



People Supporting People

7th annual
Outcomes
Management
Report

2 0 1 5 - 2 0 1 6

A FOCUS accredited organization



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“The best way to predict the future is to create it.”

Peter Drucker



Message from Mainstream's Board of Directors

On behalf of the Board of Directors it is our pleasure to provide the introduction to Mainstream's 7th annual Outcomes Management Report. We are extremely proud of the results the organization has attained over the past year as reflected in the following pages. St. Catharines Mainstream Non Profit Housing and Mainstream: An Unsheltered Workshop continue to offer high quality programs while exceeding the standards expected of our major funders, the Ministry of Community and Social Services and the United Way of St. Catharines and District.

We would like to offer our sincere gratitude to all our employees for their contribution to this success. The saying, "life is not about waiting for the storm to pass, it's about learning to dance in the rain" seems to have been fully embraced by our employees. In spite of the constant change, the ever increasing expectations and the many unplanned incidents and events (good and bad) that occurred over the past year they have not wavered from their commitment to continually improve our services and provide the best support possible for people Mainstream serves. As has been said many times our employees make all the difference.

In the past year the board considered and approved a number of motions to support the goals of the organization. At the annual board retreat in November the board approved extending the current strategic plan another 2 years. The plan originally was to cover the years 2012-2015 will now be in place until 2017. This decision reflects the board's belief that the goal to become a 'person centred thinking organization' and the commitment to 'building partnerships together' remains relevant and crucial to our success in the future. Currently both organizations are in sound financial shape. However within the present environment of rising costs and no funding increases we will have challenges to meet. In order to meet these challenges we will be required to continue building relationships of all kinds in order to better support the 230 people using the services we offer and remain financially healthy.

The board also approved a motion to pay off the mortgage for our 263 Pelham Rd property ahead of schedule. Eliminating this monthly payment has given the organization some financial flexibility to seek new initiatives that we hope will lead to more people having a home of their own.

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The board will remain committed to doing our very best to ensure that the services Mainstream provides are of the highest quality while meeting the ever changing needs and desires of the people using our services.

On behalf of everyone at Mainstream we would like to thank the United Way of St. Catharines and District and the many individuals and families for their financial contributions to our organization. Your support is greatly appreciated and makes a difference.

In closing we would like to thank the Ministry of Community and Social Services for their continued support. We are proud to provide services to support their goal of transforming services to include independence, inclusion and choice for all people with a developmental disability in Ontario.

Kevin Berswick

Kevin Berswick
Executive Director

Rob Stinson

Robert Stinson
Board President

We need to move from asking 'do you like your home?' to asking 'how do you want to live?'.

Lynne Seagle



One-Page Profiles

One-Page Profiles are one of many person-centred thinking resources that we use at Mainstream to help provide best support to the people who use our services. A One-Page Profile captures key information about a person on one piece of paper. The following headings: **what people admire about me**, **what is important to me** and **how best to support me** are used to help guide us but profiles can easily be individualized for each person and for different situations. When we take time to learn how a person actually wants to be supported, we can provide better support. By capturing some of this information on a One-Page Profile, it can be shared with others.

As we learned more about One-Page Profiles, Mainstream recognized that there was value in having them for everyone, not just people supported. In 2013, Mainstream decided that **all employees would have a One-Page Profile**. Employees were encouraged to take the time to really think about what was important to them and to be open and honest about how they wanted to be supported at work. By 2014 every Mainstream employee had developed their own One-Page Profile. These profiles are posted in each employee's program location so that other members of their team can have a better understanding of who they are, what is important to them and how they like to be supported. Employees are encouraged to update them regularly.

In 2016, Mainstream began asking all job applicants to come to their interviews with their own one-page profile. Those one-page profiles of successful applicants are forwarded to all employees as a way of introducing them.

Mainstream's **Board of Directors** were asked to **develop their own One-Page Profiles**. They agreed that we could share them in the Outcomes Management Report as a way of demonstrating their commitment to Mainstream becoming a leader in Person-Centred Thinking. You will find their profiles on the next few pages. Hopefully they give you a better understanding of what a One-Page Profile is and also provide you with some insight into the active volunteers who sit on Mainstream's Board. Enjoy!

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One-Page Profiles Mainstream's Board of Directors and Executive Director

Mainstream's Board of Directors - One Page Profile

Adam Bosak

My Likes...

I love being with my family. I have two energetic boys who want to know about everything and I love watching and helping them grow. I am passionate about my career as a Wealth Advisor and helping people plan for their future. I like having an active and healthy lifestyle through a variety of sports and activities, including volleyball, ball hockey, golf and soccer.



What people like and admire about me...

My Honesty My Dedication
My Sense of Humor My Hard work
My Charming smile....did I say sense of humor?

History...

I had a brother pass away December 2005. He had a severe case of cerebral palsy. I understand the difficulties he went through and have a passion to help others with various disabilities. Mainstream offers so many great services to a variety of people. I am proud to be on the Board of Directors since March 2013, helping them grow and prosper into the future.

What's important to me...

Helping others especially children is very important to me. Giving back to my community and anywhere that I can has always been a passion of mine. My wife and I took over organizing and hosting an annual Christmas toy drive at our home in 2015 to collect food and toys for families in need around the holiday season.

Over the next year I look forward to...

Spending more time with my family, growing my business, helping others in my community and having a regular workout routine in place.

How Best to Support Me...

Sharing knowledge about how to do things better or more efficiently helps me to stay motivated. I surround myself with likeminded people who challenge me to be the best that I can be.

Mainstream's Board of Directors - One Page Profile

Dennis Cheredar

My Likes...

Solving problems
Interacting with others
Being part of a team effort
Learning something new every day
Traveling and exploring the world

What people like and admire about me...
Helpful, good natured, detailed planner, willing to listen to all views before discussing options



History...

Born and raised in St. Catharines, attending Brock. Over 35 years of Business/Finance background in a variety of organizational situations while attaining my professional credentials. Been a board member since December 2011

What's important to me...

My Christian faith
My wife and my family members
My friends and colleagues
Contributing to my community by providing my skills and talents with others to make a difference

How best to support me...

Be able to see each position in the organization from that person's perspective to better understand what assistance/resource I can provide in creating a better working environment

My hopes and plans for the next few months...

Better plan my time
Improve myself through learning by taking a course
Improve myself through exercise by starting a daily routine

Mainstream's Board of Directors - One Page Profile

Gary Enskat

"O wad some Power the giftie gie us To see oursels as ithers see us!" Scottish Dialect -Robbie Burns
"Oh would some power the gift give us, To see ourselves as others see us." English Translation

My Likes...

Family
Reading
Scrabble on Facebook
Wine
Friends
Movies

What people like and admire

about me... Honest, Smart, Hard
Working, Funny, Kind,
Compassionate, Good Listener

History...Mainstream board

member since 2010
Grew up on Greenock Circle
(across from Mainstream)
Married with 2 children
Graduate of Brock and
Queens University
Lawyer for 32 years
Presently a partner with
the law firm Martin
Sheppard Fraser

How best to support me...

Be honest
Get to the point
Silence is not a bad thing
Have fun with me
Compete with me

What's important to me...

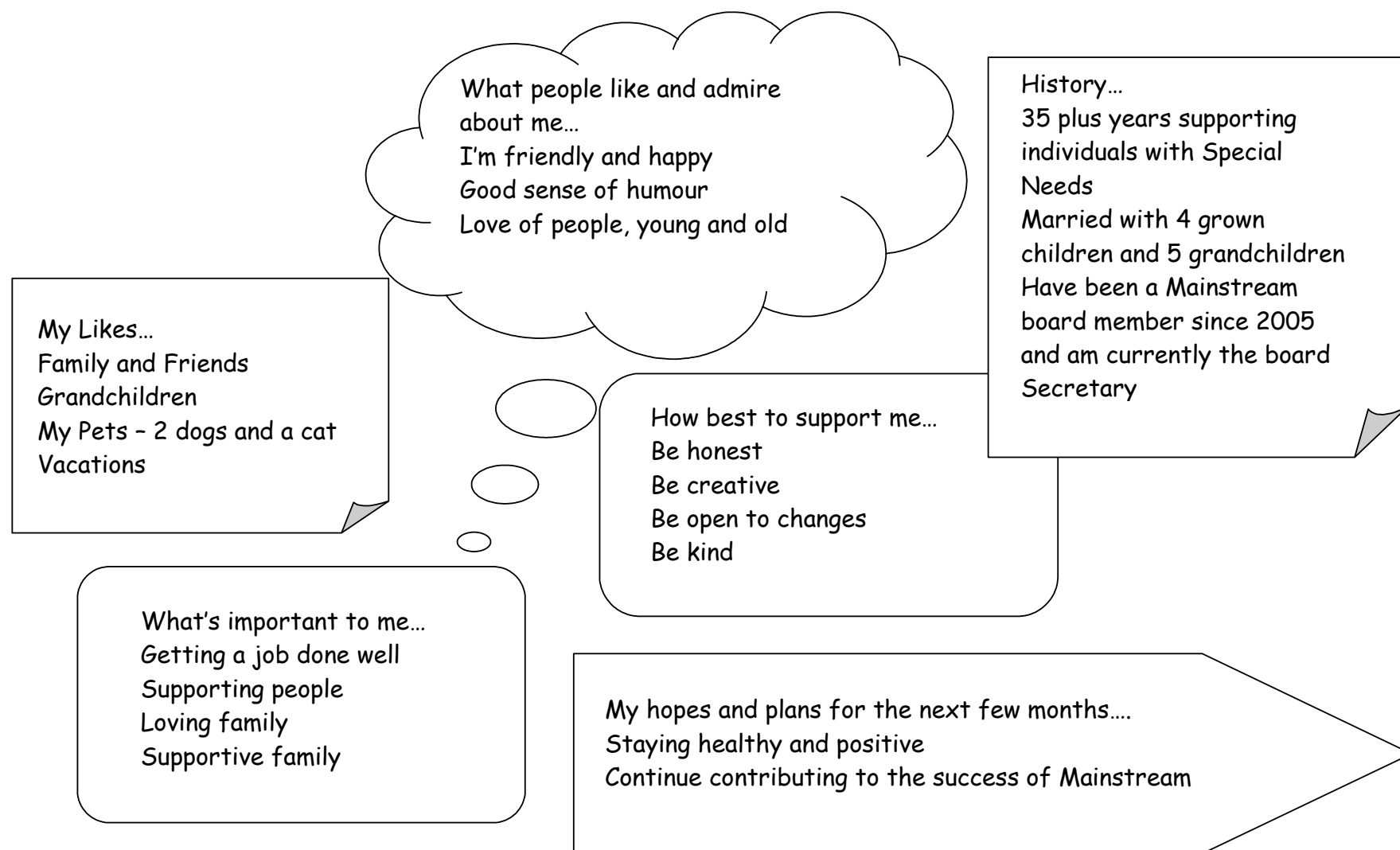
God
Family
Work

My hopes and plans for the next few months....

Continue to help people
Moving into our new home

Mainstream's Board of Directors - One Page Profile

Janet Rylett



Mainstream's Board of Directors - One Page Profile

Jeff Kelly

My Likes...

A good book
Camping
Handy man work
Golfing
The outdoors

What people like and admire about me...

- Dedicated
- Integrity & honesty
- Hard Working
- Supportive
- Sense of humour

History...

I have volunteered at Mainstream since 1996. I started as a Board Member and have held the position of Treasurer for the past 12 years.

How best to support me...

- Patience
- No confrontation
- Be specific and direct,
- Stay on topic
- Give me time to answer questions or reply
- Remind me if you're waiting for something from me,

What's important to me...

- Trust
- Respect
- Commitment
- Positive Attitude
- Honesty
- Time management

My hopes and plans for the next few months....

- Good Family health
- Continue in my role as Treasurer of the board for Mainstream

Mainstream's Board of Directors - One Page Profile

Kim Demoel

My Likes...

Spending time with family
and friends
Laughing
Travelling
Exercising
Reading

What people like and admire about me...

My sense of humour, honesty
loyalty, a doer (get things done)
my smile

History...stayed at home and
raised 2 children
Worked for 13 years at
Meridian Credit Union
Presently teach Zumba and
Yoga at Goodlife Fitness
Started as a volunteer on
Mainstream's golf
tournament committee in
2006 and served as a board
since 2009

How best to support me...

