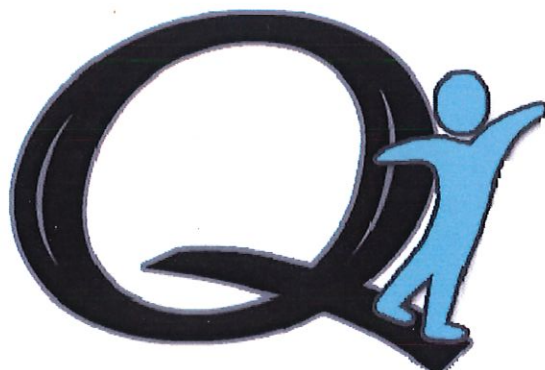


Quest – A Society for Adult Support and Rehabilitation



**Annual General Report
1 April 2020 – 31 March 2021**

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Board of Directors

Ron Cooper, Chairperson

David Carrigan, Vice-Chairperson

Cheryl Newcombe, Treasurer

Chloé Gagnon, Secretary

Angela Cooper, Member at Large

June Bonang-Zilkowsky, Member at Large

Corrina Mosher, Member at Large

Lisa Poirier, Member at Large

Patty Snow, Member at Large

Chairperson, Board of Directors

Although the financial statements for this report are based on the fiscal year April 1, 2020 through March 31, 2021, I will be using a broader period to present a more complete situation with respect to the Quest Society. Quest has been extremely busy and although it has been trying at times, I believe very productive. I also believe this was a very significant time for our organization

We are very fortunate in that there was no indication of infection spread among residents and staff and hopefully minimal mental health impacts. This was a result of having a diligent and caring staff that went a long way to protect residents and themselves by adherence to policy and procedures thus allowing a better flow of activities. Many thanks to our frontline staff and all who most often interact with residents.

As reflected in the Board minutes of March 2020 there are a number of items which have impact on the continued operation of Quest and action on these items is presently producing benefits. Things that come to mind are initiatives to enhance human resources, policy and procedure updating, training opportunities, incident reporting and logging, along with renovations for programming and COVID related adjustments. We were able to start safe information technology training plus workplace injury reduction.

One area of particular concern for the Board is succession planning for many of the senior staff. With enhanced training some in-house staff advanced to fill the need and have been instrumental in locating and engaging additional staff for finance, human resources and the Multidisciplinary Team. We have also secured a renewal of contract with Joe Rudderham as Executive Director.

Quest as a service provider to the Department of Community Services (DCS) has ongoing interaction with DCS and continues to experience great cooperation in areas of mutual concern. Most recently the development of the small option home on the Halifax mainland is a prime example. This was a lengthy process, highly influenced by the pandemic, where there was great cooperation. The home is now up and running.

Quest RRC is one of the facility programs to be affected by the Disability Support Program (DSP) transformation initiative. As a result, Quest is actively engaged in setting strategic directions for the next 5 years. This strategic direction plan will be initiated January 2022 and has resulted in discussions about our strategic plans as it pertains to meeting the needs of the DSP. The result is an initiative to update our strategic direction which is well under way.

I believe that the initiatives we have undertaken have brought significant improvements to our operations, increased our capacity to be part of community living objectives and our service objectives. "Helping people with complex developmental and mental health challenges to develop their personal goals and achieve community living."

Many thanks, again, to all Quest staff and thank you to my colleagues on our Quest Board. It continues to be a pleasure working with all as we strive to improve the lives of the residents we serve.

Respectfully Submitted,

Ronald Cooper, Chairperson
Board of Directors

Executive Director

20/21 was a year of extraordinary circumstances. COVID 19 ravaged the world and created significant challenges in delivering supports and programming for Quest's residents. The roller coaster year saw ups and downs with respect to residents' access to community. For much of the year residents were not able to enter local retailers and were limited in their ventures from their residence. By year end, thankfully, the majority of residents in our small option homes, RRC and CTP had received their second dose of the Pfizer-BioNTech Comirnaty COVID 19 vaccine. At that time, staff were awaiting notification of their scheduled vaccination appointments.

Recognizing the impact of community and business shutdowns, Quest staff endeavored to fill the gaps with creative programming. This included hiring two program assistants who were tasked with delivering activity programs for the RRC residents. An additional hire was added to focus on providing excursions for residents. This allowed RRC residents to have up to an hour drive with a stop at a drive-thru if desired. As the vehicles used were an extension of the Quest facility, residents were not permitted to exit until their return to the RRC. These restrictions did vary as the year progressed and pandemic waves came and went.

To support residents' access to items they would have purchased in local stores, Quest staff created a canteen that some residents assisted in operating. In the canteen, residents and staff could purchase pop, chips, bars, gum and some treats low or void of sugar. This was a hit and most likely resulted in reduced resident anxiety. In addition to being able to purchase items in the canteen, residents had the opportunity to earn coupons through work and recognized positive behavior. This reward approach worked very well.

Many initiatives that began the year previous were postponed or delayed significantly in 20/21. Of note were the wood working program and the Joint Workforce Initiative (JWI) with WCB and NS Labour. The wood working program delivered at the Damascus Road head office needed to be postponed for most of the year as work sites were reduced to skeleton crews. Even with JWI meetings canceled throughout the year, Quest staff still focused on creating a safer work place and a safer environment for its residents.

To reduce exposure risk, the Damascus head office staff shared the responsibility of being onsite throughout 20/21 lockdowns. Of course, this working from home opportunity was not afforded to RRC, CTP and SoH staff. Some staff did find themselves having to be at home when faced with COVID 19 symptoms or having been confirmed exposed at the many exposure sites listed by Public Health throughout the year.

