

QUEST SUPPORT SERVICES

# FEBRUARY

Newsletter

## Important Dates



All of February -  
Black History Month

February 2 -  
Groundhog Day

February 14 -  
Valentines Day

February 17 -  
Random Act of  
Kindness Day

February 17 -  
Family Day  
(Office closed)

February 26 -  
Pink Shirt Day



Check out what Crystal's  
been up to on Pg 6

## HIGHLIGHTING OUR COMMUNITY

This month we are highlighting some amazing success stories of the people we support. The Quest community is made up of people with unique talents, skills, and abilities. Check out our interviews and shout outs throughout this month's newsletter!

**SAIL** Self-advocacy, inclusion, & learning

SAIL is an individual led self-advocacy committee within Quest. The committee partakes in volunteering and community involvement while increasing their independence and autonomy. Throughout the year they have outside speakers come in and teach, have community outings, and advocacy opportunities. On January 27th the committee voted in new members for the year:

President- Crystal  
Administrator- Randy  
Treasurer - Casey



# SHOUT OUTS

Here at Impact we would like to highlight Johnny Turner's recent successes and reaching a new milestone. Kelsey Margison, the Impact Supervisor interviewed him.

Kelsey thanked him for interviewing and asked how his last year with Quest has been!

Johnny said his last year has been very awesome! Because I am doing so great here and the staff are very good!

Kelsey said that's fantastic and asked what some things he's accomplished lately?

Johnny said that he plays basketball, floor hockey and bowling for special Olympics! I also really love to play softball in the summer with Quest! I got enrolled into swimming lessons recently at the YMCA and started in January, which has been a goal for myself for a very long time!

Kelsey congratulated Johnny on his accomplishments!



Rami is an inspiring person who exemplifies the power of determination, imagination, and community. As an active member of SAIL and SAIPA/SRSAN, Rami is making his voice heard and advocating for meaningful change. In November 2024, his dedication and leadership were recognized when he became an executive committee member of SAIPA/SRSAN—a testament to his commitment to creating an inclusive and supportive environment for all.

Rami's creativity shines brightly through his passion for performance. In April 2024, he showcased his remarkable acting talents in a talent show alongside UofL students, captivating the audience with his imagination and courage.

Rami also prioritizes his physical health, demonstrating a strong commitment to fitness by attending the gym regularly. This dedication not only enhances his overall well-being but also reflects his determination to maintain a balanced and active lifestyle.

Beyond his advocacy, acting, and physical fitness, Rami finds joy and connection in his hobbies. His involvement with the Dungeon & Dragons club and passion for playing Magic with his peers highlight his enthusiasm for teamwork, strategy, and storytelling.

Rami's journey is a celebration of resilience, creativity, and community. He continues to inspire those around him to embrace their passions, prioritize their well-being, and let their voices be heard.

# FEBRUARY - EMPLOYEE OF THE MONTH

## KIANNA SULLIVAN

**How long have you been with the company?**

I originally started with Quest in 2021 and later returned in April 2024!

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

I have a Master's degree in Neuroscience, during which I spent 2 years analyzing neural synchrony using fMRI and naturalistic stimuli! A funky way to say I mapped brain activity while people watched movies inside an MRI scanner!

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

Listen! There is always more to learn about someone when you take the time to listen with an open mind.

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

Building relationships with the individuals we support and seeing them have pride in themselves for achieving their goals.

**Where would you most like to travel to and why?**

Velaris - the city of starlight! Because it is a fictional mountain town from my all-time favourite book series!



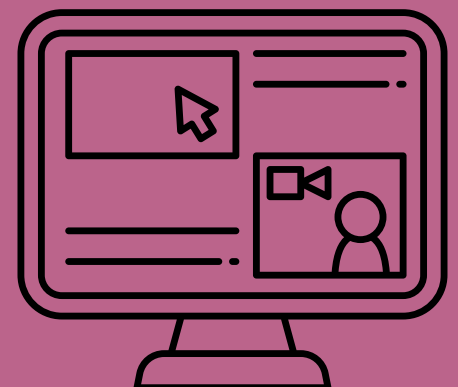
Kianna was nominated for going out of her way each day to ensure the individuals have a great time and being a hard worker who's positive attitude is addictive

## UPDATE FROM ERC - ONLINE TRAINING

Starting February 1 the Agency will be offering the following training courses virtually through Zoom:

- Abuse Prevention Response
- Intercultural Intelligence
- FASD
- Positive Behaviour Supports
- Harm Reduction

Employees will receive an email 1-2 business days prior to the course with the Zoom link and any materials needed for the course.