Treat me like an equal
Be honest with me
Don't play mind games with me, I don't like them

What's important to me...

My family and friends
My marriage
Staying healthy and active
Staying happy, positive and honest

My hopes and plans for the next few months....

Seeing some new places
Being the best I can be
Staying balanced

Mainstream's Board of Directors - One Page Profile

Michael Robertson

What's important to me...
The health and happiness
of my family; honesty,
cooperation and
consideration for co-
workers, friends and

What people like and admire
about me...I treat people fairly.
I give all ideas full
consideration. I admit when I
am wrong. I make people laugh.

How best to support me...
Always be courteous, honest,
and sincere with me. Be
understanding when I make
mistakes.

My Likes...
I like Southampten, Ontario and swimming in Lake
Huron. I like helping students to learn useable
skills. I love to play golf. And Big Boy hamburgers!
I enjoy cooking for family and friends, and
introducing them to Niagara wine!

History...I grew up in Cincinnati, Ohio and moved to
Canada in 1976. I have been a House Painter,
Electrician, Carpenter and owner of a small marketing
firm. I spent 12 years in professional theatre working
with companies from Ottawa to Saskatoon. Since 2003
I have been teaching business at Brock. I am married,
I have 3 children and they are all wonderful. I have
been a member of Mainstream's board since 2007

My hopes and plans for the next few months.... To
see my father at Christmas, and to get through
the next winter!

Mainstream's Board of Directors - One Page Profile

Rob Stinson

My Likes...
Working
Renovations
Satisfying people
Making people laugh

What people like and admire
about me...
I am easygoing and have the
ability to resolve a situation
without conflict.
Always complete projects

History...
Owned my own company from
1972-1999
Have worked at Thorold
Lumber since 1992
I married my longtime
partner in 2014 (she' great)
We have 2 daughters and 2
sons and 5 grandchildren.
I am currently the board
president and have been a
Mainstream board member
since 2008

What's important to me... I love to take on a
challenge but perfection is important to me. I
want to make sure I and others are satisfied
with the results

How best to support me...
Communicate openly, give me
feedback to let me know how I'm doing but keep it
positive

My hopes and plans for the next few months....
Travel, work and contribute so that Mainstream
continues to be the best in can be.

Mainstream's Executive Director - One Page Profile



Kevin Berswick

"After a few years in my role I realized that an effective organization is all about people and relationships," "An organizational culture of supporting, respecting and caring for each other brings out the best in everyone and quality service delivery ends up as a natural by product."

My Likes

Camping, hiking & canoeing
Playing hockey & lacrosse
Traveling & Exploring
Family Gatherings
A good book

What people like and admire about me

Generous, Encouraging,
Forward Thinker, Good
Listener, Wise, Kind,
Supportive and Creative

What's Important to me

That decisions I make are always in the best interest of the people we support.
That all our employees have the skills and knowledge to be successful in their position and the desire to give their best every day.
That people don't mistake my shyness for aloofness
Remind me if I have forgotten something that is important to you
That the work I do matters!!!

History

I have worked at Mainstream for almost 26 years. I started out as Night Staff in Mainstream's first SL home at LaFayette. During my time as Night Staff I went back to school and earned a degree in Child Studies at Brock. Prior to working at Mainstream I worked at CL Toronto as a Live-In Houseparent in a children's group home.

How to Best Support Me

I have a tendency to procrastinate so please be patient with me.....gentle reminders are appreciated
I like my ideas to be challenged so please feel free to tell me what you're really thinking

My Plans for the next few months

Complete Mainstream's Brand Culture Guide
Gain a solid understanding of branding and how we will use it to further our mission.
Begin the planning process for developing a new Strategic Plan
Enjoy some time with my first grandchild due in October

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Our Mission Statement

To improve quality of life for people with a developmental disability by providing a supportive environment that strives to empower individuals with the necessary skills and confidence for lifelong learning and growth.

Our Philosophy

The goal of Mainstream is: “That all people are able to develop their full potential as individuals with respect and dignity, enjoy integration in the community and have the opportunity to prepare for their future.”

This goal challenges a community to have all people experience equality, individuality and social role valorization. The dignity and self-respect that people enjoy in their own communities are a result of a supportive environment that fosters personal growth, self-reliance and acceptance.

In working towards this goal, Mainstream will provide the necessary resources and supports to ensure that individuals who have a developmental disability:

- Have the opportunity to lead full and productive lives and have the ability to recognize and reach their potential in the competitive workforce
- Are made aware of services and programs available to them in the community
- Have access to affordable housing which enables them to experience independence with the benefit of support services
- Be valued contributors in the community with due recognition of their accomplishments

Recognizing that our daily experiences go hand-in-hand with our quality of life, our aim is to provide the necessary tools that will enable each individual to:

- Exercise self-direction and ownership of choices
- Develop social skills and realize their full potential
- Deal with real life situations effectively
- Enjoy friendships and other supportive relationships
- Exercise their rights responsibly

In conclusion, Mainstream is all about people supporting people. It upholds the ideals of mutual respect, the value of individuality and an open mindedness towards the ever changing needs of people.

What is an Outcomes Management Report?



An Outcomes Management Report is like a report card.

It tells you [what we are doing well](#).

It also tells you [what we want to work on](#) this year so that we can get even better.



Every year, we will make a report like this one. The report will show what changed in the last year and what we still want to do.



If you have any questions or comments, please contact Céline Parent, Quality Improvement Coordinator.

- [call her](#) at 289-219-4059
- [email her](#) at cparent@mainstreamservices.com
- [or talk to her](#) at Mainstream (263 Pelham Road, St. Catharines)

Self-reflection is the catalyst of change.

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Person-Centred Thinking



Person-Centred Thinking

“Do the best you can until you know better. Then, when you know better, do better.”

Maya Angelou’s words really capture the heart of person-centred thinking. At Mainstream, we take these words seriously. We recognize that being person-centred is a commitment to constantly strive to provide best support while recognizing that best support is a constantly moving target.

Being person-centred is not an end goal to work towards. It is not a box to tick on a form. Being person-centred is a journey and one that we must truly be committed to if it is to work. Best support changes as we learn more about a person. It changes as the person changes, as they are exposed to new experiences and new ideas.

Providing best support is not the same as providing good support. Good support is about making sure that a person’s needs are met and that they are safe and healthy. Best support is also not about providing over support. Over support is doing things for people that they can do for themselves and ‘protecting’ them from every danger. Best support is a dance of sorts where we move back and forth between looking for opportunities to enrich a person’s life, learning from those experiences and their reactions to them and using that knowledge to improve how we provide support.

At Mainstream, we have made changes to how we approach the jobs we do every day. These changes in turn help us move from providing good support to providing best support. We are becoming well known both in Niagara and beyond for our person-centred thinking efforts. Earlier this year, we were asked to write a person-centred thinking article highlighting some of these ideas. It was published in the May issue of Service, Support and Success, an international journal for Direct Support Professionals published by Vita Community Services. In the article, we talked about some of the things we try to do and some of the questions we try to ask ourselves to ensure that we are always working towards that elusive best support goal.

Person-Centred Thinking

The article we wrote makes it clear that there are no easy answers or quick fixes. Instead, it provides some ideas that challenge agencies to think differently.

Whose routine is it? Much of the support we provide consists of routines, from what is eaten for lunch to what activities someone does on a Tuesday afternoon. If we take a step back and ask ourselves whose routine it really is, we might discover that it's not the person's routine at all. It's ours. Why? Because routines are predictable and predictability makes our jobs easier. Best support is not about making our jobs easier and the article challenges everyone to honestly reflect on why things are done the way they are and to shake things up as needed.

Less service life. Service, by its very nature, means that there are parts of a person's life they have no control over. Health and Safety or Ministry requirements often dictate how things need to be done and leave little room for individual choices. Our challenge is to meet these requirements while creating environments where people have the most control possible over their lives and their daily choices. Our goal is for people to have less of a service life and more of a rich one.

Know your history. A lot about a person's history affects who they are today. Knowing where they grew up, what their routines and traditions were and even what their favourite foods were can be key in providing best support today. People share themselves through their stories and the more we know about person, the better we can support them.

The most dangerous phrase in the English language is "we have always done it this way". That kind of thinking may lead to good support, and often over support. But at Mainstream, we are not interested in that. We want best support. Period.

Throughout this report we have included stories to reflect how person-centred thinking can make a difference for people.



Person-Centred Thinking Team

Several years ago, Mainstream made a clear commitment to apply person-centred thinking across the organization. A **Person-Centred Thinking (PCT) team** was created and 3 employees make up that team (2 PCT Planners and one PCT Coordinator). They provide PCT training to all employees, act as a resource and are responsible for leading PCT planning meetings for people in all of our programs. They have also been asked on multiple occasions to provide training to community organizations and to lead planning meetings for people supported by other organizations.

In 2015-2016 the Person-Centred Thinking team:

- Facilitated 119 planning meetings for people supported by Mainstream programs
- Facilitated 7 planning meetings for people supported by Adult Protective Services Worker (APSW) program
- Provided Annual Non-Violent Crisis Intervention (NVCi) training, as mandated by Ministry of Community and Social Services (MCSS), to all Mainstream employees. The training was given a PCT focus and lead by the PCT Coordinator
- Attended the annual PCT gathering and completed a 2-day recertification
- Facilitated a 2-day PCT training for the YMCA in Hamilton
- Facilitated a 2-day PCT training for United Way affiliated agencies in Niagara
- Facilitated 3 PCT presentations (3 hours each) followed by a 2-day PCT training for the Educational Assistant - Special Needs Support (EA SNS) class at Niagara College
- Presented to 70 employees from Niagara Region Seniors Support re what PCT is and what it means for an organization

Strive for progress, not perfection

Person-Centred Thinking - Feedback and Reflections

After every Person - Centred Thinking (PCT) presentation, the presenters ask the participants for the highs and lows of the day.

Below are some examples of the [feedback](#) they have received.

- “Loved hearing all the stories! It gives you a real life perspective on how it works.”
- “I like the barriers the 1-page profile can break down that we don’t think about.”
- “I realized that just with one person you can make a big difference - stand up for those who can’t.”
- “Ah-ha moment - not everyone can be a leader but be the first follower when you believe in a leader.”
- “When I take my client out I wear my ID badge. I thought it would help people be more patient and understanding but maybe that actually makes it look like I’m trying to be higher up, when I really don’t try to be.”
- “I really enjoyed the activity where you helped us understand the reasons behind behaviours (car accident).”
- “There is always room to grow and learn.”

“It’s not the load that breaks you down.
It’s the way you carry it.” Lou Holtz

Thoughts from a member of the PCT team about the value of planning meetings

“I have entered meetings where people were hesitant, somewhat curious, anxious or sceptical of the whole process. I can honestly say in almost 100% of these situations, I have seen a change in demeanor and mood rather quickly. People learn quickly that the meetings are about what people can do and achieve moving forward, celebrating success (from the very small to the very big), appreciating and recognizing the supports in a person’s life. I have had people come up and thank me personally. I have seen people cry afterwards. I have come back and facilitated second reviews for people. This time the atmosphere was one of anticipation and positivity.”

Elizabeth's One Page Profile



My Likes...

- Time with my family and loved ones
- Being Nana to Aria
- The cottage
- Barbequing
- My dog "Max"
- Reading a good book

What people like and admire about me...

- Dedication to family
- Stand up for my beliefs
- Honesty
- Positive outlook

I believe...

- Everyone has value
- Everyone needs support of some kind
- Everyone can learn
- Having the opportunity to fail is how we learn and grow

How best to support me...

- I often need time to process information, you may not get an answer right away
- I ask questions to learn
- Tell me honestly what you want; I cannot help if I do not know what you really need and desire
- Keep information direct and clear
- Communication; please keep me in the "loop"
- If something is not working, tell me

What's important to me...

- Giving my best to my job every day
- Keeping my word
- Recognizing and admitting my mistakes
- Mutual respect
- Supporting people in a way that works for them



Listen to learn!!



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2015 - 2016

Our Person-Centred Thinking Team

Kris Akilie

What people need to know to support me at work

- I prefer emails for communication except on certain occasions
- I need clear expectations and timelines
- Please keep information sharing short and concise
- Visuals are always helpful
- If giving negative feedback give me specifics so I can learn
- Encouragement, support and recognition from time to time
- Please don't ask me to make it look pretty!

