

#QUESTNEWS

WELL, WELL , WELL... IF IT ISN'T APRIL!

the month that finally feels like a deep breath. We've made it through the long stretch of winter, and now the world is waking up again. Days are a little brighter, mornings a little lighter, and everything seems to carry that subtle sense of possibility that only early spring can deliver. April is a month of fresh starts! New projects, renewed energy, and the small but meaningful momentum that comes with longer days. This issue of #questnews focuses on the agency's goal wrapups! 2025- 2026 was fantastic and the quest community accomplished so many cool things. Read on to check out all the wins we celebrated!

START YOUR SPRING CLEANING!



SUBMIT YOUR COMPLETED WORD SEARCH TO BIMALA FOR A CHANCE TO WIN SOME OF YOUR FAVOURITE QUEST SWAG

U U V A F J Q T J E M F Z D L I Y R G X
 Y T E V M R Z S K H D X T S N I H X J C
 U U T B L O S S O M S H W W Q L R N Z N
 T X S Q E E N T U L I P S S L M O Q J X
 M U L T E H Z I E E S B U S H R A T B T
 C S U N S H I N E X A E B P U D D L E S
 W K A N K X M R R U I M B G O P T D I I
 L S A E L J P X C A R O D Q J E R S U O
 J Q R C D Y Y J R E P D J K S A I G B N
 R A I N B O O T S T L X A W K W P I M S
 D U G K D B G V A C A T I O N D H H A Y
 B G A M E S K N B J N A L I R P H X H O
 H U H V B W B C J F E C D X B T C P E W
 J W J M Z Y S T F R D U F S Y P P A E J
 O S L E E P I N G I N W J P F C P C M R
 H A V P L Y M D H E M X B R E H F O Q Z
 Y N Q T L H C V X N Y I F I N R M J T M
 A N Z V L T E Y W D C W S N E B V L L M
 W T N H F C V C P S Y K I G C O K M D R
 C A I O Q S E B I P E Z N O P Y O F Q F



Public Service Announcement: AIR had a special visit from the one, the only ANN! We were so happy to see this lovely lady!

- | | | |
|------------|-------------|----------|
| SUNSHINE | AIRPLANE | BLOSSOMS |
| VACATION | SLEEPING IN | GAMES |
| RAIN BOOTS | FRIENDS | PUDDLES |
| ROAD TRIP | SPRING | TULIPS |

CONGRATS TO PRIESTLY ON HIS EOTM WIN!



Priestly was nominated for being very diligent with completing documentation to ensure paperwork is accurate and submitted on time. He has built an excellent relationship and understanding with the people he supports and actively contributes to improving the life of that person. Here's some interesting facts about Priestly!

- I have **been with the company about a year** - with experiences from other places.
- Something most people wouldn't know about me is that **I am a handyman and big on DIY.**
- What has been my most memorable moment in this company was when **I gained the acceptance of the person I support** through applying attributes listed below. I was rewarded and encouraged by management.
- As a nature lover, **I would like to be at the Waterton Lakes National Park** (in the immediate), for quiet relaxation and low-cost adventure viewing stunning mountains, lakes, and wildlife. Otherwise, in a near-**future travel, it would be the Garden of Gethsemane** (Israel) for relaxation, reflection and faith.
- My advice for someone who just started a career in this field would be to acknowledge that caregiving can be overwhelming, but with the right personal qualities coupled with technical skills, you will do very well on the job. **Here are the top 5 attributes:**

- 1. Empathy** - I am able to understand and share the feelings of the people I support. I show genuine compassion and this builds trust and comfort.
- 2. Patience** - I know that caregiving often involves repetitive tasks, slow progress, or dealing with challenging behaviors. So, I stay calm and patient to help provide consistent, respectful care.
- 3. Good Communication Skills** - I try to clearly communicate with my colleagues, the supported individuals, families, and healthcare professionals. I understand that listening carefully is just as important as speaking. Also, I believe that accurate and timely documentation ensures continuity in care giving.
- 4. Reliability (Dependability)** - I understand the individuals depend on me for daily needs. So I am punctual, consistent, and trustworthy in my role as a caregiver.
- 5. Adaptability** - I understand that every individual is different, and situations can change quickly. So I am flexible and willingly adjust my approach.

