benefits app

Take Alberta Blue Cross with you wherever you go!

Whether you need to submit a claim, check your claim history, see when you're eligible for your next dental checkup or see spending account balance, you can find all this information and more inside the Alberta Blue Cross My Benefits app.

The app is available for Apple devices in the App store and for Android devices in the Google Play store.



### Submit a claim

Don't wait until you're at a computer to submit a claim. You can do it on the go, seven days a week.

### Check your benefits details

Tap "Your benefits" to find specific information about your dental, vision, prescription drug and spending account benefits.

### Review claims information

You can see your most recent claims inside the app by tapping "Your recent claims".

### View your ID card

A copy of your Alberta Blue Cross ID card is stored in the My Benefits app. Simply tap "ID card" to view your card.

### Perfect for travel

You can find the emergency travel access numbers by tapping "See Travel card" inside the ID card section.

The My Benefits app also includes some handy tips if you're travelling outside the province. Simply tap "Out of province tips".



### Customer services

If you have any questions or require assistance using the app, you can call us at 403-234-9666 (Calgary area), 780-498-8000 (Edmonton area) or toll free at 1-800-661-6995. Our office hours are 8:30 a.m. to 5 p.m. MT, Monday to Friday.



\*The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed by ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan. ABC 1/17/13 by benefits app 2013/12

All Quest's staff who have been working a full-time permanent rotation for at least 6 months will be eligible to receive Alberta Blue Cross Benefits.

People who get coverage with Alberta Blue Cross will benefit from:

Health Benefits: Prescription Drugs, Hospital, Extended Health, Out of Province Emergency Travel, Vision Care, Second Opinion  
Dental Benefits Basic, Extensive

Employee and Family Assistance Program

Life Insurance Benefits: Basic Life, Accidental Death and Dismemberment

Disability Benefits: Weekly Indemnity, Long Term Disability, Critical Illness

For current members- check out what's new with the App:

The Alberta Blue Cross app makes managing and using your benefits easier with features like these.

ID cards where you need them

You now have easy access to your ID card, so you can find your most important plan information. Sign into the app and you'll find your ID card right at the bottom of the screen—easy to access, download or screenshot. Wherever your phone goes, your

Alberta Blue Cross ID card goes with it!

Find what you're looking for

The member site and app allow you to submit claims on the go, check how much coverage you have left for a certain benefit or make a payment. You can also view and print documents like tax receipts on the member site.

Use fingerprint or facial recognition to sign into the app—one less password to keep top-of-mind.



# Tips from Tyler Laundry Day

It is important to NOT overload your washing machine as it can lead to expensive repairs that could have been avoided. Medium loads should weight no more than 6lbs and large loads 11lbs. We recommend large items like quilts, duvets or heavy blankets not be washed at home, but brought to a laundromat in your area so a commercial washing machine can be utilized.

If a load is still quite wet in the washer, set the washer to the Spin Cycle and allow it to spin again before putting into the dryer. If a load is too large, it may take 2-3 cycles in the dryer to become fully dry. Many items can be hung to dry or placed in the dryer to partially dry and then hung to dry. When planning laundry load sizes please use the following photos as a guide.



Medium Load



Large Load  
in HE Machine



Medium Load



Large Load  
in HE Machine



Medium Load



Large Load  
in HE Machine



# SPRING SAFETY TIPS

## Spring Cleaning

Spring is a great time to get rid of any unwanted clutter and debris. Please ensure that each location is following the Spring Cleaning Checklist! If you need any cleaning supplies or product, reach out to your supervisor!

## Pest Alert

With the weather warming up, be alert for pests! The 5 most common pests are ants, beetles, bed bugs, flies and mice. Pests can be prevented with proper cleaning measures, and making sure windows and doors are properly sealed. If you spot any critters- be sure to report!

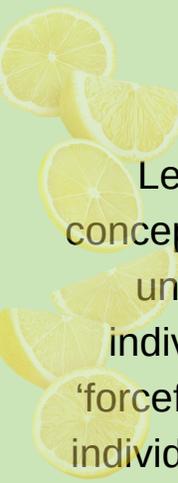
## Spring Driving

April and May can be rainy! Using your low beam lights will help you see in rain and fog. Make sure you have good windshield wipers and washer fluid in your car. Be extra cautious in playground zones and school zones. Watch for pedestrians and wildlife!

## Don't Forget to Report

Be sure to fill out Hazard and Near Miss sheets for any hazards that you identify. Reporting hazards will help keep you and your peers safe. For more information on safety topics, visit [www.questsupport.com](http://www.questsupport.com)

# Punishment vs Consequences



Lets talk about punishment vs consequences; in our line of work these two concepts can be easily mistaken for one another (sometimes the difference can be unclear), especially when trying to navigate through the complexities of the individuals we support. So, what is the difference? Firstly, a punishment is the 'forceful' imposition of a penalty as retribution. A punishment does not respect the individual's right to decide, even if that decision is a poor one. This approach does not help our individuals develop new ways of taking responsibility for their behavior – It can also be destructive to the relationship between yourself and the individuals we support.

On the other hand, consequences are the outcomes that results from one's behaviour. Generally, there two types of consequences: natural and logical and both are important when it comes to our individual's development. The difference between natural and logical consequences are that natural consequences happen, well, naturally (i.e., you do not wear a coat outside when it is cold – you are going to get cold). Logical consequences, however, are planned outcomes such as when we did not complete chores, and then lost out on certain privileges (I.e., going to a friend's house).

As such, what we need to focus on is creating effective consequences and providing those consequence in an appropriate manner to help our individuals learn and grow. So as a staff what can you do?