What people like and admire about me

- Passionate about my work
- Friendly and outgoing
- Helpful
- Good sense of humour
- Good at community connecting
- Good listener
- Respectful
- Supportive
- Kind



What is important to me at work

- That my work makes a positive difference in people's lives
- Working with positive, creative and passionate people
- Co-operation and honesty
- Laughter
- Support and encouragement from my team
- Taking on new challenges/projects keeps me energized and excited
- Mutual respect
- Using my skills as a PCT trainer

Our Person-Centred Thinking Team

What other say they admire about me...

- My energetic personality
- My straight forwardness & common sense
- The passion for the work I do
- Humour (somewhat bizarre)
- Strong advocate of person's abilities



lanys FgHole



What is important to me at work...

- Moving forward and being willing to push boundaries-my own and others
- Providing the best possible support which sometimes means working in the "grey" area
- Supporting people so they are valued and respected by their community
- Feeling valued and respected for what I say and do

How to best support me...

- Talk to me directly whenever possible
- Remember I'm not a paper person I tend to keep all my info in my head (which is getting harder to recall 😊)
- I need support around time management and using technology (Just help me!)
- Allow me to talk out my ideas or vent, it's my way of working things out
- Use humour!

A little bit about me...

- Certified NVCI trainer
- Certified Person Centred Thinking Coordinator

- I have worked in the developmental sector for over 17 yrs and Mainstream for 12 yrs

LIKES: FAMILY, FRIENDS, RYLEE, HIKING, CHIPS, CHOCOLATE PEANUT BUTTER CUPS, MINIATURES, WHITE WINE

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Mainstream's Programs



Resource Centre

The Resource Centre:

- is based out of our main building at 263 Pelham Road in St. Catharines
- is open Monday to Friday
- provides support to adults with a developmental disability

The Resource Centre creates learning opportunities based on people's goals. They do this by:

- holding classes that focus on teaching specific skills
- helping people connect to their community
- supporting work and volunteer opportunities

There are different ways that people can attend the Resource Centre. They can attend by:

- taking one of the spots funded by the Ministry of Community and Social Services (MCSS)
- using their Passport funding*
- paying a daily fee*

*fees are based on support requirements

“Don’t let what you cannot do interfere with what you can.”

John Wooden

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Resource Centre

How many **men** and **women** attended the Resource Centre in 2015-2016?

- 34 men
- 43 women

How **did** people attend the Resource Centre?

- 35 people used MCSS funded spots
- 11 people paid to attend the RC, either with Passport funds or out of pocket
- 22 people in our Residential programs can attend the Resource Centre if they wish

How **old** are the people who attended the Resource Centre?

- 27 people are between 18-34
- 40 people are between 35-64
- 4 people are older than 65

- Last year 8 new people attended the Resource Centre and 3 people left.
- A total of 855 hours of support per week were used by people attending the Resource Centre

From Exposure to Connecting

For the past few years, we have reported on the number and variety of **volunteer placements** that people attending the Resource Centre were involved in. In 2015-2016, the Resource Centre broadened its focus to include looking for as many opportunities as possible to **expose people to community places, activities and relationships**. Here are some of the places people went:

- The Painted Turtle
- Kiwanis Centre and YMCA
- Public Libraries
- Community Room at Zehrs
- Americana Waterpark
- Wrestling events
- Dance Fit Studios
- Driving Range
- Mini Golf
- Movies
- Shopping malls and restaurants
- Local Humane societies

Now that people have a better idea of the places and activities available, the Resource Centre will be shifting their focus in 2016-2017 **from exposure to connecting** in the hopes of helping build meaningful connections to people and places.

Planning Matters - Joey's Story



Joey started coming to the Resource Centre as a young adult. In fact, he was one of the youngest people here. He was driven in by his parents, he did not have a lot of independence and he struggled to fit in.

Over the past few years we have watched Joey's comfort level and his confidence increase. As he matured, his parents became more comfortable with the idea of giving him more responsibility.

During his last planning meeting, Joey and his parents discussed the idea of him moving to a home of his own. They talked about the fact that he would have to move to St. Catharines to be closer to bus routes and that he would have to learn to do more things on his own.

The move won't be happening any time soon as there are lots of things to learn and Joey is committed to working on them. He has learned how to take the city bus to different places and he has gone to the Pen Centre several times with a friend to hang out for a few hours. He is working on learning more bus routes such as the route to the Fairview Mall and he is also working with the Resource Centre to learn how to do his own grocery shopping.

The great thing about Joey's story is that we have watched him mature over the past few years and watched his parents accept and support him becoming independent. They are more open to the idea of planning ahead and creating opportunities for Joey to learn new skills and be more independent.

Submitted by Julia Bournier (Direct Support Professional - Resource Centre)

Outcomes Management Report

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Creativity Matters - Joey's Story

This year I found out that there was an art studio in town that was offering painting classes. When my Mom found out she was really excited because she has been a painter all her life. I have watched her paint for many years. I was nervous because I didn't know if I could paint like my Mom but I gave it a try and I liked it. Sue, the instructor at the Painted Turtle, was patient and showed me step by step how to paint my art pieces and before I knew they were done. When I surprised my Mom with a gift of my first painting she was shocked and she had a tear in her eye. It was a very proud day for me. Now I love painting and have done many pieces all of which I keep on my wall at home.

Submitted by Joey Chimienti



Support Matters - Ellie's Story

Ellie was asked to be a part of the United Way Annual Awards evening, to talk about how the United Way funding for Mainstream's Resource Centre has impacted her life. She was more than happy to share and proud to be asked. Supporting Ellie through making a speech and her delivery was amazing. When we arrived at the Holiday Inn Conference Centre, Ellie was so happy to see other people she knew from the hospital system where she volunteers weekly. On the opposite page is her speech that she proudly and confidently presented.



Ellie's Story continued

“Hello, my name is Ellie Boccia.

I am from Mainstream where we give help to people to live in apartments or houses, and day supports. We support 230 adults who have a developmental disability. The United Way funds our Resource Centre. I have been lucky to get supports from the Resource Centre since 1993. I like the staff because they are fun and patient. They helped me learn many things like how to get along with people, my rights and responsibilities and job skills.

I was helped to get many volunteer jobs, and now work as the receptionist at Mainstream part-time, and I volunteer at the St Catharines Hospital. I feel like I was able to do all of this because of all the classes and groups I took at the Resource Centre. I have many friends both from Mainstream and from my volunteer jobs! I think the Resource Centre is important because they help people do things they may never be able to do!”

Submitted by Deb Kalina - Stranges (Program Director)

“I don't care who you were. I care who you are and I'm more concerned with who you are working to become.”

Baylor Barbee

Knowing Someone Matters - Jim's Story

Jim and I have made it our regular routine to go to the bank together and then stop for coffee and a chat every Tuesday morning. A couple of months ago we were asked if we could give someone a ride back to the Resource Centre from the YMCA. No problem. We would go to the YMCA and would sit in the cafe to have a coffee while waiting for a young lady to change after Aqua Zumba. We would watch people swimming in the pool. Jim would say "I can't swim anymore, no, not me, not with my leg".

Knowing Jim's history having supported him for 15 years I know that he used to swim at his sister Sharon's house in the summer. She has an above ground pool. In the fall of 2013 Jim fell on the back steps of his home and fractured his femur. After a long time in hospital Jim healed and was able to walk again using a walker. In Jim's mind this meant he could never go in the water again.

As much as Jim is always up for a good time, he is not the kind of guy you can just throw into new situations. Particularly ones that may worry him. We continued to go back to the YMCA on Tuesday mornings and watch the pool. I swim with a young lady at the Kiwanis Aquatics Centre on Thursday afternoons. I thought, if I could have Jim see that fully accessible pool and people using wheelchairs/walkers to easily get in, maybe this would allow him to see swimming as a possibility for him in the future.

I asked one of our summer students to ask Jim to go for coffee (his favourite thing to do) but at the Kiwanis Aquatics Centre in the lounge area that overlooks the pool. They came to watch me and this young lady swim a couple of times. Before long Jim was asking to get in the pool.



Jim's Story continued

There were a few last details... things that are important to Jim.

- Jim does not like crowds (as it is summer I called ahead to get the time when there were no summer camps in the pool, only Wednesdays 11-12pm).
- Jim needed to trust who he was with for it to be successful (over time we have developed a trusting relationship), he needed to not feel rushed (give lots of time to get there, changed and in the pool).
- Jim needs to know that his wallet, money and keys are safe (we wrapped them in his towel so they were close by) as well as his clothes (the locker, that the door closes is important).

Jim walked up to the ramp with his walker, held the handrails on both sides and walked into the pool. Jim says that he would like to come again. It is going to take Jim some time to get more comfortable in the water but I think he wants to try. I am hoping that if Jim starts going at the same day/time each week he may start to make friends with some of the other seniors that are regulars there. Perhaps they will go for coffee together one day.

Submitted by Louise Fairbairn (Team Leader - Resource Centre)

Commitment means staying loyal to what you said long after the mood you said it in has left.



Supportive Independent Living (SIL)

SIL provides support to adults with a developmental disability to live in the community. Some live independently, some live with one or more housemates and some live with a partner, husband or wife.

SIL supports people by:

- providing assistance in areas such as finances, medication management, medical appointments and lifeskills
- teaching independent living skills
- helping people connect to their community

The Supportive Independent Living (SIL) office is located at our main building at 91 Pelham Road in St. Catharines. Some people in SIL come to the office for support and others receive support in their homes.

People in the Supportive Independent Living program can live in a variety of different locations. Some live:

- in Mainstream-owned affordable housing
- in housing owned by a private landlord
- in their own home
- in a retirement home

If you want something you've never had, you have got to do something you've never done.

Outcomes Management Report

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Supportive Independent Living (SIL)

How old are the people in SIL?

- 7 people are between 18-34
- 28 people are between 35-64
- 4 people are older than 65

Last year 1 person came into SIL and 1 person passed away.

How many men and women are in SIL?

- there are 22 men in SIL
- there are 17 women in SIL

What kind of support do people in SIL get from the program?

- 16 people get support with their finances (banking, budgeting etc)
- 21 people get support with medications and medical appointments
- 29 people get support with lifeskills like learning how to cook, clean or shop

There are many other areas that people in SIL get support with. It depends on what they need and want. Some examples of other supports people receive include:

- | | |
|--------------------------------|--------------------------------|
| • making community connections | • communication skills |
| • counselling | • personal hygiene |
| • relationship support | • continuing education |
| • safety skills | • vacation planning |
| • employment | • emergency response |
| • computer skills | • pet care |
| • legal support | • recreation (photography etc) |

How many people work or volunteer in SIL?

- 17 people in SIL have a paid job. These jobs are at locations such as the Extendicare, Wrigley's Sports and Bar Lounge, United Way's after school program, Dom's Restaurant, Niagara this Week, Johnny Rocco's and Mainstream.
- 9 people in SIL hold a total of 14 volunteer positions. Volunteer locations include Shalom Manor, Special Olympics, Greater Niagara General Hospital, Red Cross, Swiss Chalet, Canadian Cancer Society, Bethlehem Place, St. Alfred's School, YMCA day care, Henley House and Mainstream.
- 65% of people in SIL contribute to the community in a paid or volunteer capacity

Education Matters - Bryan's Story

Bryan has wanted to go to college for a long time. He decided to complete his certification and become a licensed security guard. He went to Trillium College to meet with an academic advisor. After a couple of hours of her getting to really know him, she suggested that he would be a really good



Personal Support Worker (PSW).

Bryan wasn't surprised by this and said that was something he had heard before. He told me that he was a volunteer at a retirement home many years ago and quickly became everyone's favourite.



Bryan returned to Trillium College later that week having made his decision and was adamant that he was signing up and starting down this new career path. The program required a lot of commitment and hard work. He got up very early in the morning every day to get to class, and worked on homework or studying when he got home after lunch. Somehow he still volunteered in the late evenings and kept his commitments to his hockey team. Bryan received his PWS diploma and is now working with Transitions to Employment. He has applied to two different positions and at the end of June had his first interview. Bryan's commitment, hard work and modesty is something that everyone at Mainstream is so impressed with.

Outcomes Management Report

2015 - 2016

Giving Back Matters - Jenn's Story

Jenn has a history of participating in fundraising opportunities. She takes great pride in giving back. She cut her long hair a few years ago for cancer so they could make wigs and she regularly participates in Team Mainstream events such as The Alzheimer's Walk and The Big Bike.



