

QUEST SUPPORT NEWSLETTER

July

Welcome to the July edition of the Quest Newsletter!

We're excited to share all the wonderful events, celebrations, and updates happening throughout the Quest community this month. As we settle into the hot summer, we hope everyone is finding opportunities to enjoy the warmer weather, spend time with family and friends, and take advantage of everything the season has to offer.

June was an exciting and eventful month at Quest! From our Summer Kick-off Party to Canada Day celebrations and Pride festivities, our community came together to create memorable experiences filled with laughter, connection, and inclusion. Be sure to flip through this month's newsletter to see photos and highlights from these events, along with updates on what's happening across our programs. As always, thank you to our dedicated employees, the individuals we support, our families, and our community partners for everything you do to make Quest such a vibrant and welcoming place.

QUEST EVENTS

1st: Canada Day
MAIN, ACCESS
& IMPACT
CLOSED!

2nd: Lunch in the Park

3rd: Jam Session/Fishing
Friday

4th: Filipino Heritage
Festival at Henderson

8th: Waterton Trip (Sign up
with Sam)

9th: Lunch in the Park

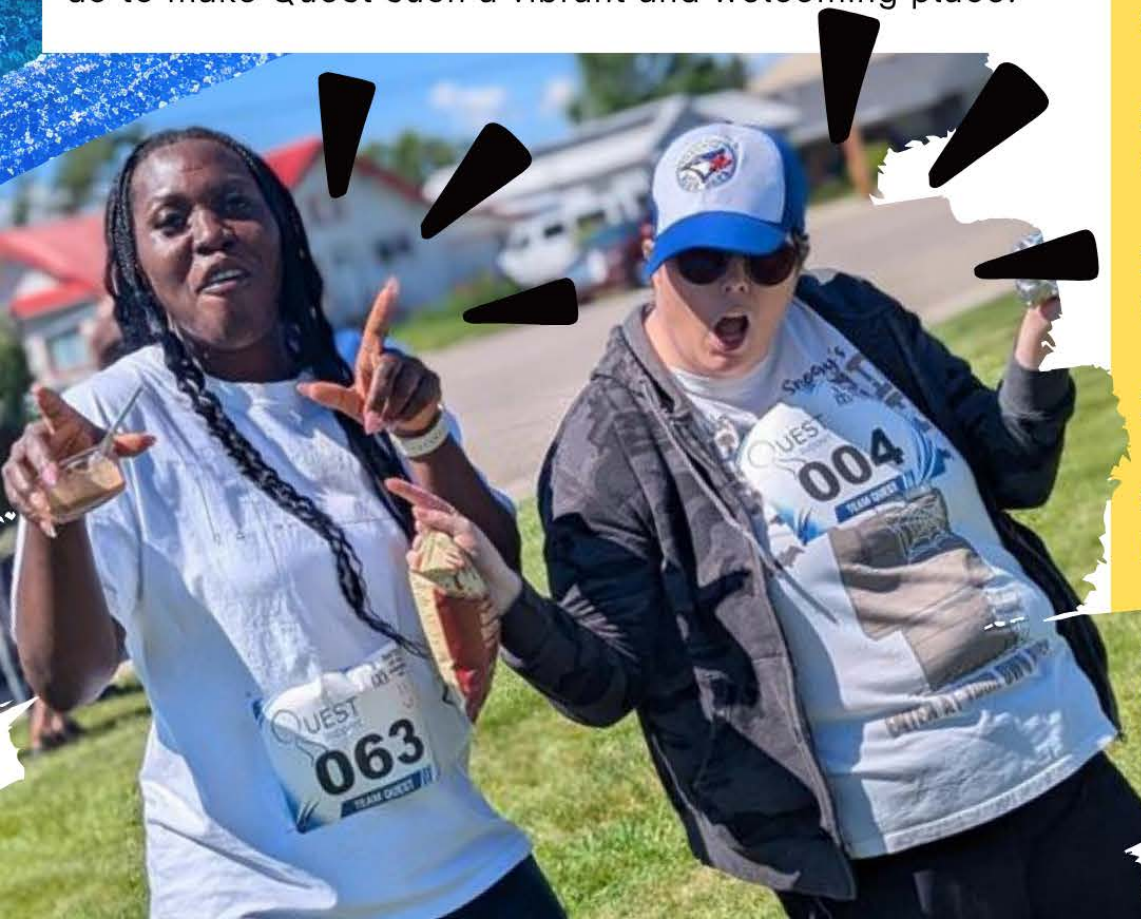
11th: Pegan Fest at Galt
Gardens

17th: AIR vs LIVING Ball
Game

18th/19th: Indian Days

22nd: AIR Campout & Lake
Day

30th: International
Friendship Day- tell a
buddy you care



Follow us on insta!