- 1) Follow programming (a lot of protocols are in place after thoughtful planning).
- 2) Be consistent with your approach.
- 3) Focus on what you control - accept your limits (this is a big one to avoid that power struggle and burnout).
- 4) Remain objective, never let yourself be pulled into their chaos and do not take their behavior personally (which can be difficult).

Remember, punishments relay the message to the people we support that we want them to act a certain way and if they do not, we will make them suffer until they make the choice we want. Consequences are a constructive tool to help the people we support learn, communicate, and achieve positive change. Ultimately their behaviors are up to them, which is hard for many of us to accept but it is our duty to consistently hold them accountable through consequences.

Behavior Management

# Living

This month we wanted to focus our efforts towards providing tips & tricks to cleaning bedrooms for the individuals and staff. Please see below:

- Put clothes away, rather than leaving them hanging around on the floor or in a basket.
  - Open the windows to air the room out.
  - Wash the walls, and baseboards with a rag and disinfectant.
- Strip the bedding sheets from the bed and wash at least every other week.
  - Use a thin flexible dusting wand to clean windows, blinds, and furniture.
- Clean the flooring by vacuuming or sweeping and mopping high-traffic areas daily. This will prevent carpets and floors from long-term damage.
  - Dusting, disinfecting and decluttering surfaces.
    - o Ex. Tops of dressers, television stands, shelving, bedside tables, etc.
    - Remove trash and dishware from the bedroom daily.
  - o Although we encourage eating at the dinner table, we are aware that food items and garbage find their way into bedrooms. These items need to be removed daily to prevent bugs.
- Get help! If you're stumped and finding it difficult to maintain a clean bedroom, reach out to your staff for tips and tricks.
  - o This can involve creating a daily, weekly, and monthly schedule to assist.
  - o At last, it's always more fun to clean together. Make a plan with staff to clean and organize together!



# AIR

AIR is buzzing with excitement for warmer weather and fun activities. Keep an eye out for posters and sign up sheets for all plans throughout the summer!

March we celebrated Easter with some crafts and a chocolate egg hunt. We were very sad the weather didn't cooperate for us to do the hunt outside, but we did as we always do, make the best of it and everyone had a lot of fun!



---

## THINGS TO DO

---

## IMPORTANT DATES

- May 7th - Mothers Day Gift Expo @ Exhibition Park
- May 13th - CanGems & Mineral Show @ Exhibition Park
- May 19th - Canadian College Baseball Conference @ Spitz Stadium
- May 26th - Community Garage Sale @ Fairmont, Coulee Creek & 6 Mile on the South Side

- May 4th May the Force Be With You
- May 5th - Cinco De Mayo Fiesta
- May 8th - Mothers Day
- May 10th - Denim Day
- May 12th - International Nurses Day
- May 23rd - Quest Closed
- May 24th - National Scavenger Hunt Day
- May 28th - National Hamburger Day
- May 31st - 6 months away from CET Survey

# AIR Calendar

May 2022

AIR Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 <a href="#">Sports World</a>	2 YOGA <i>Marine Animal Monday</i> Name that <a href="#">tune</a> <a href="#">Sports World</a>	3 <i>Baking Skills</i> QFF Lite <a href="#">Community Walk</a> <a href="#">Sports World</a>	4 <i>Reading &amp; Writing</i> Creative Quest <a href="#">Board Games</a> <a href="#">Sports World</a>	5 CINCO DE MAYO PARTY <i>Quest Wellness</i>	6 <i>Quest Camp</i> Jam session <a href="#">Sports World</a>	7 <a href="#">Sports World</a>
8 <a href="#">Sports World</a>	9 YOGA <i>Marine Animal Monday</i> Name that <a href="#">tune</a> <a href="#">Sports World</a>	10 <i>Baking Skills</i> QFF Lite <a href="#">Community Walk</a> <a href="#">Sports World</a>	11 <i>Reading &amp; Writing</i> Creative Quest  <a href="#">Board Games</a> <a href="#">Sports World</a>	12 <i>Quest Wellness &amp; Swimming</i> Quest Book Club Craft Time <a href="#">Sports World</a>	13 <i>Quest Camp</i> Jam session <a href="#">Sports World</a>	14 <a href="#">Sports World</a>
15 <a href="#">Sports World</a>	16 YOGA <i>Marine Animal Monday</i> Name that <a href="#">tune</a> <a href="#">Sports World</a>	17 <i>Baking Skills</i> QFF Lite <a href="#">Community Walk</a> <a href="#">Sports World</a>	18 <i>Reading &amp; Writing</i> Creative Quest <a href="#">Scrabble</a> <a href="#">Sports World</a>	19 <i>Quest Wellness &amp; Swimming</i> Quest Book Club Craft Time <a href="#">Sports World</a>	20 <i>Quest Camp</i> Jam session <a href="#">Sports World</a>	21 <a href="#">Sports World</a>
22 <a href="#">Sports World</a>	23 Victoria Day Program Closed	24 <i>Baking Skills</i> QFF Lite <a href="#">Community Walk</a> <a href="#">Sports World</a>	25 <i>Reading &amp; Writing</i> Creative Quest <a href="#">Board Games</a> <a href="#">Sports World</a>	26 <i>Quest Wellness &amp; Swimming</i> Quest Book Club Craft Time <a href="#">Sports World</a>	27 <i>Quest Camp</i> Jam session <a href="#">sports World</a>	28 <a href="#">Sports World</a>
29 <a href="#">Sports World</a>	30 YOGA <i>Money Management Monday</i> Name that <a href="#">tune</a> <a href="#">Sports World</a>	31 <i>Baking Skills</i> QFF Lite <a href="#">Community Walk</a> <a href="#">Sports World</a>				