November 2026 Edition... with a little October because we skipped it

QUEST NEWSLETTER

HONOURING THOSE WHO SERVE – REMEMBRANCE DAY, NOVEMBER 11

On Remembrance Day, we pause to honour and remember the brave men and women who have served and sacrificed for our country and the freedoms we enjoy today. Quest would also like to recognize and extend our sincere appreciation to our employees who actively serve in the Canadian Armed Forces. We are grateful for your dedication, courage, and commitment to serving for our amazing country.

EVENTS

Nov 11 - Remembrance Day

Nov 15 - Downtown Lethbridge Christmas Tree lighting at Festival Square

Nov 29 - Nikka Yuko Japanese Garden starts their Winter Lights Festival

Nov 30 - Quest kicks off the 12 Days of Christmas

HOW IS IT ALREADY NOVEMBER?

Okay... what happened here?! We literally blinked, and October was gone! And in case you hadn't noticed, we completely missed sending out our October newsletter! Could we blame a witch? A werewolf? Maybe a zombie stole it?
In all honesty, we were busy behind the scenes preparing the spooktacular Quest Haunted House, and we had an absolute blast seeing all the spooky costumes, scares, and Halloween spirit! But we're back, dear readers, with a new edition of Quest News featuring Access to Dining, Employee of the Month, a beautiful milestone worth celebrating, policy updates and some spooky Halloween recaps! So we hope you settle in and catch up on all things Quest related!





SANTA IS COMING TO TOWN

READ UP ON AIR'S 12 DAYS OF CHRISTMAS ON PAGE 3

HOLIDAY TIME OFF REMINDER

Submit your holiday time off as soon as possible! Please reference the email sent out to all DSW employees for more information

Here's to new beginnings, exciting adventures, and more beautiful memories in the coming year.

WE ARE HIRING!

If you know anyone who would be a great fit for the Quest Community, send them our way!

KABOOM! POP ART FOR POST APOCALYPTIC DAMAGE CONTROL & THE ALTERED TIMELINE – LEN KOMANAC



An incredible achievement worth celebrating! Len Komanac, a valued member of the Quest Community who works at our Impact program, is showcasing his artwork in his very own pop art exhibition, KABOOM! POP ART For Post Apocalyptic Damage Control & The Altered Timeline. Featuring bold colours, comic-book-inspired designs, and plenty of humour, Len's unique artistic talent is taking centre stage in the downtown gallery crawl. Congratulations, Len, on this amazing accomplishment! We are so proud to celebrate your creativity and success and we can't wait to tour your wonderful art exhibit at CASA (on display until January 8th, 2027)

EMPLOYEE OF THE MONTH



The Man, the Myth, the Absolute Legend - DELE!
Dele was nominated for consistently demonstrating kindness, dedication, and an incredible work ethic. His willingness to go above and beyond, support those around him, and approach every situation with humility does not go unnoticed. Dele is a wonderful example of the positive impact one person can have on their team and the individuals they support. Thank you, Dele, for all that you do!

A few things about Dele:
Dele's advice for everyone that wants this job as a career is that you have to be empathetic and diligent because we work with people who rely on us to make their day fulfilled. Dele's memorable moment was the AIR vs LIVING ball game. One day, he would like to travel around Amsterdam as he likes how they build around water!

GOT A COOL HIGHLIGHT?

There is so much incredible talent within our Quest Community, and we want to celebrate it! From advancing education and learning new hobbies to discovering hidden talents, pursuing passions, and accomplishing amazing things, our Quest family is always up to something wonderful. We want to hear about it! Whether it's a personal milestone, creative achievement, new adventure, or something you're simply proud of, we'd love to feature you in our newsletter.
Don't be shy, let us celebrate you!

Please send all submissions to m.clarke@questsupport.com.

Side Note: Isn't this an awesome duck?





IMPORTANT POLICY ADJUSTMENTS

We have some significant P&P amendments, and it is important that everyone stays informed! As a reminder, reviewing and remaining current with the P&P Manual is a requirement of every employee's role at Quest. Policies outline our expectations, responsibilities, and the practices that guide the work we do every day.
Please take the time during your next shift to locate and carefully read the following updated policies. Don't rely on what you remember or assume that previous practices remain the same. Staying current is everyone's responsibility, and understanding these changes helps ensure we are providing safe, consistent, and quality supports!

