

Monthly Newsletter

QUEST SUPPORT

November 2024



Here's what has happened in the last month and what's to come!

We stepped into the crisp autumn weather with our usual pizzazz. October feels a bit like a transitional month. Where we start to settle in to the "back to school & sports" routines and the ever anticipated amped-up workload.

This October felt luckier than usual with warmer weather, an extended coatless outdoor season, and opportunity to enjoy our pumpkin spice without requiring mittens (a rarity in Alberta).

Juggling the double-holiday - month was an art, and the team stepped up. Thanksgiving lunch was a fabulous feast enjoyed by hundreds. Thank-you to all of the helping hands, we are very grateful for the support we get within the Quest Community!

Halloween went off without a scare! No fire department was called (a target here at Quest). We decorated, we held

carving competitions, we glow-danced with friends from other organizations, and we dressed to impress! Congratulations to ALL of our best-dressed winners.....WOW, the level of creativity was incredible.

As we glide into November we feel some opportunity for a slowed pace. We take time to remember those who fought for our freedom and those who continue to fight for us.

We look forward to seeing you at the various AIR events this month & our 1st ever Grey Cup Party on November 17th!

We are diligently making plans for December's 12 Days of Christmas (page 7) and Employee Holiday Socials. Stay tuned on Instagram for updates @QuestYQL.

Happy Movember,

Quest Team

THIS MONTH AT QUEST YOU CAN EXPECT

Roving Gym:
7th Pickleball
14th Soccer
21st Volleyball
28th Basketball

8th Remembrance
Day Ceremony

11th Closed

17th Grey Cup Party

QCC Movember
Campaign &
Support

29th Christmas
Decorating



SUPPORT PEOPLE TO BE WEATHER-PREPARED

As winter approaches, it's important to ensure that everyone is prepared for the colder months ahead. Below are a couple tips and tricks to use during the upcoming winter months.

- Conduct a thorough check of winter clothing. Assist individuals to sort through their wardrobes, identifying any items they may need, such as warm coats, hats, gloves, and boots.
- Prevent slips and falls by maintaining clear walkways. Shovel frequently and when snow is its lightest and utilize de-icer to prevent ice from forming .
- Continue to promote health and wellness, even during the colder winter months when it can be more challenging. Suggestions include: gentle bodyweight exercise and stretching at home, joining a gym, making the extra effort to get more steps in when out, enhancing nutrition and meal quality to include hearty and immune boosting meals into daily menus.

ERC: HOLIDAY TIME OFF

“Deck the halls, skip the calls.”

On-call Team

We know it still feels a bit early. BUT, the holiday season is quickly approaching. The ERC is diligently working to make sure that everyone we support has the right support staff there alongside them during the holidays.

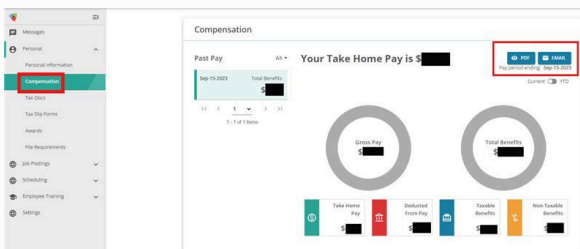
With that in mind, we are messaging out this FINAL reminder to please submit your holiday time off requests stat! The deadline to submit your request is November 25th, 2024. The “holiday season” request is any time off between December 20th & January 4th.

We appreciate you getting us your time off requests as soon as possible - the more time we have, the better planning we can do! With thousands of shifts to cover, we need your help! If you are interested in extra hours over the holidays, please contact a member of the ERC team.

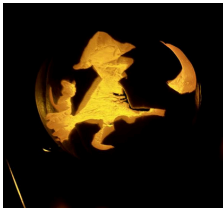
Avanti Paystub Update

Pay statements have been updated in AVANTI and can now be found on the new 'Compensation' page under your 'Personal' tab. This is the same location where you previously accessed the 'Pay Statement' page. The Compensation page provides all the same information and features as before, now enhanced with a new graphic interface that allows you to quickly view summaries of current and past pay statements.