In retrospect, all staff were incredibly vigilant through 20/21 as proven by the absence of any outbreak among residents and staff. The Central region experienced most of the impact of the first and second waves in 2020 and this had a definite impact in increased resident and staff anxiety. I applaud the Quest staff's effort and the residents who understood and embraced the need to be vigilant in staying safe and reducing exposure risks as much as possible. Special kudos go out to our Manager of Policy and Education, Karen Strangward, our Nurse Manager, Paulette MacMullin, our Manager of Accounting and Finance, John MacPherson our Manager of HR, Chelsy Cole, our Manager of Resident Supports, Tim McFarland, our Manager of Facility Services, Bruce Doary and our Senior Admin Support, Kim Howells. All six of these individuals on the Senior Management Team went above and beyond to assist in keeping operations running as smoothly as possible through such difficult times.

With a building permit finally in hand early July 2020, the 2 Lynnett lot was cleared by the end of September and the home's foundation was in place by the end of October. COVID and unforeseen errors led to periodic delays and by the end of March 2021 the home was roof tight with most of the interior framing and insulation completed. At that time, a June completion was still in the works.

A number of changes occurred within the Management and the Multidisciplinary Teams. By the end of September, we were wishing Tay Landry and Tara Coley all the best in their new roles with other organizations and we welcomed Tim McFarland as the new Manager of Resident Supports and Bruce Doary as the Manager of Facility Services. Both came to Quest with extensive experience and needed skill sets. In October we welcomed Psychologist, Lindsay Leighton to the Multidisciplinary Team on a 6-hour weekly contract basis. In November, Aziza Selim-Omar joined as Quest's Social Worker from an RRW role in the Albyn small option home and Jessy Arackal joined the Multidisciplinary team and began utilizing her Behavioral Interventionist skills in Jan 2021.

Other significant work completed in 20/21 included the signing of the Local 1028 Union contract. On June 23, 2020 the contract was signed and all involved reflected back on the professional and collaborative work that took place. Many thanks to all involved and congratulations to Amber Gilby who took on the role of Local 1028 CUPE President during the year.

Another piece of work initiated and completed in 20/21 was a governance review of the CTP program. MJ Hampton of Stylus Consulting designed a questionnaire and interviewed approximately 20 program Stakeholders. The review report was completed in October and subsequent consideration was delayed due to the pandemic. By year-end, Quest awaited discussion with NHSA and DCS personnel.

A significant piece of work was in the early planning stages in March 2021. The Board decided to develop a 5-year strategic plan. Stay tuned!

On a final note, as I did last year and the year before, I want to express my sincere gratitude to the Quest staff and the Board of Directors for their continued commitment to bettering the lives of the residents we serve. To the residents of Quest, I wish you and hope for the very best for each of you in the year ahead. As well, we hope COVID 19 precautions to ensure our residents and staff are safe, will continue to lessen as time passes.

Respectfully Submitted,

Joe Rudderham BSc., MBA
Executive Director

Human Resources

OVERVIEW

The Department of Human Resources at Quest - A Society for Adult Support and Rehabilitation supports the Executive Director's and Board's governance in relation to Quest's current and future human resource needs including employee recruitment, employee relation matters, compensation and benefits, talent and organizational development by providing ongoing advice and guidance on a multitude of situations. During the past year, the Human Resources Department:

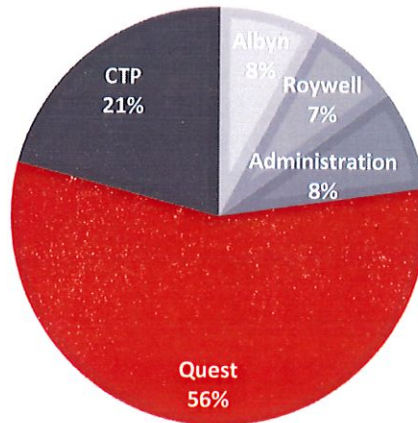
- Oversaw employee and labour relations
- Managed and reviewed employee benefits and pension plan
- Fully engaged in recruitment and retention activities while monitoring outcomes
- Oversaw compliance with human resources and employment legislation and policies, including; labour standards, occupational health and safety laws, employment equity and human rights and the protection of persons in care
- Provided ongoing support and guidance to site managers
- Oversaw the continued progression of the Attendance Support Program
- Developed and implemented Human Resource strategies and initiatives that aligns with the overall business strategy
- Collaborated with the Worker's Compensation Board to ensure safe workplace practices and return to work programs

PERSONNEL

As of the close of the fiscal year, Quest had 168 active employees. Employees are located at our Residential Rehabilitation Centre (RRC), Community Transition Program (CTP) and our two small options homes; Roywell and Albyn. We also employ administrative staff to support all sites which includes the following departments; Accounting, Human Resources, Administrative Assistants, Scheduling, Safety Specialist, Social Work, Occupational Therapy and Recreational Therapy.

DISTRIBUTION OF STAFF

■ Albyn ■ Roywell ■ Administration ■ Quest ■ CTP



NEW EMPLOYEES

The Human Resources Department is continually engaging in recruiting and hiring initiatives, seeking and retaining top talent. Over the past fiscal year, this process became much more challenging due to the COVID-19 Pandemic. Recruitment events were put on hold and for a period of time, hiring had to be completed through telephone interviews or zoom conferencing to adhere to the public health guidelines. Despite these challenges, the Human Resources Department successfully recruited and hired a number of employees, including Residential Rehabilitation Workers, Licensed Practical Nurses and Registered Nurses who successfully joined the Quest team this past fiscal year. In addition, significant changes to the Quest Multidisciplinary Team which serves all of our Quest sites, are as follows:

Aziza Omar, Social Worker

Aziza joined the Quest Multidisciplinary Team at the Regional Rehabilitation Centre in October 2020. Aziza brings with her a wealth of knowledge after gaining valuable experience working as a Residential Rehabilitation Worker in Quest's small option home since 2008 after graduating from Saint Mary's University Bachelor of Arts: Sociology Major, Psychology Minor in 2007. Aziza decided to continue her studies in Social Work and successfully completed this in May 2020 through the University of Manitoba's Distance Educational Program. Aziza remains a strong advocate for resident's rights and is a welcomed addition to the team.