HS-08 Universal Precautions, Needle Disposal and Exposure Response
The Agency is committed to maintaining a safe and healthy environment for employees and individuals receiving services through the consistent application of Universal Precautions and infection prevention practices. All bodily fluids must be treated as potentially infectious, regardless of an individual's known health status. Employees are required to complete Universal Precautions training during Agency Orientation and Medication Administration Training, with recertification every three years.
Employees must use appropriate Personal Protective Equipment (PPE), including gloves, masks, gowns, and protective eyewear, whenever there is a risk of exposure to bodily fluids or infectious materials. Proper hand hygiene, cleaning and disinfecting practices, safe handling of contaminated linens and waste, and appropriate disposal of sharps and biohazardous materials are required at all worksites.
Needles and sharps must never be handled directly and must be collected using appropriate equipment and disposed of in designated sharps containers. Any needle encounter must be documented on a Hazard/Near Miss form and reported to a Supervisor or JHSC member. In the event of a needle-stick injury, human bite, splash, or other potential exposure, employees must provide immediate first aid, seek urgent medical assessment where necessary, and promptly report the incident.

All exposure incidents must be reported directly to a Supervisor or JHSC member and documented through the appropriate Hazard/Near Miss or Injury Report. Management and Health and Safety will initiate a safety investigation, identify contributing factors and preventative measures, follow HS-05 – Workplace Injuries and Modified Work, and complete applicable WCB, Public Health, and OHS reporting requirements.
Employees are also responsible for preventing the spread of infectious illnesses by reporting symptoms, maintaining clean worksites, practicing regular hand hygiene, and following PPE requirements and illness prevention measures. Employees and individuals who are unwell should remain home where appropriate, and Management will consult Public Health when clusters of infectious illness occur.
All employee and individual medical information must remain confidential. A communicable disease diagnosis alone does not automatically restrict an employee from working; any restrictions will be based on their ability to safely perform their duties and the potential risk to others. Employees are expected to follow all Universal Precautions, sharps-handling procedures, and required training, with failure to comply potentially resulting in disciplinary action.

MD-05 Medication Administration and Errors:
The Agency requires all employees responsible for medication administration to complete training and recertify every three years. Employees must follow established medication procedures, including the rights of medication administration, accurate MAR documentation, proper storage and disposal, and shift medication checks.
All medication errors, including missed doses, incorrect administration, documentation errors, or medication refusals, must be reported immediately to a Supervisor. Employees must assess the individual's condition, seek medical direction as required, monitor for changes, and complete an Incident Report within 24 hours.

Medication errors will be reviewed by Supervisors to determine whether additional training or corrective action is required. Accurate medication documentation is mandatory, and backdating or falsifying records is strictly prohibited.



YAY! YOU DID IT... that was a lot of reading

OCTOBER PHOTO DUMP & SHAREABLES



A very happy birthday to Jared!
The team had a wonderful time celebrating your special day and making sure you felt extra awesome. We hope the year ahead is filled with plenty of adventure, creativity, and all the things you love most! Here's to a year full of LARPing, painting miniatures, creating amazing clay figurines, and, of course, having as much fun as possible. May your imagination run wild and your projects turn out wonderfully! Cheers to you!



A Spooktacular Halloween!
In addition to hosting our Haunted House at the main office, we loved seeing everyone get into the spirit and show off their creativity with some amazing costumes. From M&M's and the iconic Mean Girls to adorable bumblebees and Beanie Babies, we saw it all! We hope everyone had their fill of treats, enjoyed a few tricks, and had a frightfully fun Halloween! We sure did!





ACCESS TO DINING with Micheal and Sean
This month, we enjoyed three Chinese food lunches at Mimi's, Imperial China, and New Oriental. All offered similar pricing, great service, and full bellies! We also celebrated with Thanksgiving Ham and Halloween Chili at AIR.
In November, we're looking forward to visiting Beau's Birria at their new brick-and-mortar location for the winter. Go check them out... because, you know, in tacos we trust!