When she decided that she wanted to do more, it wasn't a new feeling for her. Around the same time, Jenn had starting running to get in shape, lose some extra weight and to feel better about herself.

Jenn thought she could do something good for others with her running. Her SIL worker Sarah, helped her train at the local track. She entered her first 5K race to raise money for Red Roof in April 2016. She then participated in the Rankin Run for Cancer, and most recently The Grapes of Wrath mud obstacle race.

In total she has raised \$292.00 for these causes. When asked why she chose to do these type of events she replied, "I like to raise money, and it makes me feel good about me".

Submitted by Jenn Kozak and Deb Kalina-Stranges (Program Director)



Greatness is not what you have. It's what you give.



Supported Living (SL)

Supported Living is a program that provides residential support to adults with a developmental disability in a group living situation.

Support is:

- available 24 hours per day
- based on individual need
- provided in a way that promotes personal choice, personal development and community involvement

Note: 24-hour support does not mean that each person in the program receives direct support 24 hours per day. Many people in Supported Living do things independently, both in their homes and in the community.

Mainstream has 3 Supported Living homes in St. Catharines.

“There are two primary choices in life: to accept conditions as they are or to accept responsibility for changing them.”

Denis Waitley

Outcomes Management Report

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Supported Living (SL)

How many **men** and **women** are in the Supported Living Program

- there are **9 men** in SL
- there are **6 women** in SL

How **old** are the people in the Supported Living program?

- **2** people are between 18-34
- **10** people are between 35-64
- **2** people are between 65-84
- **1** person is older than 85 years old

Last year **1 person** came into the SL program. **One person** passed away.

How **many years** have people been in the Supported Living program?

- **2** people have been in SL for **1-5 years**
- **5** people have been in SL for **6-10 years**
- **3** people have been in SL for **11-15 years**
- **1** person has been in SL for **16-20 years**
- **4** people have been in SL for over **20 years**

Meaningful Experiences Matter - Cathy's story



Cathy is relatively new to Mainstream. Her move into Supported Living happened quickly with little time to prepare. At the same time, she began attending the Resource Centre. We knew very little about her history and her experiences and both teams had to work to share information back and forth about what they learned as they got to know Cathy. We were always looking for new ideas to expose Cathy to as many things as possible. We wanted to get to know her better, learn about what she liked and didn't like and help her build social connections.

One of the few things we found in the belongings that Cathy brought with her was a bathing suit top. We decided to try bringing Cathy to the YMCA. As soon as she arrived she said “pool” and showed us through her actions that she wanted to be in the pool. Cathy goes swimming every week now. Community members that are in the classes she takes say hello and engage with her. Mothers let Cathy get close to their babies and stroke their cheeks.

Cathy does not use many words but is very good at communicating when she does not enjoy something. She will go to the door if she wants to leave. We learned to adapt activities to her needs. When she attends a friendship group, she enjoys the music portion but not the other activities. So we set up a small craft area for her where she could sit, be part of the event but not disrupt others. Sometimes we go to activities late or leave early, depending on what she showed us she wanted. It has been a lot of trial and error and, most importantly, communication between SL and the Resource Centre, to figure out what Cathy enjoys.



Submitted by Louise Fairbairn (Team Leader - Resource Centre) and
Tina Franklin (Direct Support Professional - Supported Living)

Outcomes Management Report

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Friendships Matter - Farmer's story



Roy or, as he likes to be known, Farmer and Ray met at Start Me Up Niagara's Vineland Farm Project. They made a connection while working together picking fruit and vegetables out in the fields. After a while they started to have lunch together at the Chinese Restaurant in Vineland. They had many good conversations and seemed to have common interests. When the Vineland Farm was on winter break, Ray asked if Farmer would like to come over for lunch at his place in St. Catharines. Ray would make him lunch and they would just sit and chat. Ray visited Farmer at

the Hotel in Thorold and was quite concerned for his well being. He has also visited Farmer in Niagara Falls and continues to keep in communication with him. Ray did all of this out of the goodness of his heart, and asks for nothing in return except Farmer's friendship.

Submitted by Andrew Mosley (Direct Support Professional - Supported Living)

Experiences matter - Farmer's story

During a recent team meeting, it was suggested that Farmer might want to go on a horse and wagon ride. After contacting Red Roof Retreat, we were able to take Farmer to Niagara-On-The-Lake. He enjoyed a wagon ride through the Red Roof property. After the ride, Farmer made friends with Wonder, the horse that



pulled the wagon. They became fast friends.

Submitted by Lise Walton and Deb Knight (Direct Support

Professionals - Supported Living)



Be someone who makes someone else look forward to tomorrow.



Options Niagara

Options Niagara:

- is Mainstream's only regional program. That means they provide support to people living anywhere in the Niagara Region - from Fort Erie to the Hamilton border
- provides support to adults with a developmental disability who are between the ages of 18 and 28

Options Niagara helps young adults make the transition from school to community life. They do this by:

- getting to know the person and helping them figure out what they want to do
- encouraging the person to use the supports they already have in their life and to develop new ones
- supporting the person to connect to community services
- teaching specific skills one-to-one or in small groups

“Never let your success go to your head. Never let your failures go to your heart.”

Andre De Grasse

Outcomes Management Report

2 0 1 5 - 2 0 1 6

Options Niagara

How many **men** and **women** had support from Options Niagara in 2015-2016?

- 107 **men**
- 66 **women**

- Last year **60** people came into the Options Niagara program and **47** people left.

Where do people in Options Niagara **live**?

- 76 people live in **St. Catharines/Thorold**
- 29 people live in **Niagara Falls**
- 15 people live in **Grimsby/Beamsville**
- 29 people live in **Welland/Fonthill**
- 24 people live in **Port Colborne/Fort Erie**

How many people were in **volunteer placements**?

- **48** people in Options Niagara held **60** different volunteer placements in 2015-2016
- **8** people had **more than one volunteer position**
- **43** of those volunteer placements were held **without support**
- **17** of them were **with support**

How many people **worked**?

- **50** people in Options Niagara held paid positions
- **9** people held **more than one job**
- In total, people in Options Niagara held **64 paid jobs** in 2015-2016
- **52** of these jobs were done **independently**
- **12** of them were done **with support**

In total **28% of people** in Options Niagara contributed to the community in a volunteer capacity

Independence Matters - Alex's story

Shopping was not something Alex enjoyed and he usually let his mom purchase his clothes. He decided he wanted to add to his wardrobe on his own. We started at the Pen Centre and he tried on clothes (something his mom said he didn't enjoy doing). He left with a new pair of khakis from Sears. He learned how to find his size in different stores. He learned to check the price to make sure it was within his budget.

He eventually wanted a change in store selection. We headed to the Outlet Collection at Niagara. He found stores he wanted to go



into and searched for the items he wanted. We went into The Gap where he told me to look in the women's section while he browsed the men's. He came to find me to proudly show me the shirt he found for his upcoming cruise. He asked a sales associate to try it on and headed into the fitting room. He came out to show me with a wide smile. Arms flung wide, he proclaimed that this was 'The One.' The palm tree covered shirt was going with him for fun in the sun. Even better, he pointed out, it was on sale. The nearby store staff smiled at Alex's excitement.

He paid with some support to count his change. He headed out of the store, his bargain find clutched tightly.

As we headed to the next store he gave me new instructions – wait on the bench outside of the store. He said he'd find me if he needed help. The man going from store to store with confidence was a lot different than the one who wanted to buy the first pair of pants he tried on at Sears.

Submitted by Breanne Griffin (Direct Support Professional - Options Niagara)

Outcomes Management Report

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Taking the Time Matters - Brando's story

Brando is a young man diagnosed with Autism. He is a man of few words, who is not keen on social interactions. He was looking for friendship and employment. A year ago Brando joined NCIL Lunch Club. Once a month he would join the group to have lunch at various restaurants throughout Niagara. It was a great way to meet new people. It began slowly. It started with introductions and building on familiarity. It then progressed to Brando initiating the greetings to people. Over time he was initiating two way conversation with people he has been having lunch with for the last 6-12 months. His new friends from the lunch club now greet him, talk to him, include him and enjoy his friendship

Four months ago Brando found a volunteer placement at a printing shop. His family had mentioned during his Person-Centred Review that, while he was at school, he seemed to enjoy the tasks of photocopying, faxing and correlating. It seemed it would be a great opportunity for him, so he began volunteering one day a week with support. The environment was very conducive for Brando's needs, it was a small quiet space. He began learning how to use the equipment to make business cards, flyers and posters. One day the owner was doing the data entry for her monthly sales and she mentioned that she really did not like doing the books. I told her that Brando was very good with figures and that was something he could possibly do to help out. Fast forward three months Brando now volunteers two days a week and his sole job is doing the store's bookkeeping. There has been so many benefits from him volunteering. He is doing something he enjoys. We found a hidden talent and skill through opportunity, and trial and error. He initiates simple conversation with the owner and her customers. He asks questions (this is huge). The owner met Brando and accepts his abilities and was open to making a few accommodations to support Brando. The owner and her customers gained a better understanding of people who live with a disability and the supporting community agencies. The owner no longer has to do her bookkeeping. Her customers have gotten a opportunity to meet Brando. Brando's mother is astonished with his newfound skill and accomplishments. Two agencies have worked together to support Brando at his volunteer placement. I learned so much about Brando by offering him support and I got to know what he is capable of when given the opportunity.

Submitted by Lorraine Smith (Direct Support Professional - Options Niagara)



Confidence Matters - Willie's Story

Willie graduated from high school in June 2015. Upon graduating he was not sure what he would like to do. He knew that continuing to practice the Driver's handbook was something important as he would like to one day get his license. Using the G1 goal was a nice segue to developing a relationship with Willie initially as he really would not speak to me.

Willie has a speech impediment and therefore is reluctant to say much. My guess that most of this reluctance comes from confidence. He would be most comfortable responding to conversation by shrugging his shoulders or simply saying "I don't know".

I had told Willie that I will be pushing him a little to have more conversation. I told him I ask a lot of questions in order to get to know him, so shrugging and saying "I don't know" to everything is going to make this process very hard. Overtime, as Willie has had a chance to get to know me, I see progress in conversation. Each time I am with Willie I talk. I talk about my weekend, my family, my job, even the fact that my car needs repair work. This has really helped to gain trust and that relationship that is so key to supporting people.

Recently Willie decided he would like to get a job. I explained the process to him and stressed that it is important he interview the employment support provider he would like to have. Willie and I met ahead of time and came up with a list of questions. Willie chose who he would like to interview. He was very confident and needed little guidance in this process. I will admit, it took me by surprise, pleasantly. Ultimately he decided on four.

I have no doubt that this young man will be find what makes him happy and be successful. It may take one conversation at a time.

What stands between you and what you want?

Outcomes Management Report

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Willie's Story continued

I was very proud of Willie through this process because he did answer questions, not many but a few, with more than one word answers. He tried very hard not to shrug his shoulders. In the end he was very firm on which provider he wanted. He has started with the Employment Provider and I have stepped back from this particular goal.

I share this story because it is often the very small things that make a difference.

Although many times people can identify the big things: jobs, volunteer work, joining a club etc. it is the little things that they may not be able to identify that can be the first steps. We sometimes miss the small things that need to be celebrated. I admit I have had to encourage Willie at times but because we were able to develop a relationship slowly and on his terms, this was okay.

Submitted by Elizabeth Wedderspoon (Person-Centred Thinking Planner)

Opportunity is missed by most people because it is dressed in overalls and looks like work.



Options Niagara - Transitional Aged Youth (TAY)

In July 2010, a part-time position was added to the Options Niagara program: [Transitional Aged Youth \(TAY\) Placement Facilitator](#). The TAY Placement Facilitator works with youth (16 - 18 years old) involved with Family and Children's Services (FACS) who:

- have a developmental disability and
- have crown ward status

The TAY placement facilitator works with each youth, their support network and community organizations to ensure that they have the support they need to successfully transition from the child welfare system to adult developmental services.



What happened when they turned 18?

- 1 person turned down residential support but accepted [Options Niagara support](#). They are living with their partner and his family.
- 1 person moved into a [Family Home](#).
- 2 people remained in their [foster homes](#) but turned down agency support. Another remained in their [foster home](#) and it [became a Family Home](#).
- 2 people moved into [Enhanced SIL](#) placements. One person quickly moved out on their own and now has Options Niagara support.
- 1 person moved home with their family. They have since moved out on their own with SIL support.
- 1 person had their crown ward status revoked and no longer required TAY planning. Another had their developmental disability diagnosis reassessed and no longer qualified for support.