Lindsay Leighton, Registered Psychologist

Lindsay has extensive experience working as a Psychologist with her specialization focusing on comprehensive psychoeducational assessments and positive behavioural support for adults. By incorporating techniques from different methodologies (i.e: CBT, DBT, EMDR, biofeedback, etc.), Lindsay's framework focuses on solutions and strengths, and she is happy to work at a developmental level appropriate for each individual. With an expressed commitment to providing respectful care that acknowledges individual identities, she strives to help people feel safe and included in a trusting relationship with open communication about any unique needs for care.

Jessy Arackal, Behavioural Interventionist

Jessy joined the Quest clinical team on January 25th, 2021. Jessy comes to Quest with an advanced diploma in Behavioural Intervention from the Nova Scotia community College, a master of education degree in curriculum studies from Acadia University, Nova Scotia and a Bachelor of Education from Calicut University, India. Jessy brings a unique skill set to Quest and a strong compassionate and caring demeanor prioritizing a person-centered care approach in her practice. Jessy works closely with the clinical team and Lindsay Leighton, Psychologist to develop and implement appropriate behavioural interventions that meet the needs of the residents of Quest.

Quest recognizes employees in various ways, but mainly through our Long Service Awards. Due to the COVID-19 Pandemic, Quest was unable to hold a Long Service Award in 2020 to recognize rewards for 2019 and 2020. This was delayed and will be rescheduled once restrictions have eased. However, it is still important to recognize employees for their milestones of 10, 15, 20, 25, 30, 35 and 40 years of service:



**Wendy Hartling
John MacPherson
Allan Robertson
Jennifer Smith
Brian Thorpe**



Barb Killen

LOOKING AHEAD

The Human Resources Department recognizes the uncertainty of the challenges that will arise over the next fiscal year but remains committed to being flexible to support employees through their unique challenges. The pandemic has created extra challenges for recruitment and hiring but the department remains committed to overcoming these and competing for the top professional and trained staff to work with our residents. Quest continues to value cultural diversity and welcomes employees with unique backgrounds and unique skill sets. The Human Resources Department further wishes to review and revise current policies based on employee feedback and best practices to ensure they align with our value of maintaining a safe and healthy workplace.

The Collective Agreement between Quest and CUPE was signed on June 23rd, 2020, expiring March 31st, 2021. The Human Resources Department and Union Leaders continue to work collaboratively to overcome the daily challenges that are presented and the department is consistently thankful for the union's efforts to work collaboratively to resolve concerns.

CONCLUSION

Over this past year, Quest employees faced many new challenges working in a dynamic health care environment during a pandemic. The Human Resources team remains committed to being flexible and responsive to this new environment we are living in. While employees continue to provide exceptional services and program delivery to the residents of Quest, the department values the feedback of employees. This helps the department identify what employee's like about working at Quest and highlights areas for improvement.

Despite this challenging year, the Human Resources team remains grateful for the excellent staff team that continually demonstrates commitment, compassion and creativity in a diverse environment.

Respectfully Submitted,

Chelsy Cole & John MacMillan
Human Resources Department

Statement of Income and Expenditures

Year ended 31 March 2021 with comparative figures for 2019 and 2020

INCOME	2021 ACTUAL	2020 ACTUAL	2019 ACTUAL
Provincial Government Per Diem Funding	\$1,361,237	\$1,271,186	\$1,259,281
Provincial Government Grants	6,803,288	6,118,401	5,090,506
Other Income & Special Funding	1,041,462	14,429	10,288
Community Transition Program Funding	2,075,943	1,650,576	1,941,437
TOTAL	\$11,281,930	9,054,592	\$8,301,512
EXPENDITURES			
Quest RRC Site	\$5,466,058	\$4,475,709	\$3,900,406
Administration	1,123,261	727,370	608,308
Community Behavioural Support	463,046	456,176	437,876
Community Transition Program	2,430,147	1,959,634	1,941,598
Community Based Options Homes:			
Albyn	885,707	747,093	708,126
Roywell	779,894	647,540	661,400
TOTAL	\$11,148,113	\$9,013,522	\$8,257,714
Excess of Revenue over Expenditures	\$133,817	\$41,070	\$88,671
Gain upon disposal of capital asset	-	1,450	4,841
EXCESS OF REVENUE OVER EXPENSES	\$133,817	\$42,520	\$93,512

Quest RRC

NURSING

This past year continued with many challenges and changes as we continued to navigate through an ongoing Global Pandemic. Our management and front-line staff continue to rise to the occasion.

Our daily routine became contingent on the daily update from the Medical Officer of Health, as we were directed and advised on new or ongoing restrictions.

As we moved forward, Quest continued to acclimate by implementing new programs and services.

Current policies, procedures and practices were regularly updated to ensure that we were well equipped with sufficient personal protective equipment (PPE) and that all staff and clients were screened for COVID-19 symptoms.

To decrease the possible risk associated with the virus we battle, our staff and some of our residents are tested for COVID on a regular basis.

We are pleased to report that all of our residents have been fully vaccinated against Covid-19 and our staff are in the process of receiving theirs.