@QuestYQL





ACCESS TO DINING WITH MICHAEL & SEAN

The Summer is here and there are many BBQ's going on with the programs so make sure you sign up in time to participate. This month we were able to go for some fried chicken. As a group we went to Church's and Mary Brown's to have a bit of a comparison. Both of the franchises were similar in price and what they offered. The taste edge went to Church's Texas Fried Chicken. The chicken was juicier and the biscuit had more flavour and flakiness. In July we will be trying different diners in the city. Stella's Diner, Corner Kitchen, and Cafe Verde. We hope to see you out when we dine on Friday's. Last week when the group went to Five Guys we had nine people in total which is a very good turn out. Send us food recs!

IMPORTANT

Effective August 1, 2026, Quest Support Services will be updating transportation practices. Following direction from government audits and funding partners, Quest will no longer be able to cover mileage costs for transportation provided by employees using their personal vehicles. Individuals receiving services will be responsible for transportation costs at a rate of \$0.50 per kilometre, with funds collected reimbursed directly to employees. Quest will continue working with individuals, families, and support teams to explore transportation options and identify solutions that support community participation.

The ERC has experienced a significant increase in employee call-ins and scheduling requests. To help us manage staffing effectively, please remember that all requests are handled based on priority and the order they are received.

Employees are encouraged to plan ahead whenever possible, make every effort to arrange their own shift coverage, and submit requests with as much notice as they can. This is especially important during evenings and weekends, when a single On-Call Operator is responsible for managing all staffing needs across the agency. Please note that short notice time off requests or call-ins may be denied if coverage cannot be secured.

Alright crew! Kimberly has prepared some policy updates for review. Please take some time to review the following policies to ensure you are staying up to date with current expectations and procedures. These policies are available through all location SharePoint accounts:

ER 01: Hiring, Training & Employment Requirements

ER 02; Employee Responsibility

ER 03: Code of Conduct

ER 05: Dress Code

ER 06: Safe Vehicle Operations

ER 12: Dispute Resolution Process

Hs 02: Workplace

Violence

and Prevention



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

Despite being very driven and passionate about my work I also have a great sense of humour. Even on chaotic days I try to find something to highlight my day or some jokes to share.

What's the best advice you can give to a newbie at Quest?

Come in to this field with an open mind and open heart. We can hear a lot of hardship from the individuals we support but also makes celebrating their wins just that much more special. Build relationships with the peers you work with, it's easier to get through the day if we get through it together!

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

Assisting one of the individuals with getting denture work done. She had been so nervous prior to the appointments but now carries the biggest and brightest smile.

Where would you most like to travel to and why?

The Netherlands ! My grandparents are originally from there and I think it would be so cool to see where they grow up. Riding a bike through the tulip fields or the canal in Amsterdam is definitely on my bucket list.



EMPLOYEE OF THE MONTH! MEET KYLA



A MESSAGE FROM OUR MENTOR PRESTON:

97 222 55

AIR has a summer packed with a lot of fun events coming up!!

On July 8th we will be heading to Waterton. I will be joining group A and relaxing at Cameron Lake on the lakeside - skipping rocks and taking photos. There will also be opportunity to go on a leisurely boat ride, lakeside hiking, and you might also want to participate in a nature scavenger hunt!

As Peer Mentor, I will be at Park Lake for Lake day on July 22! Come for fun and games from 11am -2:30pm. We'll be cooking up Hotdogs, playing lawn games, having some fun in the sun and if you're really wanting you can swim in the lake!

Make sure you check out Instagram for all the other fun things we have in store at AIR this summer!