During the 2015-2016 fiscal year a total of 17 people were supported by the TAY Placement Facilitator.

- there were 8 [referrals](#) to the TAY Placement Facilitator
- 10 young adults turned 18 and were supported to transition out of the child welfare system.

Outcomes Management Report

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Graffiti Removal Program

Mainstream's Graffiti Removal Program is [now in its 8th year](#). It all started in 2007 when Mainstream received a United Way Innovation Grant of \$10,400 and has continued to grow and expand every year. Today the United Way continues to provide financial support.



In 2015-2016, the Graffiti Removal Team was made up of [11 part-time trainees](#). The team was lead by a full-time seasonal Job Readiness Coach and supervised by Mainstream's Communication and Community Development Coordinator. The trainees earn minimum wage for all hours worked. A total of [\\$7,312 was paid out to members of the Graffiti Removal Team](#).

Between April 1, 2015 and March 31, 2016, the Graffiti Removal Team [cleaned a total of 700 sites](#) They cleaned:

- 316 Cogeco Cable boxes
- 95 city parks
- 284 Niagara Region street furnishings

A new 4-member [Specialized Cleaning Team](#) has also been created. Members of this team are taught additional cleaning skills and are responsible for cleaning privately-owned properties (citizens and businesses). They are also responsible for cleaning the windows at 3 local Tim Hortons. The Specialized Cleaning Team completed:

- 5 private sites
- 66 window washing sessions (they went out 22 separate times to wash the windows at 3 Tim Hortons)



During the 2015-2016 fiscal year, Mainstream received [\\$27, 810 for the work they completed](#).

After School Program

In 2014, Mainstream formed a relationship with [The RAFT's After School Program](#). This program provides supervised programs and activities for youth aged 10-16 during their most vulnerable time of day - after school.

The After School Program offers free and accessible recreation, leisure and educational opportunities that foster independence and positive community relationships amongst the youth. There are 7 After School Program locations in St. Catharines.

[Staffing](#) for the After School Program is provided by [The RAFT](#).

Mainstream's role in the partnership is to ensure that three of the seven After School Program locations are cleaned three times per week. Sites take 2 hours to clean and must be completed by 9:00am. A team of 7 cleaners are responsible for ensuring that sites are clean.

[Funding](#) for the cleaning program is provided by [Niagara Regional Housing](#). The funding covers the cost of salaries for the 7 cleaners as well as all cleaning supplies.

Note: Funding for the cleaning program was originally provided by the United Way. Niagara Regional Housing took over this responsibility in the fall of 2015.

One reason people resist change is that they focus on what they have to give up rather than on what they stand to gain.



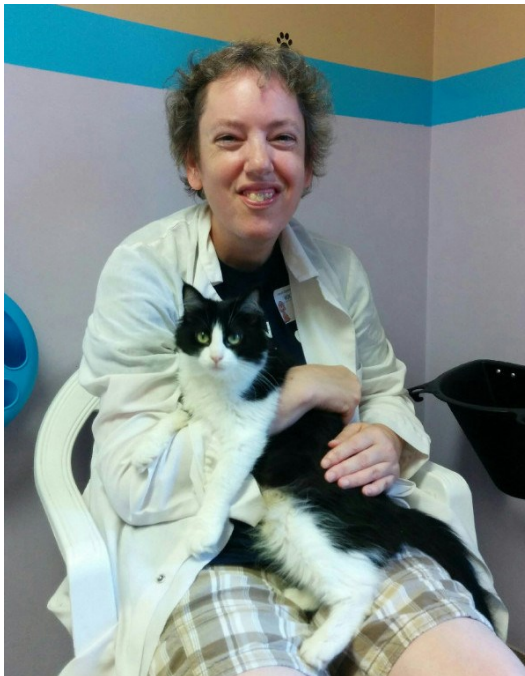
Outcomes Management Report

2015 - 2016



Barb, Corinne and Steph volunteering at FACS, cleaning toys.

Adam volunteering at the Book Riot.

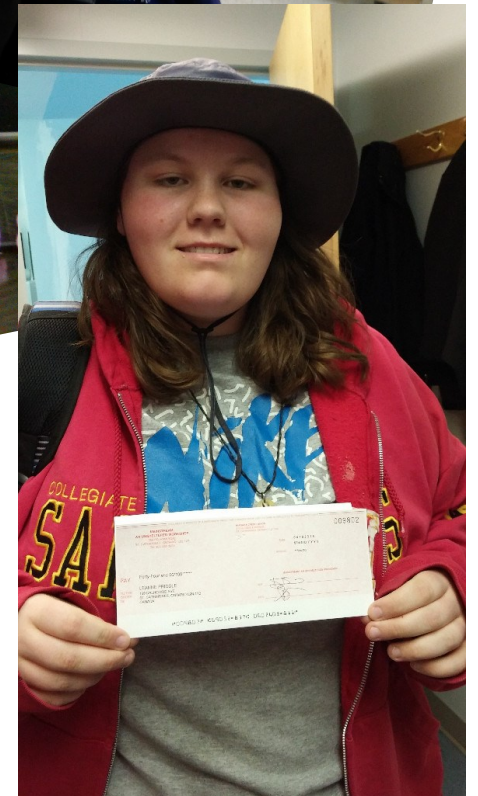


Trish volunteering at the Humane Society.



Resource Centre participants taking a 10-week dance class.

Lee-Anne with her first paycheque for Graffiti Removal.





Passport

Passport is a program funded by the Ministry of Community and Social Services (MCSS). The goals of Passport are to:

- foster independence by building on individual's abilities and developing community participation, social and daily living skills
- increase opportunities for participation in the community with supports that respect personal choices and decision-making, and help people achieve their goals
- promote social inclusion and broaden social relationships through the use of community resources and services available to everyone in the community
- help young people make the transition from school to life as an adult in the community
- support families and caregivers of an adult with a developmental disability so they can continue in their supportive role

With Passport funding, individuals and families can:

- receive money directly so they can [purchase their own services and supports](#),
- get services and supports [through community-based agencies](#) (such as Mainstream), or
- get services and supports through [a combination of both](#).

The fastest way to change yourself is to hang out with people who are already the way you want to be.

Passport

People who receive Passport funding can use it to pay for many different things:

- [Education](#) (community classes or recreational programs)
- [Employment](#) (job preparation or work activities)
- [Volunteering](#) (support to volunteer such as transportation or having someone there to help)
- [Daily life](#) (activities that help develop social skills or independent living skills)
- [Person-Directed Planning](#) (developing a personal plan identifying the supports needed to achieve goals)
- [Caregiver respite](#) (hiring someone to help with personal care - either at home or at a different location)

In the Niagara region, as of March 31st 2016:

- 783 people were receiving Passport funding
- \$7.53 million was allocated
- 814 people are on the Passport waitlist, either as new applicants or as applicants who require additional funding.

Your life doesn't happen you to. You create it.

Passport

During the 2015-2016 fiscal year, 21 people used Passport funding to purchase services and supports from Mainstream. That is up from 12 people in 2014-2015.

Attending the Resource Centre

- 12 people attended the Resource Centre, either by paying out of pocket or by using Passport funds
- Those 12 people purchased 7278 hours of service from the Resource Centre (the equivalent of 1213 days of service)

Community-based activities

- 9 people used their Passport funding to pay for community-based activities
- Those 9 people purchased 9336 hours of community-based activities. Activities included learning how to live independently, studying for G1 test, memberships to local gyms, cooking, volunteering, attending other community day programs.

Managing Passport Funds

- People can choose to manage their own Passport funds or they can have Mainstream manage it for them. The advantage of that is that Mainstream pays all costs upfront for the person and can provide trained Passport workers. There is a 10% admin fee for this service.
- 13 people had their Passport funds managed by Mainstream in 2015-2016.



A total of \$69,230 was spent on providing Passport services in 2015-2016. That is up from \$33,385 in 2014-2015.

Outcomes Management Report

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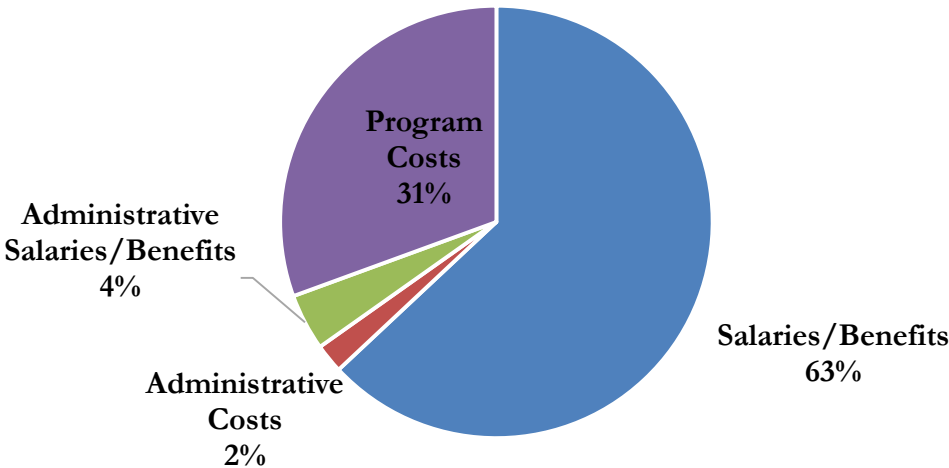
Financial Summary



Financial Summary - Mainstream: An Unsheltered Workshop

Mainstream: An Unsheltered Workshop	
Statement of Revenue and Expenditures	
Year Ended March 31, 2016	
Revenue	
Ministry of Community and Social Services	\$908,707.00
United Way	\$46,444.00
Donations	\$27,686.00
Other	\$379,639.00
Total Revenue	\$1,362,476.00
Expenditures	
Salaries/Benefits	\$827,420.00
Administrative Costs	\$28,542.00
Administrative Salaries/Benefits	\$55,533.00
Program Costs	\$401,425.00
Total Expenditures	\$1,312,920.00
Excess Revenue over Expenditure	\$49,556.00

Mainstream: An Unsheltered Workshop
Expenditure Breakdown 2015/2016



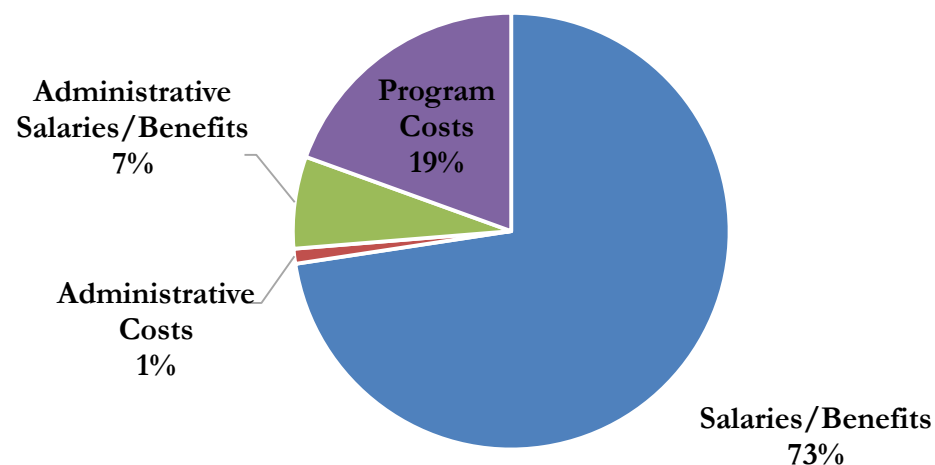
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Financial Summary - St. Catharines Mainstream Non-Profit Housing Project

St. Catharines Mainstream Non-Profit Housing Project	
Statement of Revenue and Expenditures	
Year Ended March 31 ,2016	
Revenue	
Ministry of Community and Social Services	\$1,819,327.00
Donations	
Other	\$331,119.00
Total Revenue	\$2,150,446.00
Expenditures	
Salaries/Benefits	\$1,556,953.00
Administrative Costs	\$23,791.00
Administrative Salaries/Benefits	\$146,072.00
Program Costs	\$417,619.00
Total Expenditures	\$2,144,435.00
Excess Revenue over Expenditure	\$6,011.00

**St. Catharines Mainstream Non-Profit Housing
Expenditure Breakdown 2015/2016**



For full financial details, please see our Audited Financial statements.