Over the past year, we have welcomed one new resident and many new staff. Training was temporarily interrupted, based on restrictions however, Zoom became an option which allowed for training to continue in certain areas.

Resident Support Plans are currently being revised, which will result in improved quality of care for residents and the ability to better meet their needs and goals.

The Multidisciplinary Team continues to liaise with Nova Scotia Department of Community Services, Disability Support Program Care Coordinators, Nova Scotia Department of Health, Adult Protection Workers, Guardian Ad Litem, Nova Scotia Legal Aid Lawyers, Nova Scotia Public Trustee staff, Capital District Health Authority Mental Health Services, Protection for Persons in Care, Best Buddies and other community organizations/advocates working on issues related to services with persons with disabilities, housing, financial issues and special needs.

Assisting individuals in the process to transition from Quest to a community setting continues to be a rewarding aspect of the work we do.

As we move forward in an ever-changing world, the Multidisciplinary Team looks forward to embracing change, adapting to a new Social Model of support, facing new challenges and first and foremost, having the privilege of playing a role in supporting our residents to aspire to a full life, where they can succeed in achieving their goals.

Respectively Submitted,

Paulette MacMullin, RN
Nurse Manager

RESIDENT SUPPORTS

As with all of our team members, my role as Manager of Resident Supports includes a variety of tasks. Since assuming this role in September of 2020, it has been a rewarding experience to be involved in the lives of our RRC residents and my co-staff.

Managing RRWs, RRW Mentors, Social Worker, Behavioural Interventionist and Liaison with Psychologist – I have been active in engaging ongoing supports for our RRC RRWs. When performance issues arise, I have met with individuals and sometimes with groups to seek improvement in what we do in our service to the residents. I strive to be a listening ear for any RRWs who have concerns, questions or merely wish to chat. I conduct RRW meetings once every five weeks. The mentor team is of huge benefit to the Quest personnel. They are responsible for ongoing training and workshopping in many areas of Quest life; from policy updates to developing lunch and learns to orientation of new staff. In addition to daily informal meetings, we meet together as a group once a month.

The Quest social worker and behavioural interventionist report to me. We also share the same office and are able to effectively collaborate on a regular basis. The Quest psychologist is currently on contract for four to six hours per week. She liaisons directly with me and is a great addition to our team.

Throughout 2021 and into early 2022 I am engaged in performance evaluation work with all the staff to whom I give managerial support. These evaluations will become part of their permanent personnel files.

Multidisciplinary Team – I serve on the Multidisciplinary Team with the nurse manager, occupational therapist, social worker, recreation therapist, behavioural interventionist and our contracted psychologist. We meet formally four times a week in rounds and for rehab plans. We consistently and regularly meet and work together every day with ongoing opportunities and challenges.

Resident Engagement – It is important for all of us, whether we are frontline support workers or not, to be engaged in the lives of our residents on a regular basis. Each day I am at RRC I visit and spend time on Gardenview and Skyview units. Monthly, I conduct our Residents Council meeting and record and file the minutes of each meeting.

Continuing Education – Aziza Omar, Social Worker, and I completed an NSCC course on 6 May 2021 titled; Positive Approaches to Behaviour. This was a fifteen-week course led by Catherine Orychock, Behavioural Interventionist.

Working with Students – Along with the members I have worked with students who have been accepted at Quest as apprentices. This has included a one day workshop for NSCC students in the fall, a high school student in the early spring (her ten weeks shortened to five weeks because of COVID-19 restrictions) and a student from the Maritime Business College who completed 280 hours of practicum (joining us as staff in the near future).

Engagement with Outside Agencies – Along with the rest of the Multidisciplinary Team, I interface with members of outside agencies as the needs arise. This would include but is not exclusive to our RCMP liaison, DCS, ANSU etc.

Staff Support – From time to time co-staff will contact me asking for additional support for a variety of issues. I employ the art of referral as well as offering any supportive words I am able to give. Sometimes I will refer people to EAP, union representatives or other assisting agencies in our community.

Collaboration with Fellow Managers – The three managers at RRC are, on a daily basis, in constant support of one another. We also work with the managers whose offices are located at Damascus, along with our executive director. All managers meet on a regular basis to address pertinent issues.

I am thankful for the opportunity to serve in this capacity at Quest and look forward to the upcoming year whereby we may see some loosening of COVID-related restrictions that have taxed our resources. That being said, I am very proud of all our staff and grateful for the privilege to work with such compassionate and capable caregivers.

Respectfully submitted,

Timothy J. McFarland
Manager Resident Supports

SOCIAL WORK

I have been in the role of the clinical social worker with Quest RRC since November 2020. During my time here I have had the opportunity to spend one-on-one time to get to know the diverse population we support. I have had the opportunity to have participated in Resident Council meetings every month, this gives the residents an opportunity to discuss any concerns they have or suggest ways on how we can support them better, what's working and how we can do things differently. At the end of the meeting coffee and donuts are served for their participation.

As part of the Multidisciplinary Team, I have had the opportunity to take part with two new admissions at the RRC and my involvement with the new Small Option Home that is currently being built in Spryfield. Meeting with the residents at the RRC, as well as the two Small Option Homes and continue to offer support when needed. Being an advocate for all residents as well as connecting with the families is essential to the role of the social worker at Quest.

We continue to work in partnership with the Department of Community Services, Services for Persons with Disabilities Care Coordinators, Department of Health, Adult Protection Workers, Guardian Ad Litem, Legal Aid Lawyers, Nova Scotia Public Trustee staff and mental health services.

Respectfully submitted,

Aziza Omar, BSW, RSW
Clinical Social Worker

BEHAVIOURAL INTERVENTION

I was fortunate to become a member of Quest's multidisciplinary team as a behavioral interventionist in January 2021. As a BI, I have been working with the residents to decrease their challenging behaviors through positive behavioral support plans.