ACCESS TO DINING WITH MICHAEL & SEAN

Well here we go with another place that we visited in the past and it has been a bit too long since we returned. The location is at 411 2nd Avenue South and is called Beruit. It has a variety of Middle Eastern food with meals being halal and very tasty. Michael was able to enjoy the chicken shawarma plate with fries, coleslaw, rice, pickled veggies, and strong garlic sauce. Sean had the chicken box that had enough food for two meals. Marcella had the grilled chicken sandwich and fries. There are many other items on the menu such as kebobs, fajita sandwiches, hummus, & falafal. As always, let us know if you have any recommendations for good eats in town!



HEY PSSST
DID YOU
KNOW THAT
CDSP WEEK IS
COMING UP IN
MAY? BE
SURE TO
WATCH OUR
SOCIALS FOR
MORE INFO!

2025-2026 GOAL REVIEWS

QUEST COMMUNITY CONNECTEDNESS COMMITTEE

As we wrap up another year, we want to reflect on our impactful volunteer initiatives that made an impact on our community. We appreciate everyone's involvement this last year. Whether it was donating shoes to Shoes4KidsYQL, participating in highway clean up, donating food donations for the Halloween Dance, or have donated to our fundraiser with YWCA for International Women's Month, we appreciate everyone who has contributed this last year. We look forward to the next year of giving back to our community.



AIR: BRING NEW LIFE TO AIR PROGRAMMING

AIR wrapped up a 2 year goal in March 2026 and demonstrated success in bringing new life to the AIR programs. 2025-2026 brought a focus on planning and implementing new programs, events and activities based on feedback received from AIR membership and employees in the previous year. AIR saw the introduction of 5 new programs offered to all members and included partnership with a Living location. We welcomed 9 guest facilitators throughout the year who offered a variety of new opportunities from educational, recreational and movement/fitness based. AIR membership and employees working at AIR completed a survey in November and after each event/activity/program satisfaction survey's were provided for filling out anonymously so that feedback could be provided on keeping programming relevant and allowing for opportunity for members and employees alike to provide suggestions for future events and activities. AIR team leaders met to review feedback and plan for respective programs on 3 occasions.

HEALTH & SAFETY: UTILIZE TECHNOLOGY TO STREAMLINE SAFETY PRACTICES

The safety team has met all targets pertaining to moving Hazard Assessments and Safety Site Binders to electronic formats. 100% of Hazard Assessments were moved to the new templates created in unison with OHS specialists. Training in accessing and utilizing the new Safety Site Binders in their electronic formats, as well as the new Hazard Assessments was facilitated and included ways to easily access the resources on all site computers.

MAINTENANCE: STANDARDIZE MAINTENANCE PRICING AND PRODUCT

During the months of January through March, the Maintenance Team finalized and rolled out the pricing manual developed in the previous quarter. The document was reviewed for accuracy and consistency, ensuring all service order categories and associated costs align with current market pricing. The completed binder has been shared with the necessary teams and is now accessible through SharePoint and OneDrive, with a focus on making it easy to navigate and use when preparing quotes. This quarter marks the official rollout of the pricing manual and the transition into its active use. Moving forward, the team will begin gathering feedback, monitoring usage, and making updates as needed to ensure it remains user-friendly and reflective of current market conditions, while supporting consistent and reliable pricing for Client Care and other necessary parties.

ERC: OPTIMIZING PAYROLL EFFICIENCY AS PART OF OUR BROADER COST-SAVING INITIATIVE

The department has completed notable outputs such as auditing the interview process and package, reporting monthly mileage trends, implementing tracking systems for actual hours/additions/permanent changes, assessing staffing strategies, and providing forecasted pay period numbers to ensure we are within our targets and working on efficiencies to meet those targets. We were able to meet our targets with the exception of one and we have started to make progress to the remaining output. We will be continuing to work on collaborating with other departments to complete an audit of training requirements per location and continue to assess locations as changes occur moving into the rest of 2026.

JOKE OF THE DAY! WHAT IS APRIL'S FAVOURITE EXERCISE? SPRING UPS! HEHE

this is a wordy newsletter lol



GOALS CONTINUED

Keep Reading!
almost done!