Bingos

Mainstream has been a recipient of bingo proceeds for many years. These funds have helped us run our programs, make purchases and fund things we would otherwise not be able to afford

In March 2015, the new Delta Bingo opened in St. Catharines. Delta Bingo is very committed to giving back to the community and a portion of the proceeds from all of their bingos are given to over 60 local community organizations. In exchange, they ask that 2 people from each organization attend as bingo volunteers. Volunteers act as ambassadors, assisting where needed, and are available to answer questions about the organizations they represent. All volunteers complete a mandatory training before their first shift.

In 2015-2016:

- Mainstream volunteers [attended 105 bingos](#) at Delta Bingo
- We had [44 volunteers](#) (31 employees and 13 Mainstream program participants)
- We received [\\$24,595.00](#)

Note: when program participants complete a shift a Delta Bingo, they receive \$10 from Mainstream.

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Volunteering Matters - Jim and Val's stories

Valerie has never really had a job before that she cared about. Working wasn't something that was very important to her. Her budget was very tight and she often had to go without some of those 'extras' that she wanted to have because of this. The staff that support Valerie thought that there would be a benefit for Valerie to try working as one of the Mainstream bingo volunteers because she got to people watch and chat which were two of her favourite things to do. As an added bonus, she would be paid \$10 which is a lot of money for Valerie. So, we discussed it with her, she went to the training and on her first shift she was dressed and ready to go. Valerie went and discovered that she really enjoyed the people at Bingo and that she could clean the tables and talk to the people there quietly. Most important was that Valerie received her \$10 immediately after which helped her to see the value in the work she was doing. She kept saying "I got paid by Margaret for the first time ever". She was so proud of herself. Since then,



Valerie goes to bingo once a month on average and she often asks when she can go again. Earlier this month, she had come down with the flu and was unable to go on her scheduled day, which was really disappointing. As soon as staff got back to the house, the first thing she asked was "How was bingo, did you have a good time?" How often can people say that they are sad when they have to miss work?

Volunteering Matters - Jim and Val's stories



Jim has always been a very hard-working man, and takes a lot of pride in doing jobs to help people out. Several years ago, Jim had an accident which resulted in a loss of some of his mobility. As a result, he was no longer able to continue to work at the job he was doing at the time (graffiti removal). As time went on, and Jim recovered as best as he could from his accident, it was apparent that working and feeling like he has a job was still something that was extremely important to him. Jim learned that the new Delta Bingo was opening up and would be requiring help to clean tables for the patrons. Jim was very excited about going and trying this new adventure. Jim goes to bingo once a month on average. He loves that he has to wear a uniform (black pants, shoes and the Mainstream shirt) and will often put the outfit on in the morning when he finds out it's his turn to go. Jim takes a lot of pride in the job he does and has made many new friends. He is able to clean his own tables now and will take the cups up to the front or take old food trays to the back as needed. He especially likes that each time he goes, he will get \$10 from Margaret the next day, and always makes sure she doesn't forget. As soon as bingo is done he is always asking when he gets to go again and who is taking him. Jim once again feels like he has a job that makes a difference for someone and he enjoys it.

Val and Jim's stories were both submitted by Julie Thiessen
(Direct Support Professional - Support Living)

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Branding



Branding

So did you notice Mainstream's [new logo](#) on the front cover of this report? If not, go take another look. It's nice isn't it?

The Goodman School of Business Consulting Group was asked to conduct a brand analysis for us with the goal of helping us revitalize our brand, raise our profile in the community and increase the number of community partnerships.

The brand analysis included:

- identifying our stakeholders
- determining our strengths in each pillar of the Nonprofit Brand IDEA framework (integrity, democracy, ethics and affinity)
- conducting 3 stakeholder surveys:
 - Internal survey of employees (19 participated)
 - Internal survey of management staff and Board of Directors (8 participated)
 - External survey of external stakeholders (general public, partner organizations and families) (155 participated)
- analyzing our online presence

When the analysis was complete, the following recommendations were made:

- define a core set of values
- effectively communicate strategy
- revise mission statement
- redesign logo
- revise tagline
- designate a brand ambassador
- create a brand culture and standards guide
- increase community awareness
- improve online presence
- utilize brand implementation process

Do you ask yourself enough questions? Or do you settle for what you know?

Branding

The first challenge we tackled was our logo. A graphic designer, Brian Dolinski, was hired to design two logos. They were presented at our annual Christmas party and all attendees were asked to vote for their favourite. A total of 83 votes were cast. The winning logo received 47 votes and Mainstream went from this:



To this:



We began a soft launch of the logo during the summer of 2016 and it was officially introduced at our 2016 Annual General Meeting. You'll notice the new logo making its way onto all of paper and electronic in the future.



Outcomes Management Report

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Participant and Stakeholder Surveys



Participant and Stakeholder Surveys

Participant and Stakeholder surveys play an important role in our quality improvement efforts. We use these surveys to get meaningful feedback that we can learn from. The surveys focus more on comments and less on numbers in the hope that people would take the time to let us know what was working and what wasn't working for them.

Our survey asks people to answer four questions:

- What is working?
- What is not working?
- Ideas/suggestions to make us better?
- Comments/thoughts?

Would you rather work for change? Or just complain?

The survey also has a scale at the top that goes from 1 to 5. A statement reads: please circle the number that rates how you feel about Mainstream. A smiling and frowning face help illustrate the fact that 1 is low and 5 is high.

Participant surveys are handed out annually to each person using our services. Support to complete the survey is provided as needed. Stakeholder surveys are also handed out annually to families as well as community organizations with whom we work closely.

All surveys are returned to the Quality Improvement Coordinator.

If a survey is returned with statements that require immediate action, the Quality Improvement Coordinator meets with the program supervisor to share the comments. Otherwise, the surveys are collected over the year and the results are compiled for this report.

Outcomes Management Report

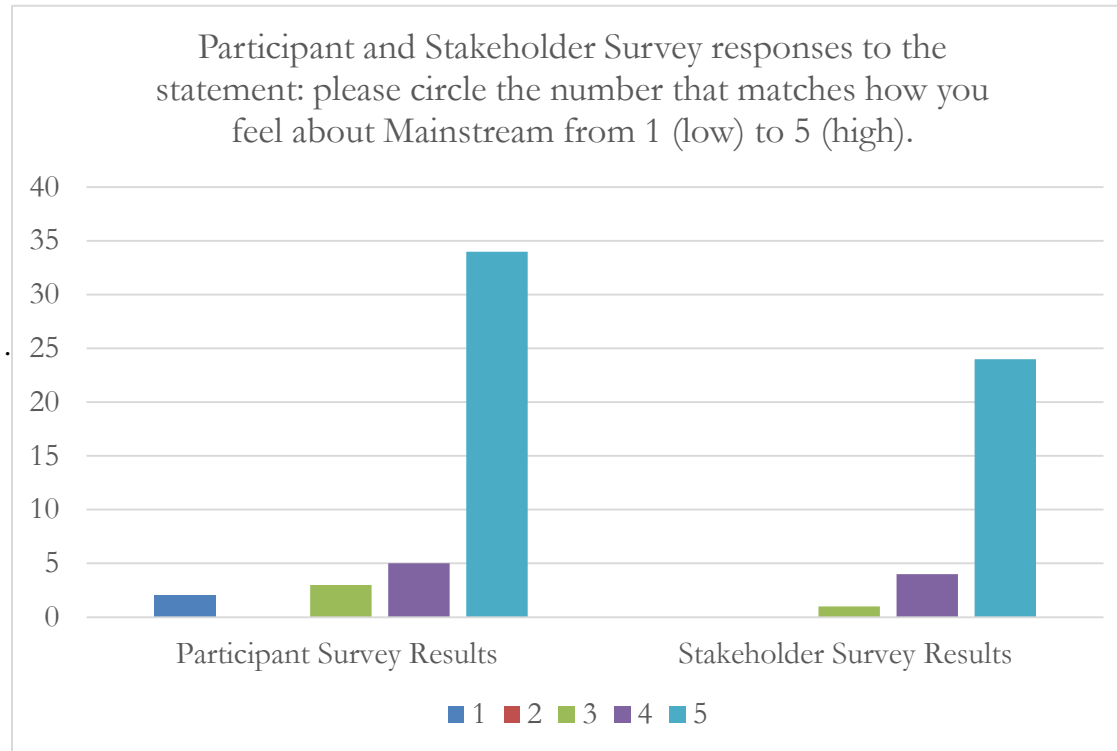
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Participant and Stakeholder Surveys

What happened?

In 2015-2016 we received a total of **50 participant surveys** (down from 100 in 2014-2015) and **35 stakeholder surveys** (up from 25 in 2014-2015).

The chart below shows the results we received on participant and stakeholder surveys in response to the statement we asked them to reflect on. Please note that 6 participant surveys and 6 stakeholder surveys did not have numbers circled.





Participant and Stakeholder Surveys

What happened?

We took all of the comments that were written and we placed them into [6 categories](#):

- [Community](#) (all comments that had to do with things outside of Mainstream's buildings went here)
- [Employment and volunteering](#) (comments that had to do with paid or unpaid work went here)
- [Health and Fitness](#) (comments about healthy eating, exercise, stress management etc went here)
- [Mainstream](#) (any comments about Mainstream employees, classes we offer, social events and all other things that take place inside our buildings went here)
- [Skills](#) (comments about learning new skills, either at home, at Mainstream or in the community went here)
- [Relationships](#) (comments about friendships and other relationships went here, as did comments about particular employees and connections that people had developed with them).

Note: some comments ended up in more than one category. For example: 'I enjoy bowling because I get to see my friends' would have been put into Community, Health and Fitness as well as Relationships

What did we learn?

- We learned that doing a survey like this makes it more challenging to report on the results because they are qualitative (cannot be measured with numbers) rather than quantitative (can be measured and written down in numbers)
- We also learned that we get much more feedback and helpful comments using this new format.

Participant Surveys - Results

The following three pages show a summary of the comments we received on Participant surveys this year compared to the year before.

What's working?

- We received 27 community-related comments. Going to the YMCA was a very popular activity and received 7 comments. Several people said that they enjoyed going to restaurants or the mall with friends, going for walks as well as doing daily errands such as banking and shopping.
 - In 2014-15, we received 31 comments in this section. The YMCA and the mall were certainly popular but we also received comments about learning how to take the bus and being able to go places on their own (4).
- We received 15 comments about employment and volunteering. Twelve comments were about people talking about how much they enjoyed volunteering or working. There were also 2 comments indicating that the support Mainstream provides when people volunteer is working well and 3 comments about how much people enjoyed being paid.
 - We received 27 comments in this section in 2014-15. Like this year, most comments made reference to people working and volunteering but there were also 4 people who said the relationships they had with the people they work or volunteer with are positive.
- There were 9 comments about health and wellness. Seven of the comments were about swimming and going to the YMCA but 2 people also made reference to health and nutrition classes and the importance of health and fitness in general.
 - In 2014-15 we received 13 comments. One person talked about the support they receive from Mainstream when they are sick. Two talked about how they enjoyed being outside (working or going for walks). Bowling and the YMCA made up the rest of the comments.

I'm on the hunt for who I have not yet become.



Participant Surveys - Results

What's working? continued

- We received **37 comments** about **Mainstream** in 2015-16. Fifteen comments were about employees, 10 about classes, 11 about other activities (such as volunteering or working at Mainstream) and 2 about relationships at Mainstream.
 - In 2014-15 we received 109 comments in this section, significantly more than this year. When both years were compared, the types of comments were quite similar. There were 23 comments about employees, 45 about classes, 10 about other activities and 13 about relationships.
 - * One possible reason for the drop in comments could be the efforts we made to offer more community-based opportunities for people rather than centre-based ones. Fewer time spent in classes at the Resource Centre may have resulted in fewer comments about classes.
- In 2015-16, we received **17 comments** about **skills** people learned, either in the classes we offer at the Resource Centre or taught by employees in the Options Niagara and SIL programs. Nine comments were about cooking, cleaning and other lifeskills. Six were about community skills such as taking the bus, banking and communication and 2 were about learning art skills such as painting.
 - In 2014-15 we received 20 comments in this section and the numbers were almost identical to this years. Nine comments about lifeskills, 1 about art skills and 6 about community skills. The remaining comments were more general, talking about the help someone received without specifying details.
- Finally, there were **28 comments** about **relationships** in 2015-16. Ten comments were about friendships, 10 were about employees, 3 were about roommates (including pets) and 5 were about community relationships in general.
 - In 2014-15 we had 42 comments about relationships. Twenty-three comments were about friendships, 14 were about staff and 4 were about community relationships (co-workers etc).