In my role, I conduct functional behavioral assessment to identify the function of the behaviour with direct observations and interviews with staff. This information is used to understand the pattern of a person's behavior and the events or incidents that increase the likelihood of challenging behaviors. I will continue to collect data, monitor, record, and review our residents' progress with the team members.

The desired or alternate behaviour is always an important part of the positive behavioral support plan. With the help of mentors, social stories and visuals were used to teach the desired or alternate behaviour to two of our residents. We continue to teach the appropriate behaviour to our residents instead of performing the problem behaviour.

Respectfully submitted,

Jessy Arackal
Behavioural Interventionist

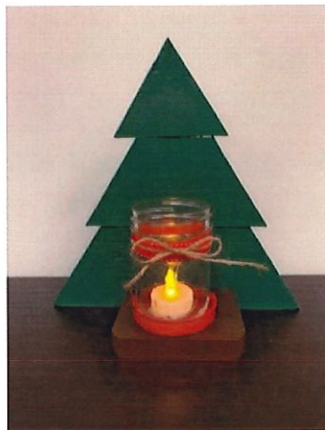
OCCUPATIONAL THERAPY

During this past year with the various stages of COVID restrictions in place at the RRC the focus had turned to creating opportunities for the residents to develop and enhance their skills in-house. Residents from Skyview and Gardenview continued to sign up for and engage in various P50 work tasks throughout the RRC. These tasks ranged from housekeeping duties, outdoor work, helping to assemble furniture and equipment, decorating for events, etc. One of the residents even started up her own P50 business of Nail Art painting nails of her co-residents and staff members. With the opening of the Quest Store this also provided a work opportunity for the residents where they could work on skills of customer service - taking orders, handling of monies, counting the till and recording of items being sold.

Over the past months the instructional kitchen in the MPR has been set up and used by residents on both units. The goal of this kitchen is to provide residents with opportunities to develop and enhance their skills around meal preparation and enjoy the great benefits of a homemade meal or freshly baked cookies. Various supplies were purchased and set up to resemble a typical kitchen environment in a home like setting. Group cooking and baking sessions have been held where residents assisted in making their own meals and desserts such as homemade pizzas, chicken wraps, salads, cookies, etc. One on one sessions have also been held with some residents in the kitchen. For these sessions the residents have chosen the meal that they wanted to prepare, helped to create a list of the ingredients required for the meal, assisted in preparing the meal and cleanup afterwards.



During the past year the woodworking program has moved to Damascus. Residents continue to work making washer toss boxes as well as engage in other work tasks such as paper shredding. As Christmas approached last year the residents in the woodworking program started making Christmas Tree Holiday Candle Holders. Enough of these were made so that each resident was given one to decorate as they wished and then gift to a loved one or friend. These candle holders were also purchased by some of the staff members as well.



Due to COVID restrictions our staff education sessions on PACE were put on hold. Once some of the restrictions were lifted these sessions resumed for the staff members to sign up for.

Respectfully Submitted,

Erin Zinck
Occupational Therapist

RECREATION THERAPY

In-house and most importantly community engagement continued to be important for individuals at Quest. Community engagement includes but not limited to Horse Therapy, SPCA volunteering, day community drop in programs, library outings, swimming, Canadian Games Center, museums, therapeutic farms, seasonal activities such as apple picking, corn mazes, local farms, sleigh rides, Holiday fairs, etc.

However due to COVID restrictions, Quest programming switched to mainly in-house engagement. During the times some restrictions were lifted residents were able to resume with preferred community engagement. The majority of the time while the community was inaccessible, residents have enjoyed many programs including movie nights, art nights, Karaoke Parties, Bingo, dance parties, Spa Nights, cookie decorating, Memory Lane clean up, Basketball, Carnival Day, Gardening, Holiday celebrations, scavenger hunts, Xbox games, air hockey, science experiments and many more fun activities.

During the restrictions, the residents have taken full advantage of the in-house kitchen. Cooking groups have been offered as well as individual cooking opportunities. Meals have included but not limited to, pizza, pasta bakes, tacos, wraps, salads and many baked treats.

During the summer months residents have been utilizing the court yard for scavenger hunts, court yard clean up for P50, Pride celebration, BBQs, water fights, sprinklers etc. Quest also celebrated a Graduation. As the individual was unable to attend a typical high school graduation though the school, Quest celebrated in the court yard. Local businesses donated food and decorations. We celebrated the accomplishment with music, food, snow cones, outdoor games, etc.

Quest has also received a couple smart televisions, Xbox, and iPads. Residents have been video calling friends and family. Residents also would FaceTime Horse Therapy and engage in virtual visits with the horses.

Typically, residents would attend a walk to either Petro Canada or Tim Hortons each morning. To recreate this program Quest opened an in-house store available to the residents each day. It also allows for P50 opportunities where residents are able to work the store as they count the till, exchange money, record sales, etc. We also implemented a walking club where steps are recorded with pedometers to reach an overall goal of 250,000. Once achieved an in-house Pizza Party will be available for all who attended.

During COVID restrictions, two full time Programmers were hired and one full time driver. These employees were essential to ensuring all residents were engaged throughout their day. It also allowed positive engagement with all residents between 1:1 engagement in programming, facilitation of group programming for all and 1:1 drives within the community.