CASE: TO SUPPORT PEOPLE IN EXPLORING AND TRIALING SENSORY ITEMS

Over the last year, the CASE department had a goal of 'supporting people in exploring and trialing sensory items'. In this last quarter, the department aimed to identify people who would benefit from trialing sensory items by August 2025 (complete), provide locations with information on the items (complete) and further educate locations on the items in house meetings by December 2025 (partially completed; I was not able to attend all house meetings so instructions of use were sent each location outlining purpose and practice). Lastly, by March 2026, in collaboration with DSWI/II's and the Community Living Supervisor, we introduced these items to the selected people with a goal of 10 (9/10 items issued) and document recommendations for people who trialed them (incomplete). The department will continue to work on rolling out sensory items to individuals who require a trial period.

TECH TEAM: STREAMLINE AGENCY DOCUMENTATION MANAGEMENT

The IT department completed the SharePoint project, trained staff on and rolled out the system; upon completion we have 3 document libraries in regular use, one for management templates, one for staff templates, and one for legacy templates. In addition to completing all the goals within this projects scope we also created an 4th SharePoint library to store digital records. We have begun to add records to this new library and plan to transfer over all of the digital records currently stored on personal OneDrive accounts. Since the SharePoint system has been live we have tweaked it for the permissions to parts of it to better accommodate its functional use, these minor adjustments will continue as needed. Overall this project has been a success and is considered complete with all goals achieved.

LIVING: PROVIDING COMPREHENSIVE TRAINING OPPORTUNITIES AND RESOURCES TO ENHANCE DSWII LEADERSHIP AND ADMINISTRATIVE CAPABILITIES The supervisory team met to discuss and finalize training plans for the final training. In February, the supervisory team submitted a proposal for an in-person meeting which was approved by Associate Director and Director. The supervisory team completed edits and revisions to the Team Leader Handbook which was added to the agenda for the proposed in person meeting. The final training on how to complete annual documentation took place on March 30, 2026, at the Quest Main Office. The supervisory team finalized Team Leader handbook after training. The team worked towards creating quarterly backstops to ensure that the content in the handbook remains relevant and digitizing the handbook to allow for easier updating when required and formatted the handbook to allow for ease of updates.

STRATEGIC PLAN: A WORKPLACE THAT PRIORITIZES MENTAL HEALTH

The Mind Over Matters committee has met all but one objective within the strategic plan. A guide was created to centralize all information and resources pertaining to mental health supports; the Mindful Manual. The manual was trained to and uploaded on all agency site computers. The Working Mind for the First responder could not be offered to all management and team leaders as the Agency's trainer left and due to funding constraints.

STRATEGIC PLAN: INCREASE EXCELLENCE BY ENHANCING PROFESSIONAL DEVELOPMENT

During the final quarter, the agency continued to explore various professional development opportunities for all levels of employees. A financial budget was discussed and a projected amount was agreed upon, however, the team acknowledges that this will ebb and flow based on contract. No world cafes were hosted to further discuss professional development amongst the various leadership teams.

congratulations on reading all the #goals!



REMINDER TO CHECK THE PUBLIC HUB ON TEAMS FOR ALL THE QUEST HAPPENINGS! ALSO... GIVE US A FOLLOW ON DA GRAM @QUESTYQL

Spring is the season of fresh starts, open windows, and... realizing your space might need a little tidy up! In group homes, where shared spaces are the heart of daily living, spring cleaning isn't just about dusting shelves. It's about creating calm, comfortable, and functional environments where everyone thrives and feels safe. Here's why decluttering the group home this season is more than just tidying up:

- **Boosts Mental Well-being & Mood:** A tidy space equals a tidy mind! Decluttering has been shown to reduce stress and increase focus, not only for the individuals we support but also the staff!
- **Improves Safety:** Fewer obstacles mean fewer accidents. Clear hallways, organized supply areas, and accessible exits make daily routines safer for everyone.
- **Encourages Independence:** When belongings are neatly labeled and easy to find, individuals can participate more confidently in daily tasks.
- **Fosters Community Pride:** A clean, organized home invites cooperation and boosts morale.
- **Sets the Tone for the Year:** Spring cleaning can spark new habits; like weekly "mini-tidy" moments to keep the good vibes (and good order) going all year long!

QUEST SUPPORT SERVICES

JOIN IN ON THE Cultural Collective

Are you an employee looking to do something new and exciting for the Quest Community?

Are you interested in exploring arts, events, or traditions in our community with the people you support?

Do you want to help others connect with cultural experiences?

If so, you are the perfect candidate! Ask Julie how to get involved.




Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 <i>Culinary Class - AM</i> <i>Swimming - AM</i> <i>Skill Development - PM</i> <i>Creative Quest - PM</i> <i>Wheelie Wednesday - PM</i>	2 World Autism Awareness Day EASTER LUNCHEON Relay Races - AM Cake-pop Decorating - PM	3 GOOD FRIDAY ACCESS and IMPACT Closed REACH Holiday Hours 09:00-17:00	4	5 EASTER SUNDAY REACH Holiday Hours 09:00-17:00
6 EASTER MONDAY ACCESS & IMPACT closed REACH Holiday Hours 09:00-17:00	7 Green Shirt Day <i>Adventure Club - AM</i> <i>Swimming - AM</i> <i>Culinary Class - AM</i> <i>Mindful Minds Meet - PM</i> <i>ASL - PM</i>	8 <i>Culinary Class - AM</i> <i>Swimming - AM</i> <i>Skill Development - PM</i> <i>Creative Quest - PM</i> <i>Wheelie Wednesday - PM</i>	9 <i>Swimming - AM</i> <i>Discovery Den - AM</i> <u><i>Culinary Class - AM (IMPACT)</i></u> <i>D&D Club - PM</i> <i>Pet Connection - PM</i>	10 <i>Jam Session - AM (Impact)</i> <i>The Book Nook - AM</i> <i>Fishing Friday - PM</i> <i>Bushido/Asobi Motion 1 - 2:45PM</i> <u><i>Foodie Friday</i></u>	11	12
13 <i>Walking Club - AM</i> <i>Game Zone - AM</i> <i>Name That Tune - AM</i> <i>Swimming - PM</i> <i>QFFL - PM</i>	14 <i>Adventure Club - AM</i> <i>Swimming - AM</i> <i>Culinary Class - AM</i> <i>Mindful Minds Meet - PM</i> <i>Quest For Knowledge - PM</i>	15 <i>Culinary Class - AM</i> <i>Swimming - AM</i> <i>Skill Development - PM</i> <i>Creative Quest - PM</i> <i>Wheelie Wednesday - PM</i>	16 <i>Swimming - AM</i> <i>Discovery Den - AM</i> <u><i>Culinary Class - AM (IMPACT)</i></u> <i>D&D Club - PM</i> <i>Pet Connection - PM</i>	17 <i>Jam Session - AM (Access)</i> <i>The Book Nook - AM</i> <i>Fishing Friday - PM</i> <i>Bowling - PM</i> <u><i>Foodie Friday & Pool Tourney</i></u>	18	19
20 <i>Walking Club - AM</i> <i>Level Up Lounge - AM</i> <i>Game Zone - AM</i> <i>Name That Tune - AM</i> <i>Swimming - PM</i> <i>QFFL - PM</i>	21 <i>Adventure Club - AM</i> <i>Swimming - AM</i> <i>Culinary Class - AM</i> <i>Mindful Minds Meet - PM</i> <i>Movie Mill - PM</i>	22 Earth Day <i>Culinary Class - AM</i> <i>Swimming - AM</i> <i>Skill Development - PM</i> <i>Creative Quest - PM</i> <i>Wheelie Wednesday - PM</i>	23 <i>Swimming - AM</i> <i>Discovery Den - AM</i> <u><i>Culinary Class - AM (IMPACT)</i></u> <i>D&D Club - PM</i> <i>Pet Connection - PM</i>	24 <i>Jam Session - AM (Impact)</i> <i>The Book Nook - AM</i> <i>Fishing Friday - PM</i> <i>Bushido/Asobi Motion 1 - 2:45PM</i> <u><i>Foodie Friday</i></u>	25	26
27 <i>Walking Club - AM</i> <i>Game Zone - AM</i> <i>Name That Tune - AM</i> <i>Swimming - PM</i> <i>QFFL - PM</i>	28 <i>Adventure Club - AM</i> <i>Swimming - AM</i> <i>Culinary Class - AM</i> <i>Mindful Minds Meet - PM</i> <i>ASL - PM</i>	29 <i>Culinary Class - AM</i> <i>Swimming - AM</i> <i>Skill Development - PM</i> <i>Creative Quest - PM</i> <i>Wheelie Wednesday - PM</i>	30 <i>Swimming - AM</i> <i>Discovery Den - AM</i> <u><i>Culinary Class - AM (IMPACT)</i></u> <i>D&D Club - PM</i> <i>Pet Connection - PM</i>	Key: Access Impact Reach AIR Galt Museum Community Events		