 *check out the new interface*



Halloween Highlights





Recognition of Quest Support Services for the support of employees and Reservists Master Corporal Kristian Hatch & Corporal Kailie Hatch.

We had the honor of sitting down and discussing the Reserves with our employee and Master Corporal Kristian Hatch.

What was your drive to be in the reserves?

I grew up in Cold Lake and I saw my friends Dad's who were in the military and it resonated with me as something I wanted to do; I wanted to serve my country. I have an Uncle and Grandfather who were in the Air Force so it also was something that felt like it was part of my family to be involved in serving Canada in this way.

What is the most rewarding part of your job as a reservist as an armored troop?

One of the biggest things is knowing that what I'm training to do will equip me to keep Canada safe if I'm ever called to. The other thing is being seen in the community by children and them waving at us and being excited to see us in the community.

How does being in the reserves positively impact the community of Lethbridge?

Having an Army right here in Lethbridge benefits the city and province because as reservists we get called in to help with natural disasters, such as the floods in 2013 or the fire in Waterton in 2018. As a reservist in Alberta most of my work has been responding to natural disasters or crisis in Alberta. Reservists are able to go into an area of panic, distress, or disaster and assist with whatever people need in that moment; and that has a huge impact on that community.

What is one of your most memorable moments while serving?

Making life-long friends and essentially family members through serving and helping others who

are experiencing one of their worst times. These experiences bond you with your team. A lot of my memories also include having fun with friends while serving the community.

What are some things you've done as a reservist that you are proud of?

Going on a leadership course; learning what it takes to be a good leader and using those skills I've learned from that training in my work here at Quest. I also am privileged to teach the next generation of soldiers that join. I remember being in their shoes and the mentors that I had coming in, and I love being a mentor for the new reservists.

How can people honor Remembrance Day?

Taking the time to remember the men and women who gave up their lives for our freedoms while also remembering the people who currently serve. We do what we do for the people in our communities. Wearing a poppy, attending a ceremony in Lethbridge, and visiting the Cenotaph are the best ways to keep the memories of those who fought for us alive and those who continue to fight for our freedoms.

Thank you for your service!





QCC

Quest Community Connectedness Committee

TRUNK OR TREAT COMPLETE!

We want to extend a heartfelt thank you to everyone who generously donated candy for our recent event. The friendly competition & generosity resulted in our team collecting more candy than ever before. This year we were able to hand out an incredible **1,044** bags of candy & take in all the little smiles!

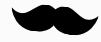
CASE

Connect, Assess, Support, Evaluate

Department Goal: to implement a sensory-trial program for individuals in support.


The CASE team is currently purchasing and preparing a little Sensory Library for people to borrow from. These items will be available to individuals to test and trial to see how they meet sensory needs. We're still working on this - but everything should be ready to go for early 2025. Stay tuned for updates.

“What is Movember? And what is QCC’s involvement?”




Movember is an annual event involving the growing of moustaches during the month of November to raise awareness of Men's Health issues, such as prostate cancer, testicular cancer, and men's suicide. The goal of Movember is to "change the face of men's health."

By encouraging men (whom the charity refers to as "Mo Bros") to get involved, Movember aims to increase early cancer detection, diagnosis and effective treatments, and ultimately reduce the number of preventable deaths. Besides annual check-ups, the Movember Foundation encourages men to be aware of family history of cancer and to adopt a healthier lifestyle. Using the moustache as the driving symbol of the movement, Movember focuses on the three key areas of prostate cancer, testicular cancer, and mental health and suicide prevention. Since inception, the Movember Foundation has raised \$837 million and funded over 1,200 projects in more than 20 countries.