Respectfully Submitted,

Emily Flinn
Recreation Therapist



Club Inclusion

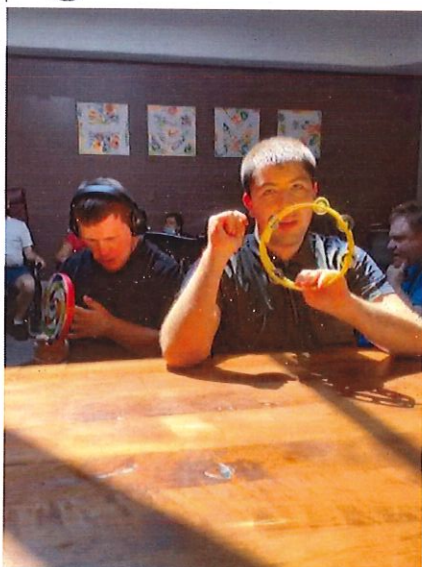




Kentville Scarecrows



Music Therapy

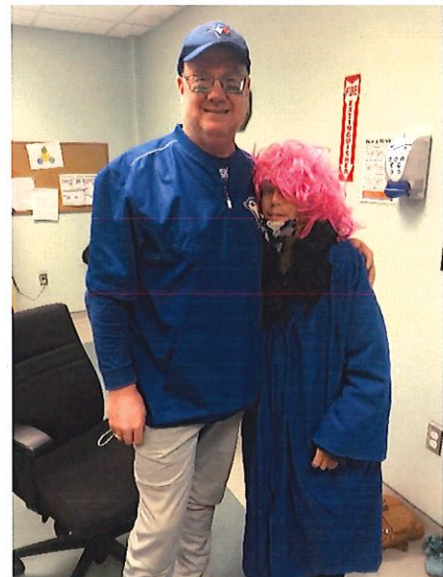


What exactly is music therapy?

Music therapy is **the clinical use of music to accomplish individualized goals such as reducing stress, improving mood and self-expression.** It is an evidence-based therapy well-established in the health community. Music therapy experiences may include listening, singing, playing instruments, or composing music.



HAPPY HALLOWEEN





First Snowfall

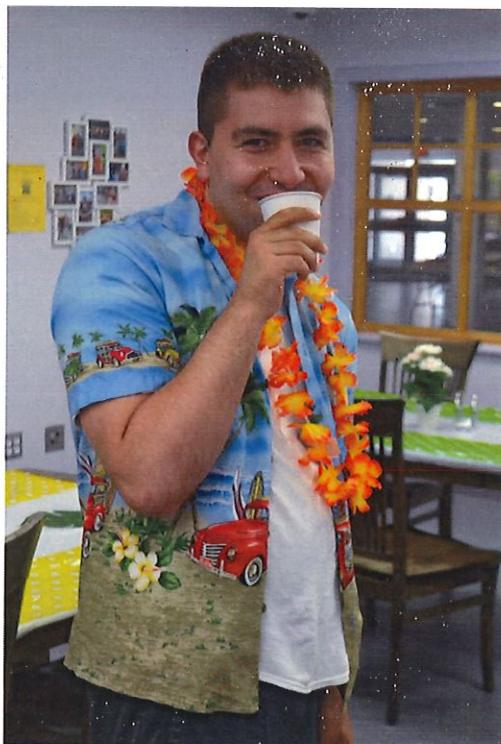


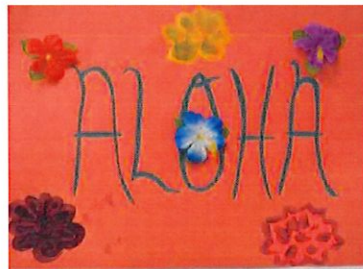
Happy
Holidays

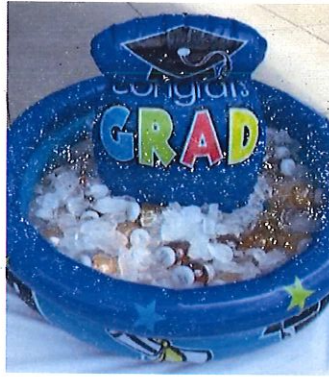




Hello
SUMMER







Congratulations on this
awesome accomplishment!



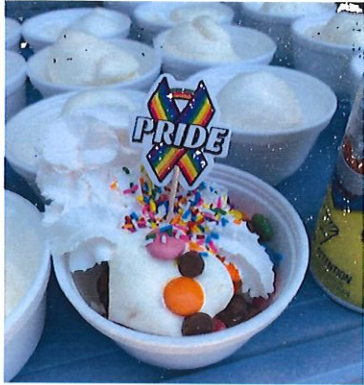
Celebrating our
Graduate!





SUMMER
FUN!