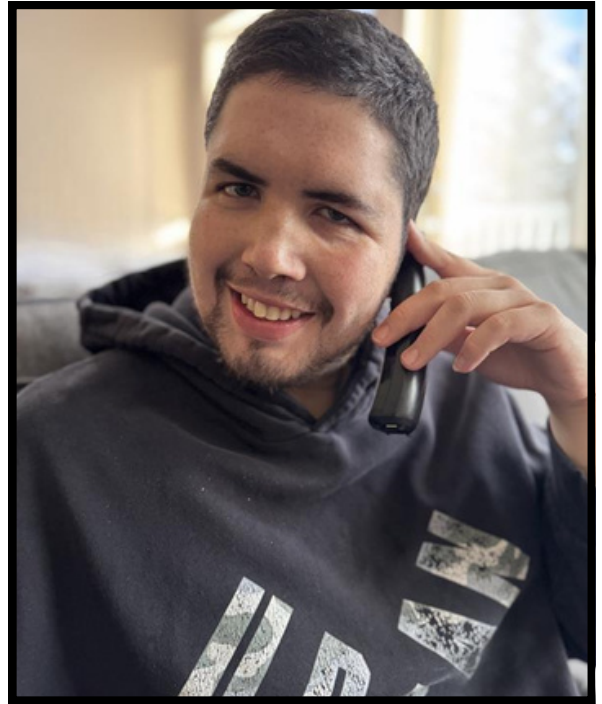
## Delbert's Health Journey

Over the last couple years, Delbert has been heavily focused on engaging in physical activity, mainly through walking and going to the outdoors as well as eating healthy.

Delbert has lost a significant amount of weight over that period and has normalized his blood pressure and pulse.

When asked how he feels, he said he is very proud of his progress and wants to continue with his fitness journey.

When asked to provide any advice for others and he said "stay in school"

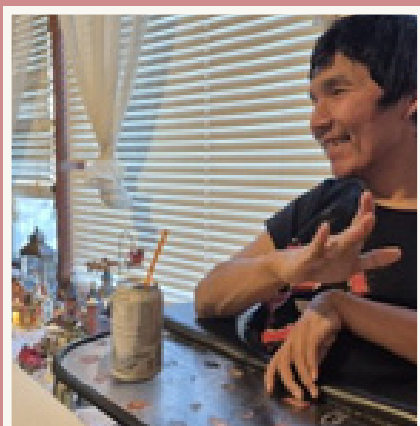


## Lucien's Holidays

Written by Cory

My name is Cory and I have worked alongside Lucien since 2012. This year, Lucien had a unique Christmas experience. He was invited to join my family for the morning to open gifts, enjoy brunch, and spend time together. Despite a short night sleep, he was excited to arrive at my home, where he was warmly welcomed by Alex, Serena, and Tish, along with their three cats.

Unusually, Lucien readily removed his jacket, a sign of comfort and trust. He explored the house with enthusiasm, engaging with the cats and laughing with everyone. He particularly enjoyed opening his presents, showing excitement over the Marvel and Star Wars books.



Throughout the morning, Lucien happily interacted with all family members, including the cats. He spent the afternoon reading his new books, playing board games, and enjoying the festive atmosphere. Although he seemed reluctant to leave, Lucien eventually departed with a big sigh. It was clear that Lucien had a wonderful time experiencing a different kind of Christmas with my family.