Every year QCC initiates a Quest-Community Campaign to raise funds for the cause. We look forward to cheering on those of you growing your stache and those of you donating towards this amazing cause! We support Movember because we support mens health 



MOVEMBER

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
					1 2/3
				Jam Session (Access)- AM D&D Club - PM Karaoke- AM	
4	5	6	7	8	9/10
Culinary Class - AM Swimming - AM Name That Tune- PM Sewing Club- PM	Culinary Class - AM Swimming Bingo @ Impact - AM Quest For Knowledge - PM	Macrame Craft- AM Creative Quest - AM Swimming- PM	Work On Goals - AM Culinary Class - AM Creative Quest- PM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	Remembrance Day Program @ Impact - AM Cenotaph Visit - 1300 D&D Club - PM	
11	12	13	14	15	16
Remembrance Day Impact/Access Closed Reach Operating Hours (9-5)	Culinary Class - AM Swimming ASL - PM Quest For Knowledge - PM	Macrame Craft- AM Creative Quest - AM Swimming- PM QFFL - PM	Pod Choice - AM Culinary Class - AM Karaoke - AM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	Jam Session (Access) - AM D&D Club - PM Karaoke- AM	17 Grey Cup Party 1530-2000 @ Reach
	19	20	21	22	23/24
	MOVIE MILL Culinary Class - AM Swimming Quest For Knowledge - PM	Volunteering @ Soup Kitchen-11:30-1:30 Macrame Craft- AM Creative Quest - AM Swimming- PM	Work On Goals - AM Culinary Class - AM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	Jam Session (Impact) - AM D&D Club - PM Bowling @ Holiday Bowl - 1:00	
25	26	27	28	29	30
Culinary Class - AM Swimming - AM Name That Tune - PM Sewing Club - PM	Culinary Class - AM Swimming ASL - PM Quest For Knowledge - PM	Macrame Craft- AM Creative Quest - AM Swimming- PM QFFL - PM	Pod Choice - AM Culinary Class - AM Karaoke - AM Tasty Thursday - PM Roving Gym @ YMCA- 13:00 - 14:00	Jam Session (Access) - AM D&D Club - PM Christmas Decorating! - PM	

Key: Access Impact Reach Air Galt Museum

MAUWA WASHIKALA: EMPLOYEE OF THE MONTH

Tell us something about yourself!

I am a Congolese, Malawian born; I am the middle child from 7 children.
I have been with Quest for close to 2 years.

What is your best moment at Quest / your biggest accomplishment?

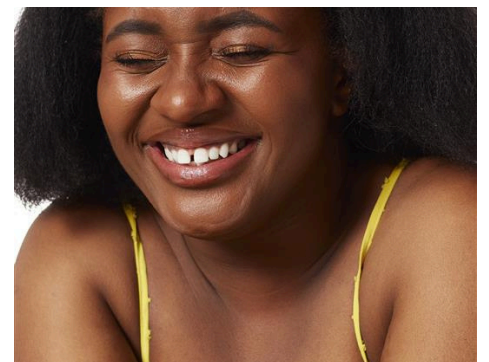
My greatest accomplishment with Quest is having the privilege of being one of my favorite people's Team Leader over the summer, and that was one of the most fulfilling experiences.

What advice would you give to the new hires?

I would advise new hires to have patience and express kindness everywhere they go.

If you could be any fictional character or animal, who/what would you choose why?

I would like to be a lion cub, because they are small and cute, but still vicious.





Quest's

12 Days of Christmas

Across the Decades

1 - Dec. 3 - Popcorn & Cranberry Garland (1910's)

2 - Dec. 4 - Sleigh Rides (1910's)

3 - Dec. 5 - Santa visit

4 - Dec. 6 - Galt Museum (1920's)

5 - Dec. 9 - Caroling (1930-1950)

6 - Dec. 10 - Charlie Brown Christmas (1960's)

7 - Dec. 11 - Christmas Dinner & Dance (1970's)

8 - Dec. 13 - National Lampoons Christmas (1980's)

9 - Dec. 17 - Homemade Tree Decorations (1990's)

10 - Dec. 18 - Movie Mill (2000's)

11 - Dec. 19 - Cookie Decorating (2010's)

12 - Dec. 23 - PJ Day & Games (2020's)