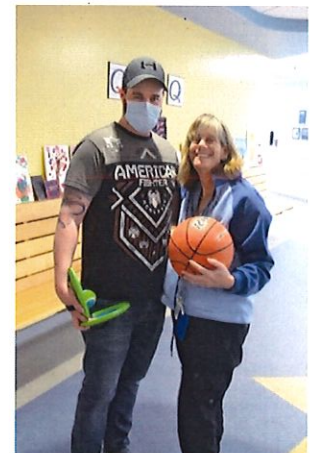


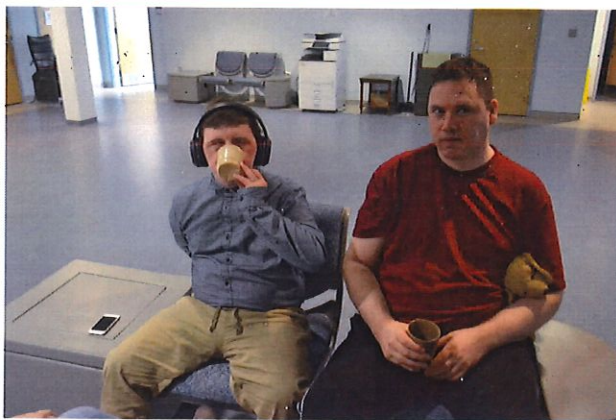
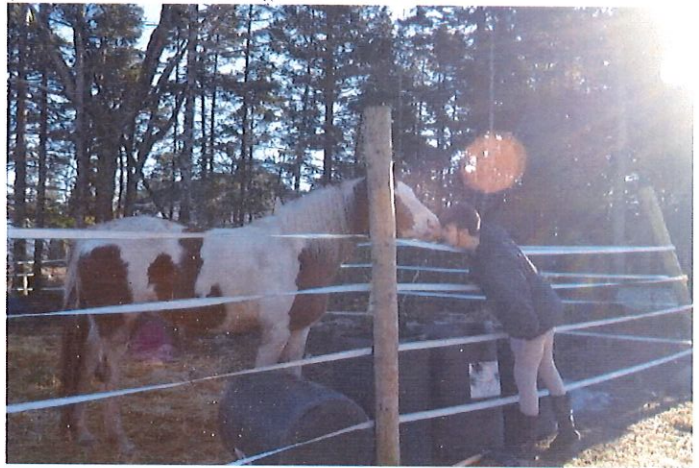
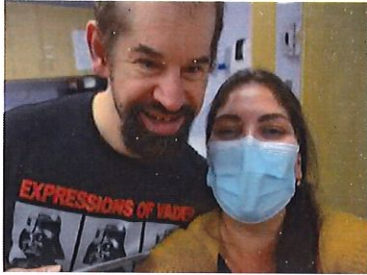


Happy
PRIDE
Week



FUN TIMES!





FACILITY SERVICES

Quest facilities had some interesting upgrades and challenges that affected the day-to-day operations over the past year. I would like to take this opportunity to acknowledge the Kitchen and Housekeeping staff who provided the behind the scenes core services that contribute to the success of the frontline clinical staff and the living accommodations for the residents.

The Kitchen staff, in addition to the preparing and serving of great food, over the past year adapted to operations relocating the dining room to the Town Square. This created a more open and spacious area to improve the dining experience of the residents. In the kitchen facility we removed all doors and adopted an open cabinet concept to improve efficiency and safety. Upgraded counter tops and new sandwich refrigerator were a welcome sight. Added additional shelving in dry storage and repurposed the unused walk in fridge with new shelving for beverages and bread products were two more welcome changes.



Kitchen Staff

In security we refreshed the officers' team along with updated processes and procedures like using NVCI restraint protocols. This was found to be more effective in protecting the residents and staff.

Housekeeping staff stepped up their game to providing increased frequency of high touch cleaning and sanitizing in high traffic areas. Concentration on deep cleaning became even more of a priority which led to increased resources and scheduled later shifts into the evening to accommodate this new requirement to keep the facility as clean as possible. The housekeeping storage and supply area also was upgraded with new shelving for easy organized access.

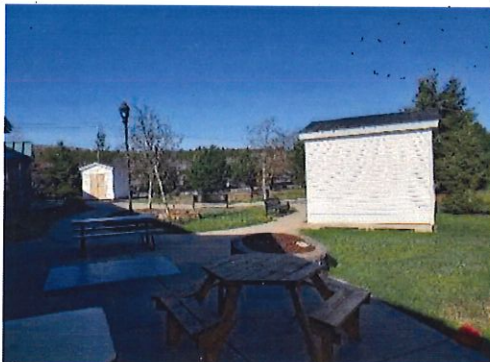


Housekeeping Staff

We have had some other upgrades to the facility to better improve operations. Updated security camera software, added additional cameras for better coverage of blind spots, reactivating bathroom panic buttons, privacy tinting in the Skyview nursing station windows, outdoor recycling shed and even added a couple of sheds to the outdoor Courtyard for much needed program and recreation storage.

Respectfully Submitted,

Bruce Doary
Manager of Facility Services



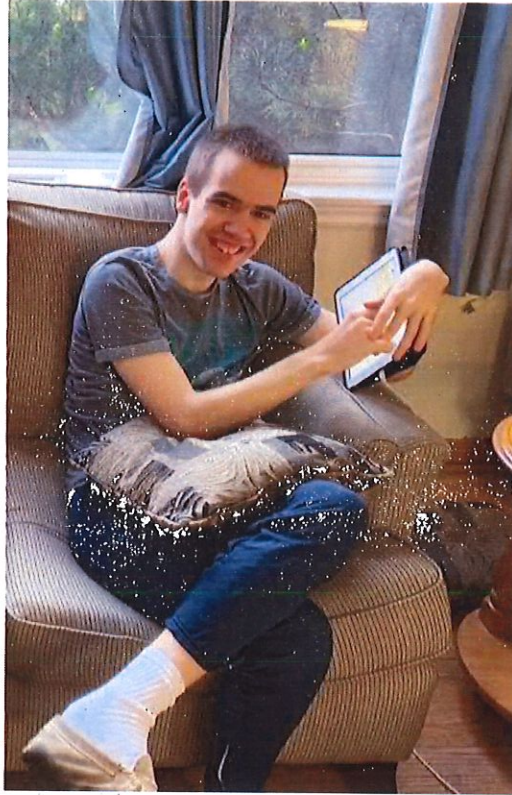
Small Option Homes

Despite Covid 19 pandemic safety restrictions, our year at each of the two community-based option homes located on Roywell drive Lawrencetown and Albyn avenue Dartmouth, has been filled with fun and modified celebrations; and we are pleased to be offered the opportunity to share some of that with you.



At the Roywell drive community-based option home we continue to house three residents, while at the Albyn avenue community-based option home we continue to house four residents. The resident age range between the two homes, varies from ages twenty-four to seventy.