# INDIVIDUAL RIGHTS

Created by Individuals for Individuals

1. To be treated equally
2. To have individuality respected
3. To have choice of food, shelter and clothing
4. To have freedom of liberty, choice, communications, association, safety and security
5. To have access to legal representation
6. To privacy
7. To vote and hold licenses
8. To hold office
9. To give or withhold consent to services
10. To freedom of thought, belief, opinion and expression
11. To access all generic services
12. To gain meaningful activity consistent with the individual's skills and abilities, aspirations and choice
13. To have tangible and intangible benefits which result from the individual's chosen activity
14. To have and raise children
15. To marry/cohabitate
16. To have available and receive advocacy support
17. To have access to information systems
18. To receive services from a qualified service provider
19. To be heard
20. To be supported in the practice of personal belief
21. To direct/participate in planning and goal setting relative to his/her life
22. To consistency and equity in services and supports
23. To own and enjoy personal property and personal belongings
24. To play for the future for family, funeral finances, retirement, health and leisure
25. To positive/least restrictive methods of intervention
26. To have the right to legal assistance and representation when required

Did you know?

**The SAIL team reviews these rights annually for any adjustments**

# Policy Updates

## **ER-05: Conflict of Interest**

We have made important updates to the Conflict-of-Interest policy:

- Management Involvement: Revised the list of Management team members involved in formal mitigation of conflicts.
- Conflict of Interest Form: Updated to better align with our current processes and clarify required information. The new form will be used moving forward, but there is no need to update existing forms.

## **ER-15: Termination – Just Cause**

The Termination policy has been refined:

- Wording Updates: Various sections have been reworded for clarity.
- Just Cause Examples: Expanded the list of examples that constitute just cause for termination.

## **ER-16: Employee Dispute Resolution Process**

Changes to the Employee Dispute Resolution Process include:

- Appeal Process: Now a single-level appeal process.
- Response Time Frame: Extended from 7 to 10 days for appeal responses.
- Deadline Extension: The Agency may extend the appeal decision deadline under reasonable circumstances.

## **HS-11: Hazard Assessments**

We have enhanced our Hazard Assessments policy:

- Psychosocial Hazards: Added psychosocial hazards to the assessment criteria.

## **ER-10: Employee Time**

Updates to the Employee Time policy, specifically regarding job abandonment:

- Management Steps: Clearer steps for Management when an employee is absent without leave and cannot be contacted.
- Emergency Contact: Added a step for the Agency to contact the employee's emergency contact.
- Language Change: Changed terminology from termination to voluntary resignation when an employee does not attend shifts and fails to contact the Agency.

We hope these updates provide clarity and improve our processes. These changes are available to view on the Policy and Procedure Manual on February 1, 2025. If you have any questions about these changes, please contact Kendal Tremblay (Director of Human Resources) at the Main Office.

## **How to find the Policy & Procedure Manual**

- 1) Navigate to the Quest Website: <https://www.questsupport.com/>
- 2) Click “Employee Resources” located in the top navigation bar
- 3) Click “Policy & Procedure” In the “Employee Resources” drop down menu
- 4) Type the password then press Go to access the P&P Manual

For password please reference How-To guide on company computer or reach out to a member of the Administration team

# GET TO KNOW CRYSTAL

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Kelsey: You are a member of SAIL right?

Crystal: Yes!

Kelsey: What was your favourite thing you did with SAIL this last year?

Crystal: When we went to the fire department to see all the cute firemen and got to put on the cool oxygen tank! It was so heavy I almost tipped over with it on. We got to go on the truck in the front and the fireman explained what all the buttons were for. Later we brought them Timbits and a thank you card to say thank you for how much they do in the community saving lives!

Kelsey: That sounds like a ton of fun! Did you guys do any volunteering last year? What was your favourite volunteering opportunity?

Crystal: Yeah! My favourite was when we gave out drinks and Mr. Freezies for Water Wednesday at the Galt Gardens! We also helped out at the food bank doing dishes. It brought me back to when I used to work at the hospital when I used to wash dishes there, and the people couldn't catch up to me because I was so fast! I am surprised I was standing up that long, after that I had to sit down because I was exhausted. I forgot how long I had to stand up for, but it was worth it because it's helping the people. Oh ya! And raising money and shopping for shoes for kids to go back to school, Kicks4Kidz! We had to find shoes for kids, different sizes, I really loved that! Spiderman shoes, girly shoes, pretty and sparkly shoes, glow in the dark shoes, there were so many!

Kelsey: That sounds amazing! You guys really did a lot to help the community! Lastly, what are you most looking forward to in SAIL in 2025?