Participant Survey - Results

What's not working?

- In 2015-16 the comments in this section fell into a few broad categories. We received 5 comments about classes people didn't like or didn't want to attend, 2 comments about Mainstream employees, 8 comments about not getting along with others (roommates, other people at the Resource Centre) and 7 comments about resources (such as not having access to computers or wanting transportation to be provided to evening activities).
- ⇒ In 2014-15, the majority of comments we received (22) were about relationships and not getting along with others. We also received 7 comments about classes, 8 about employees and 3 about jobs.

Ideas/Suggestions as well as Comments/Thoughts

- In 2015-16, we received 9 comments about classes they would like to take, the most popular being cooking, knitting and other crafts. We received 6 comments about resources (wanting a new cash register and new computers), 3 comments about relationships, 4 about wanting more work or volunteer opportunities and 2 about wanting to move.
- ⇒ In 2014-15 we received over 50 comments about difference classes people wanted offered, many more than we received this year.
- * The lower number in 2015-16 may be because we have moved away from running classes and people now spend a lot more time trying different activities in their communities.

The greatest gift you can give someone is your own personal development. Instead of saying 'if you take care of me I will take care of you' say 'I will take care of myself for you if you take care of yourself for me'.



Stakeholder Survey - Results

Below is a summary of the comments we received on Stakeholder surveys this year compared to the year before.

What's working?

- In 2015-16, we received 33 comments in this section. Nineteen comments were about employees. Those comments were either specific about the support provided by one person or a general thank you aimed at a particular program or program location. We also received 8 comments from families reflecting on the positive changes they have seen in their son or daughter and 11 comments about the programs or classes offered.
- ⇒ In 2014-15, the comments we received were quite similar to this year's. There were 17 comments about employees and the quality of support they provide, 6 comments about positive changes families have seen in their son or daughter and 13 comments about the programs and classes offered.

What is the difference between living and existing?

What's not working?

- In 2015-16, we received 12 comments in this section. One comment was about relationships, 1 was about support, 2 were asking for more communication (of upcoming events as well as program changes), 4 were about resources (lack of transportation for example) and 1 was about employee turnover and the effect that has on support.
- ⇒ In 2014-15 we received 11 comments. Eight of them had to do with the support provided and one was about communication.

Ideas/Suggestions as well as Comments/Thoughts

- In 2015-16, we received 2 comments about Options Niagara, asking us to extend the age limit of the program. We received one comment about the value of planning meetings, 2 comments about how to support someone more effectively and 3 comments asking for more work and volunteer opportunities.
- In 2014-15, we received 5 comments about how to support someone, 2 comments about resources and 6 comments about employees (all positive). In addition, we received 4 comments simply thanking us.

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Mainstream - Business Function Measures



Compliance Reviews

The Ministry of Community and Social Services (MCSS) completes annual compliance reviews for all Developmental Services (DS) funded agencies across Ontario.

Mainstream underwent a Compliance Review from September 1st to the 3rd, 2015.

We were found to be [fully in compliance](#).

Outcomes Management Report

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Serious Occurrences

All providers of services that are funded, licensed or operated by the Ministry of Community and Social Services (MCSS) are responsible for delivering services that promote the health, safety and welfare of program participants. Mainstream is accountable to the Ministry to demonstrate that our services are consistent with relevant legislation, regulations and/or Ministry policy.

Serious Occurrence (SO) reporting is one of the many tools providing MCSS and Mainstream with an effective means of monitoring the appropriateness and quality of service delivery. Serious occurrences are defined in [eight categories](#). They are:

- 1) Any [death of person](#) while participating in service
- 2) Any [serious injury](#) to person while participating in service
- 3) Any [alleged abuse or mistreatment](#) of a person receiving service
- 4) A [missing person](#)
- 5) A [disaster on the premises](#) where service is provided
- 6) Any [complaint about the operational, physical or safety standards of the service](#) that is considered serious by the service provider
- 7) Any [complaint](#) made by or about a person in service or any other serious occurrence [involving a program participant](#) that is considered by the service provider to be of a serious nature. (Note: this section is also used to capture SO's that don't fall under another other category.
- 8) Any [physical restraint](#) of a person in service

All SOs must be reported within 24 hours. An [Enhanced SO](#) is a SO that is likely to result in significant public or media attention.

Enhanced SOs must be [reported within 3 hours](#).



Serious Occurrences

A total of 10 Serious Occurrences were reported to the Ministry of Community and Social Services (MCSS) during the period of April 1 2015 and March 31 2016.

Category 1 - Any death of a person while participating in service - There were 2 deaths of people in services, both in our residential program.

Category 2 - A serious injury to a person while participating in service - There were 2 serious injuries. One person was struck by a vehicle while out on his own. This incident became an Enhanced Serious Occurrence. The other person fell at home and broke their foot. No changes were made as a result of these injuries.

Category 3 - Alleged abuse or mistreatment of a person receiving service - There were 5 abuse allegations. All were reported to the police either by the person or by Mainstream. All allegations were made against people not associated with Mainstream. We feel that it is important to note that everyone who receives support from Mainstream is offered annual abuse prevention training. All employees are required to review our abuse policy and sign that they understand abuse reporting procedures. We believe that this training has helped people recognize what abuse is and to feel more comfortable acknowledging that abuse has taken place. We also feel that employee training has helped employees understand their responsibilities when it comes to reporting abuse and the proper way in which to do that.

Category 7 - Complaint or other - None of the Serious Occurrences were complaints. There was 1 event that was classified as 'other'. In this situation, a person in SIL called the police on their own to report a crime.

Employee Health and Wellness

Sick Time and Wellness Days

One of Mainstream's goals for the past few years has been to [reduce the amount of sick time](#) that employees use. When employees use sick time, especially in the Supported Living program, it often means that relief staff are needed, resulting in increased costs. More importantly, increased sick time means that the support that people using services receive is not consistent.

We are not advocating that employees come to work sick but we did want to explore other options to encourage health and wellness.

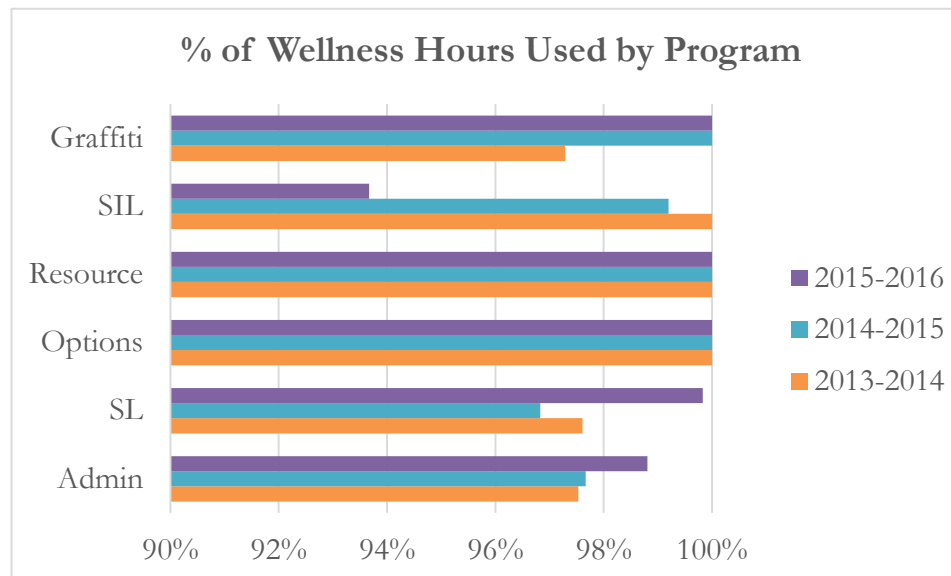
All employees receive [5 sick days](#) and [3 wellness days](#).

Happiest people don't have the best of everything. They make the best of everything.

Employee Health and Wellness

Wellness Hours - Let's look at the numbers

- 53 = the number of full time and part time employees at Mainstream who receive wellness hours
- 1055.7 = the total number of wellness hours allocated in 2015-2016
- 1044.7 = the total number of wellness hours used in 2015-2016
- 98.95% = the percent of wellness hours used in 2015-2016 (compared to 97.97% in 2014-2015)



Comments

- We are pleased that our Employee Wellness Program continues to be used to its fullest extent. Three programs used 100% of their wellness hours and the other three used over 95% of their wellness hours.
- There were 11 unused Wellness hours in 2015-2016. This is down from the 21 unused hours in 2014-2015.

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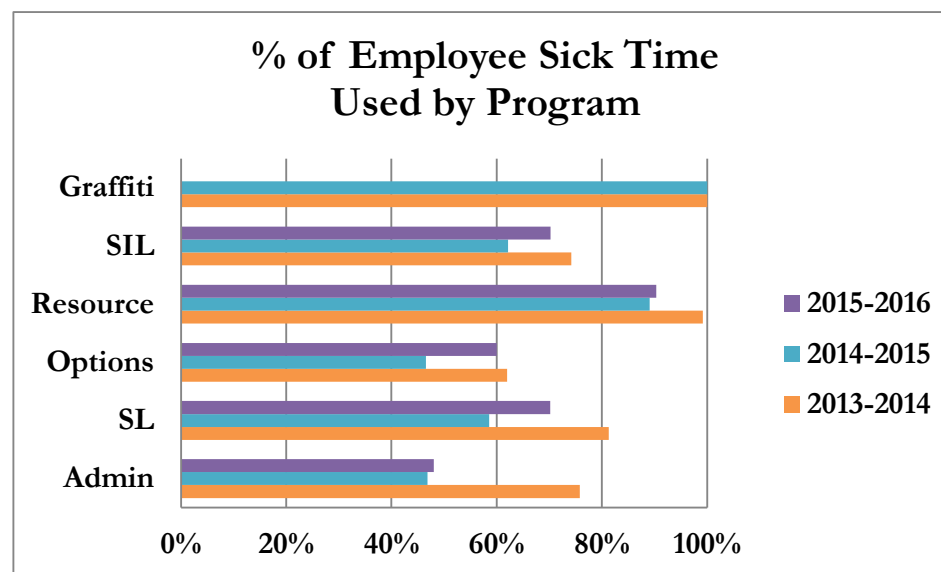
Employee Health and Wellness

Sick Time - Let's look at the numbers

- 53 = the number of full time and part time employees at Mainstream in 2015-2016 who are awarded sick time
- 1634.25 = the total hours of sick time that could have been used in 2015-2016
- 1078.95 = the total hours of sick time that were used in 2015-2016
- 69.98% = the percent of sick time used in 2015-2016 (compared to 78.77% in 2013-2014 and 61.34% in 2014-2015)

Sick Time by program

- The graph on the left shows the percentage of total sick time used over the past three years, divided by program.
- When sick time is compared by program, it is difficult to determine why the numbers fluctuate as there could be a variety of reasons that change from year to year. Employees change programs. One year an employee may use all of their time because of an extended illness or accident and the next year they may not use any of their time.
- To get a better sense of the numbers, we also looked at sick time use by the agency as a whole as well as sick time use by employee.