All residents residing in the two small option homes require various forms of support from our Residential Rehabilitation staff, community resources, consult services, and various Multidisciplinary Team members. This reporting period we were excited to be able to welcome both Jessy Arackal, Behaviour Interventionist and Aziza Omar, Social Worker, to our team.



Both homes are fortunate to have a well-manicured lawn that our residents and staff were able to enjoy all year around, whether it be having fun making snowmen or snow angels, shooting hoops, enjoying the sprinklers, or relaxing in the swing; there is always something to enjoy and get some fresh air.



Project 50 work tasks this year for various residents were; paper shredding, pickup and delivery of mail, laundry folding, sorting recycling items, and exchanging refundable items at the local depot, etc.

We were able to access additional support from the Quest Community Behavioral Support Services team, comprised of Erin Zinck-Occupational Therapist, Emily Flinn -Recreation Therapist, Aziza Omar, Social Work, and Jessy Arackal-Behavior Interventionist; ensuring that our residents have access to and receive well rounded inclusive knowledgeable care.



Through the use of productive work tasks, activities of daily living, games, sports, crafts and more, residents are able to better maintain their highest form of both physical and emotional well-being; and also help residents integrate into their community via group activities. We appreciated all of our amazing team members, dedicating their time to becoming familiar with not only the residents but also with our staff, recognizing their efforts in adding value to programming.



The Residential Rehabilitation staff were nothing short of exceptional this period, working diligently in collaboration with the residents and the various Multidisciplinary Team members, to ensure that value was added to each day for the residents despite the pandemic safety restrictions.



Our Residential Rehabilitation staff have made outstanding efforts to ensure that special holiday celebrations and events were created at the home, complying with pandemic safety precautions; because of their efforts our residents were able to celebrate and enjoy each holiday and it's festivities without missing a beat.



For most people, Thanksgiving and Christmas is about spending time with family members, loved ones, and friends. Recounting happy memories and being thankful for the people and all of the good things in our lives; this is an important time for us all, at each of the community based small option homes every year. Staff lovingly prepared crafts, rehearsed phone calls, and made cards with our residents to be shared with their loved ones.

Every day is a new day; and the residents, families, loved ones, and staff are looking forward to great things which lay on the horizon ahead, as we continue to develop and progress as individuals.

Respectfully Submitted,

Natasha Leyenaar, LPN
Small Option Home Team Lead

Community Transition Program

Community Transition Program (CTP) is a joint venture between the Department of Community Services (DCS) via Quest – A Society for Adult Support and Rehabilitation, and Nova Scotia Health (NSH) – Central Zone. The program has been developed in efforts to support individuals with complex support requirements, those supports ranging in combination from various physical, mental health, behavioral, social, and residential needs.

The program, located on the second floor of the 70 Memory Lane site, consists of various health professionals that assist in the daily support our residents require. Those professionals include Residential Rehabilitation Workers, Licensed Practical Nurses, Registered Nurses, Recreational Therapists, Occupational Therapists, Complex Case Social Workers (from both DCS and NSH), housekeeping and kitchen staff, Health and Quest managers, various medical professionals related to the supports needed by our clients and numerous other community-based supports. The goal of our program is to assist clients to the best of our ability, with their transition from various levels of care to a community based setting suited to meet their needs. Our mandate is to work collaboratively within our interdisciplinary team, working alongside clients' families to develop individualized care plans that will identify and meet each clients' needs in order to transition to the most appropriate setting. The collaborative journey begins prior to admission, when the team at CTP work with various organizations to develop a plan to admit a client based on their goals; the areas to strengthen and reinforce, and the areas to develop progress or improvements. This collaborative process continues throughout their admission, requesting assistance from various supports such as psychologists, behavioral analysts, and other professionals who meet the specific goals and needs to achieve the final goal of transition. Utilizing our complex caseworkers from both DCS and NSH, we continue to follow our clients into their community to ensure that our transitions are successful.

The last year has not been like any other in the history of the program. Our continued on-going battle with COVID-19 has taken a toll on everyone; requiring ingenuity and perseverance on behalf of the staff and residents at CTP. However, this did not deter us from our mandate of admitting and effectively transitioning clients to appropriate community-based settings, providing clients with the best possible care, and striving to provide clients with meaningful engagements and new opportunities, all while also maintaining their safety by following public health guidelines regarding the pandemic. We maintained optimism through two full community access restrictions, resulting in CTP's Recreation team seeking new opportunities for engagement, which included video game events, movie nights, and

various music and art based programming to promote movement, exercise, and creativity within our building. When permitted, community access was encouraged to its fullest, all while following COVID-19 safety protocols. Programs such as meal preparation and grocery shopping, P50 programs, and work placements came back into fruition during the lulls in the pandemic. The change in how staff prepared and directed these programs were immense; concerning navigating health guidelines, educating around pandemic protocols, teaching safety skills and the reason behind them. Working as a team, our community was able to effectively endure these restrictions within the scope of our abilities, and still find ways to keep meaningful engagements throughout the pandemic. We created new programming that could incorporate current public health guidelines of social distancing, such as group activities where everyone could participate from 6 feet apart, such as exercise group, art group, and other group-based activities held in our day room. Clients were able to decorate cupcakes, make individual pizzas, and participate in painting parties, which foster a safe community atmosphere, all while maintaining the physical distancing requirement.

Our team here at CTP worked tirelessly to bring the feeling of community back into our program. This was no easy feat; however, the team completed this task without backing down from any of the many challenges that arose. Every single staff at CTP deserves recognition for an exemplary job.

Respectfully Submitted,

Christopher Higgins, Team Leader
Community Transition Program