THE CREW HAD A BLAST AT THE BIRDS OF PREY CENTRE

The SAIL crew enjoyed a fantastic day exploring the Birds of Prey Centre! Everyone had the opportunity to learn about these incredible birds, watch them up close, and spend time together enjoying the beautiful weather. OH! and we fed some super cool ducks!

O U P G I R A F F E S B G J P M S L
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ALICIA'S WORD SEARCH!



Alicia has prepared a super cool word search for ya'll consisting of her favourite things! how many words can you find?

True crime, Stitch, Hello kitty Food, Coke, Roses, Cats, Carnations, Disney, Coffee, Giraffes, Music, Concerts, Daisies, Tattoos.

If you see her around, tell her some of your favourite things!



The QCCC had the honour of recognizing an exceptional Grade 8 student from Wilson Middle School by presenting an award that celebrates their inspiring demonstration of resilience, perseverance, and steadfastness. This award highlights the student's ability to navigate challenges with determination, maintain a positive outlook, and continue moving forward despite obstacles. We are proud to celebrate their strength, commitment, and the incredible example they set for those around them.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 Canada Day Access / Impact Closed Reach Holiday Hours 09:00-17:00 Rise Together Canadian Market - Festival Square	2 Rec League - AM Swimming - AM Culinary Class - AM (IMPACT) Lunch in the Park - PM D&D Club - PM Centric Music Fest	3 Jam Session - AM (Access) Fishing Friday - AM The Book Nook - PM CASA Lunch & Listen Foodie Friday Centric Music Fest	4 Filipino Heritage Festival - Henderson Caribbean Fest - Galt Gardens Centric Music Fest	5 Filipino Heritage Festival - Henderson Centric Music Fest
Key: Access Impact Reach AIR Galt Museum Community Events						
6 Walking Club - AM Name That Tune - AM Swimming - PM QFFL - PM	7 Adventure Club - AM Swimming - AM Quest For Knowledge - PM Discovery Den - PM	8 Waterlon Trip	9 Rec League - AM Swimming - AM Culinary Class - AM (IMPACT) Lunch in the Park - PM D&D Club - PM	10 Walking Club - AM Jam Session - AM (Access) Fishing Friday - AM The Book Nook - PM Foodie Friday	11 Pegan Fest - Galt Gardens	12
13 Walking Club - AM Name That Tune - AM Swimming - PM QFFL - PM	14 Adventure Club - AM Swimming - AM ASL - PM Discovery Den - PM	15 Walking Club - AM Culinary Class - AM Swimming - PM Creative Quest - PM Wheelie Wednesday - PM	16 Rec League - AM Swimming - AM Culinary Class - AM (IMPACT) Lunch in the Park - PM D&D Club - PM	17 World Emoji Day AIR vs Living Indian Days - Stand Off	18 Fiesta & Extravaganza - Galt Gardens Indian Days - Stand Off Bon Odori Japanese Dance - Excite Leth	19 Indian Days - Stand Off
20 Walking Club - AM Level Up Lounge - AM Name That Tune - AM Swimming - PM QFFL - PM	21 AIR Campout Adventure Club - AM Swimming - AM Movie Mill - PM Discovery Den - PM	22 AIR Campout & Lake Day @ Park Lake	23 AIR Campout Rec League - AM Swimming - AM Lunch in the Park - PM D&D Club - PM	24 Walking Club - AM Jam Session - AM (Access) Fishing Friday - PM The Book Nook - PM Foodie Friday & Pool Tourney	25	26 Tanabata * Matsuri - Nikka Yuko Gardens
27 Walking Club - AM Name That Tune - AM Swimming - PM QFFL - PM	28 World Nature Conservation Day Adventure Club - AM Swimming - AM Quest For Knowledge - PM Discovery Den - PM Wide Skies Music & Arts Festival - Civic Center Field	29 Walking Club - AM Culinary Class - AM Swimming - PM Creative Quest - PM Wheelie Wednesday - PM Wide Skies Music & Arts Festival - Civic Center Field	30 International Friendship Day Rec League - AM Swimming - AM Culinary Class - AM (IMPACT) Lunch in the Park - PM D&D Club - PM	31 Walking Club - AM Jam Session - AM (Access) Fishing Friday - AM The Book Nook - PM Foodie Friday		