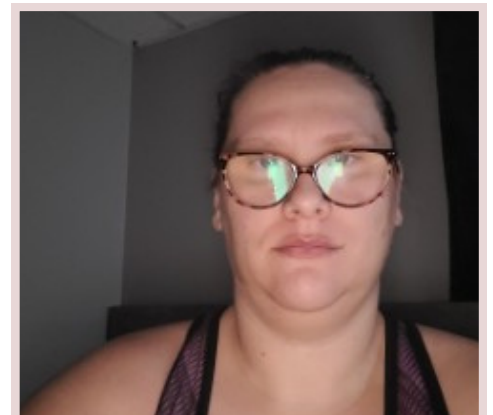
Crystal: Definitely more volunteering for the people out in the community! And raising money for our SAIL group by doing BINGO and bake sales! I am really looking forward to getting new members and going on more outings to learn lots and have fun!

Kelsey: Sounds like there is a lot to look forward to and I can't wait to see what you accomplish in 2025! Thank you for letting me interview you!



## 🌟 Go Randi

Randi was able to achieve obtaining guardianship over herself in 2024! Through that began greater independence with her finances, taking over a few months later and building budgets to follow with staff support. Randi's compassion is seen inside the Reach program and out, whether she is treating her peers with equal kindness, or taking care of her bamboo pastel python, Cherry. Randi's positivity is infectious to everyone around her.



# ACCESS TO DINING

*with Michael & Sean*

This month we went to Imperial China located at 4038 4th Avenue South, this is close to the casino. You may order off the menu or have the buffet for your meal. An added service they have is to get the buffet to go in a single container. The buffet has many familiar items such as fried rice, noodles, beef and broccoli, ginger pork, catfish, chicken wings and other usual items. The food was tasty, warm, and very filling. Both Michael and Sean had full plates that were empty by the end of the meal. If you have a sensitivity to MSG this may not be the place for you as it is added to the food. The staff was very friendly and accommodating and made sure water glasses were full and plates cleared away when needed. Michael and Sean have eaten here before but it was over a year ago and not much has changed. As a group we go out every Friday and try to arrive at the restaurant by 11:30 am for lunch. This month we will go to Dickey's BBQ Pit (Feb 7), Taco Del Mar (Feb 14), St. Eats South (Feb 21), and The Mango Tree (Feb 28). We are always looking for friends to join us to enjoy a meal. Make sure it is in your budget and bring your appetite!



## AIR FEBRUARY CALENDAR

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
3 Culinary Class - AM Swimming- AM Name That Tune- PM Sewing Club- PM	4 Culinary Class - AM Swimming Bingo - PM	5 Creative Quest - AM Swimming- PM Bingo - PM	6 Karaoke - AM Culinary Class - AM Crochet/Knitting Club - PM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	7 Jam Session (Access)- AM D&D Club - PM Jam Session - PM	8/9
10 Culinary Class - AM Swimming- AM Name That Tune- PM Sewing Club- PM	11 Culinary Class - AM Swimming QFFL - PM Quest For Knowledge - PM	12 Creative Quest - AM Creative Quest- PM Swimming- PM QFFL - PM	13 Work On Goals - AM Culinary Class - AM Crochet/Knitting Club - PM Karaoke - PM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	14 <b>Valentines Day!</b> Jam Session (Access)- AM D&D Club - PM Jam Session - PM	15/16
17 <b>Family Day</b> Impact/Access Closed <b>Reach Operating Hours</b> (0900-1700)	18 MOVIE MILL Culinary Class - AM Swimming ASL @ Access Classroom- PM	19 Creative Quest - AM Swimming- PM Baking Class - PM	20 Pod Choice - AM Culinary Class - AM Crochet/Knitting Club - PM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	21 Jam Session (Access) - AM D&D Club - PM Bowling @ Holiday Bowl - 13:30 Jam Session - PM	22/23
24 Culinary Class - AM Swimming- AM Name That Tune - PM Sewing Club - PM	25 Culinary Class - AM Swimming Quest For Knowledge - PM	26 Creative Quest - AM Creative Quest- PM Swimming- PM QFFL - PM	27 Work On Goals - AM Culinary Class - AM Crochet/Knitting Club - PM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	28 Jam Session (Impact) - AM D&D Club - PM Jam Session - PM	