Celebrating 25 Years – Congratulations, Jana! That's a Big Milestone
Please join us in congratulating Jana on an incredible 25 years with Quest! Affectionately known as our "Money Lady," Jana has been an incredible support to the Quest Community. From managing LIVING locations and overseeing the AISH budgets of dozens of individuals to ensuring bills are paid, people remain housed, and individuals have the essentials and comforts they deserve, Jana goes above and beyond for the people!
Jana is also a wonderful coworker who is always there to offer guidance, support, and, of course, a little light-hearted humour. On behalf of the entire Agency, we sincerely thank you, Jana, for your dedication, compassion, and 25 years of service. We are so grateful to have you on our team!

A TASTE OF JAMAICA

AIR had the wonderful opportunity to celebrate Jamaican culture during Skill Development! We explored the vibrant history, traditions, and spirit of Jamaica through a fantastic presentation.

On another day, we came together for a culinary class to make and taste authentic Jamaican Fritters. Needless to say, they were an absolute hit and oh so yummy! A huge thank you for sharing such a delicious piece of heritage with us!



Ashleigh's Jamaican Cod Fritters Recipe

1 1/2 flour
1 Pepper diced
1/2 fillet of salt cod
4 sticks of green onion to taste
2 tbsp thyme
Black pepper
Cayenne pepper (optional)
Tomato diced (optional)

Mix all ingredients together in a big bowl, add water until a desirable consistency is reached. More watery means thinner fritters



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2 **QFFL – AM** *Game Zone – AM* **Name That Tune - PM** *Swimming – PM*	3 *Culinary – AM* **Swimming – AM** Dussehra/Diwali Celebration @ Access 10-1130	4 *Mindful Minds – AM* **Sensory Studio – AM** *Swimming - PM* Creative Quest – PM	5 **Swimming - AM** *Skill Development – AM* **Access**/Reach Culinary Meeting *Goals - PM* D&D Club – PM	6 CASA – Lunch & Listen Jam Session - AM (Impact) Theatre Exploration - AM *The Book Nook – PM* Zumba with Amie – 1330PM Foodie Friday	7	8
9 **QFFL – AM** *Game Zone – AM* **Name That Tune - PM** *Swimming – PM*	10 *Culinary – AM* **Swimming – AM** *Discovery Den– PM* Honoring Remembrance Day – 1330	11 Remembrance Day Access / Impact Closed Reach Holiday Hours 09:00 – 17:00	12 **Swimming - AM** *Skill Development – AM* **Access**/Reach Culinary *Goals - PM* D&D Club – PM	13 Jam Session - AM (Access) Theatre Exploration – AM Zumba with Amie – 1330PM *The Book Nook – PM* Foodie Friday	14	15 Help-Portrait @ CASA 11:00 AM – 16:00 PM Grey Cup Party @ Reach
16 *Level-Up Lounge* **QFFL – AM** *Game Zone – AM* **Name That Tune - PM** *Swimming – PM*	17 *Culinary – AM* **Swimming – AM** *Discovery Den– PM* **Quest For Knowledge – PM** *Movie Mill - PM*	18 *Mindful Minds – AM* **Sensory Studio – AM** *Swimming - PM* Creative Quest – PM	19 **Swimming - AM** *Skill Development – AM* **Access**/Reach Culinary *Goals - PM* D&D Club – PM Christmas Tree Lighting: Festival Square 5 – 7 PM	20 Jam Session - AM (Impact) Theatre Exploration – AM Zumba with Amie – 1330PM *The Book Nook – PM* **Bowling – PM** Foodie Friday & Pool Tourney	21 Mistletoe Market – Excite Lethbridge 10 – 5 PM	22
23 **QFFL – AM** *Game Zone – AM* **Name That Tune - PM** *Swimming – PM*	24 *Culinary – AM* **Swimming – AM** *Discovery Den– PM* *SAIL Meeting - PM*	25 *Mindful Minds – AM* **Sensory Studio – AM** *Swimming - PM* Creative Quest – PM	26 **Swimming - AM** *Skill Development – AM* **Access**/Reach Culinary *Goals - PM* D&D Club – PM	27 Jam Session - AM (Access) Theatre Exploration – AM Zumba with Amie – 1330PM *The Book Nook – PM* Foodie Friday	28 Holiday Crafts – Helen Schuler Nature Center 1 – 3 PM	29 Holiday Crafts – Helen Schuler Nature Center 1 – 3 PM
30 Holiday Prep - AM DAY 1 SANTA 1-3pm	Key: **Access** *Impact* Reach *AIR* Galt Museum Community Events					