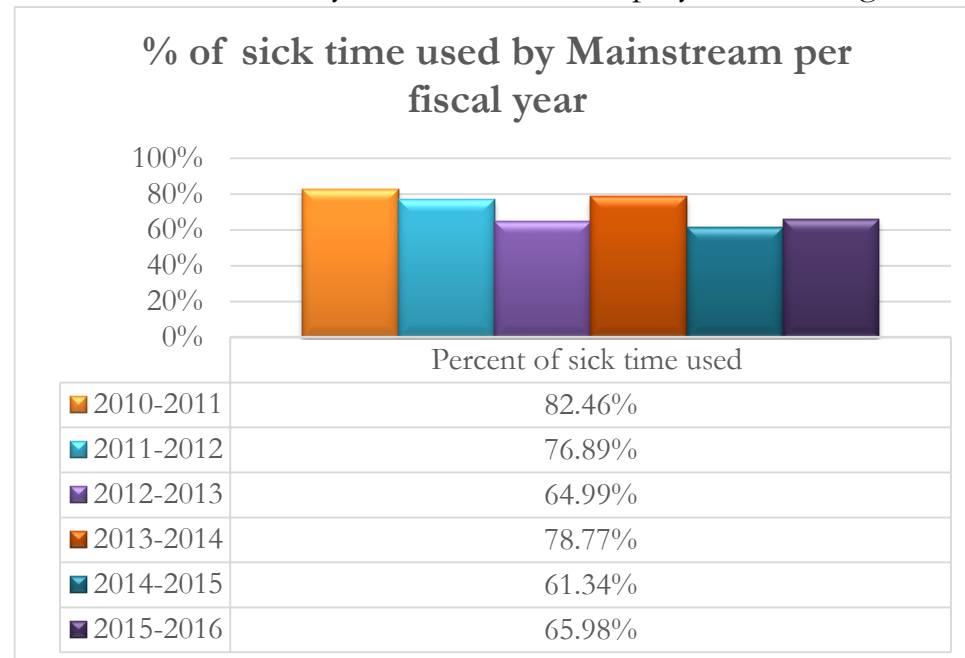


Employee Health and Wellness

Sick Time by Agency

For the past few years, we have reported on the amount of sick time **used per program**. This year we decided to also report on the amount of sick time **used as an agency**. We decided to do this to see if there were any trends that may have been missed when we focused on specific programs.

- Below is a chart showing the % of sick time used by Mainstream employees during the last 6 fiscal years. Remember that during the first two fiscal years, full time employees had 10 sick days per year. During the final four fiscal years, employees had 5 sick days per year.
- The chart seems to indicate that, when the total number of sick days were reduced, **employees used a smaller percentage** of their total sick time. This may be because employees are more careful about how they use their sick days now that they have fewer to use. It may also be because employees are using their wellness days for things that they used to use sick days for.



Sick Time by Employee

The final thing we examined in terms of sick time was the number of employees who used 100% of their sick time.

Year	#of employees who used 100% of sick time
2010-11	19/46 (41%)
2011-12	12/51 (23.5%)
2012-13	19/51 (37%)
2013-14	21/55 (38%)
2014-15	15/52 (28%)
2015-16	16/53 (30%)

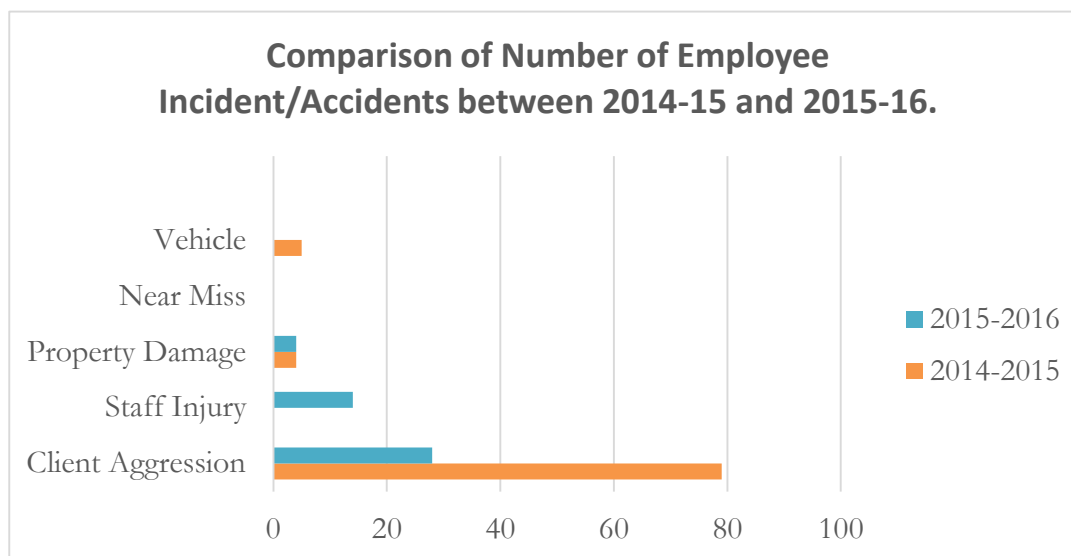
We were not able to identify any clear trends in the numbers. That being said, it was still an interesting exercise to look at sick time use by employee, program AND the organization.

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Employee Incident/Accidents

- Every year we track the number of employee incident/accidents that happen at Mainstream. We do this in order to identify trends and make changes to reduce risks whenever possible.
- Below is a graph that compares employee incidents /accidents from 2014-2015 and 2015-2016.
- We are happy to report that client aggression went down significantly from 2014-2015. In 2014-15, 55 incidents of aggression were due to one particular situation with a resident who was going through a difficult time. Things are much better now as can be seen from the graph.
- There were no vehicle accidents in 2015-2016, compared to 5 the year before.
- Finally, staff injuries went from 0 in 2014-15 to 14 in 2015-16. All injuries were minor in nature. There were no Workplace Safety and Insurance Board (WSIB) claims. Note: we believe that the increase in minor injuries is due to an increased awareness in the importance of reporting all injuries, no matter how minor. Historically, employees would not always report minor injuries.

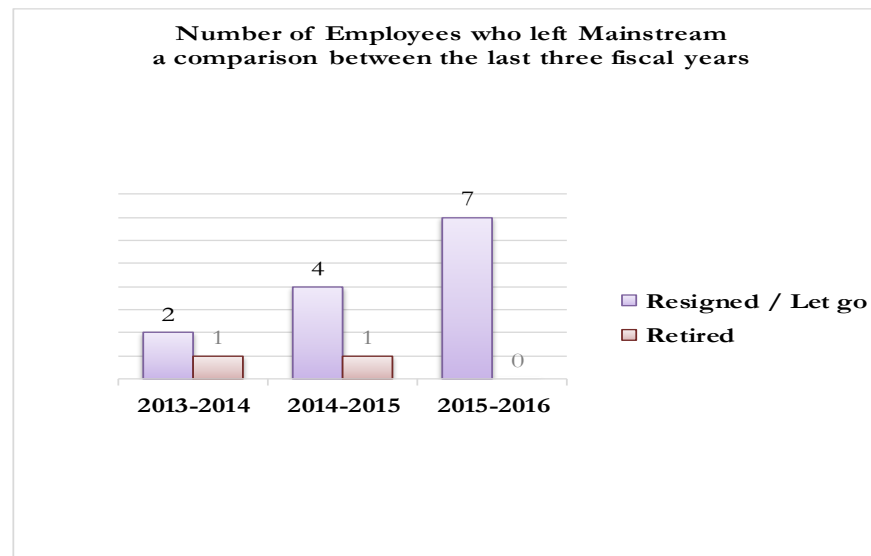


Employee Turnover

Low turnover is often seen as a good thing. Low turnover usually means that employees are engaged, healthy and safe in their jobs and that employers are satisfied with their performance. Low turnover means that less money is spent on hiring and training new employees. Most importantly, low turnover means that there are greater numbers of employees working at Mainstream who have the knowledge and experience to provide high quality service.

Every year we track employee turnover to see how many employees leave Mainstream.

- In 2013-2014, 3 employees left Mainstream (1 retired and 2 resigned)
- In 2014-2015, 5 employees left Mainstream (1 retired and 3 resigned and 1 was let go)
- In 2015-2016, 7 employees left Mainstream (6 resigned and 1 was let go)
- There were 60 employees at Mainstream in 2015-2016. Seven left so the turnover rate was 11.6% (up from 8.5% in 2014-15)



Outcomes Management Report

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Continuous Quality Improvement and Organizational Learning



Employee Training

All Mainstream employees are required to attend certain mandatory trainings. These include training provided during Mainstream's annual training weeks (see next page for more information) as well as other required training such as AIMS training, abuse training, rights training, medication administration and van training.

Our goal is that, in addition to mandatory training, employees have an opportunity to [attend at least one non-mandatory training every year](#). This might be a conference, a workshop, an in-house training, video or webinar.

Here are some examples of trainings that employees accessed:

- Leadercast Niagara - The Brave Ones (all day event)
- Planning your Financial Future (presentation)
- Trauma Informed Training (presentation)
- Increasing Coaching Skills (workshop organized by Mainstream)
- Physician-Assisted Death (presentation)
- Event Planning (webinar)
- Community Health Centres (webinar)
- Legal Rights (webinar)
- Disability Tax Credit (webinar)
- Bereavement Ontario Network (BON) (annual conference)
- SNSC - Niagara Crisis Plan Launch (information session)
- Using Respectful Language (webinar)
- Enduring Relationships (webinar)
- Addressing Loneliness (webinar)
- Exploring the Value of Soul-Based Grief (workshop)
- Mental Health in the Workplace (webinar)
- Trusteeship Program (information session)
- Safe Talk - Suicide Prevention and Recognition (workshop)
- No Longer the Norm - Sexting and Cyber Bullying (train-the-trainer course)
- Effective Education Advocacy (seminar)
- Fetal Alcohol Spectrum Disorder (3-day course)
- Building a Good Life in the Community (workshop)

Employee Training Weeks

Every year, from 2011 to 2015, Mainstream organized [training weeks for all employees](#). In 2015-16, it was decided that we would not run training weeks. Instead, each program would have their own day set aside to address things specific to them. Some teams had program-specific training, others spent a day looking at their program and how to improve the service they provide.

[Supported Living \(SL\)](#) discussed what person centered thinking means at Mainstream and how we have shifted our supports towards person-centred thinking by using examples from their day to day work. They then discussed what needs to happen next based on the work of the Quality Improvement Committee around Progress for Providers. They completed this exercise by coming up with a list of actionable steps.

[Supportive Independent Living \(SIL\)](#) spent their breakaway day discussing what person-directed supports are, the downfalls of service-centered supports and what needs to change to move to person-directed supports.

[The Resource Centre](#) spent the morning looking at a number of videos talking about building relationships and connecting with the community. There was discussion after each video and key points were listed. The afternoon was spent using the key points to discuss how the Resource Centre can move forward and developing a schedule.

[Options Niagara](#) discussed changing how the program provides support so that people in the program can make the best use of the time they have. A new process was developed and finalized.

“If you change the way you look at things, the things you look at change.” Wayne Dyer



Mainstream Committees

At Mainstream we recognize the value that comes from working in teams. All employees have the opportunity to work with members of their own program teams but there is also a great benefit to working with employees from different programs across the organization. It aids the sharing of ideas and resources, improves communication across programs and enriches our overall agency knowledge.

There are many committees at Mainstream that are made up of members from across the organization. They include:

- [Occupational Health and Safety Committee](#) - responsible for ensuring that Mainstream meets all of the Health and Safety requirements in each program location.
- [Team Mainstream Committee](#) - responsible for finding opportunities for Mainstream to give back to the community.
- [Employee Rewards and Recognition Committee](#) - responsible for planning the annual Employee Rewards and Recognition dinner as well as acting on feedback to find meaningful ways to recognize and reward Mainstream employees.
- [Quality Improvement Committee](#) - responsible for helping facilitate program and agency-wide change based on feedback re what is working and not working. Also responsible for facilitating discussion within teams about quality improvement and initiating change based on those discussions.
- [Person-Centred Thinking Committee](#) - responsible for setting the direction that Mainstream is taking in order to meet their goal of becoming a leader in person-centred thinking.
- [Specific event committees](#) - committees such as our Trivia Night committee or our Golf Tournament committee are responsible for planning specific events at Mainstream.

“Be miserable, or motivate yourself. Whatever has to be done, it’s always your choice.” Wayne Dyer

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Employee Rewards and Recognition

Employee Rewards and Recognition

On June 10 2016, Mainstream held our annual Employee Rewards and Recognition evening at Cat's Caboose. At that time, [service awards](#) were presented to employees who have worked at Mainstream for 5, 10, 15, 20 and 25 years. The following employees were recognized:

Tim Mosley	5 years
Deb Kalina-Stranges	5 years
Dave Connors	5 years
Brian Lowderman	5 years
Tina Franklin	10 years
Karen Hamilton	10 years
Louise Fairbairn	15 years
Silvia Timoney	15 years
Andrew Mosley	20 years
Margaret Beaupre	25 years
Kevin Berswick	25 years

Thank you for your continued commitment to Mainstream. You make a difference in people's lives.

If it doesn't challenge you, it won't change you.



Outcomes Management Report

2 0 1 5 - 2 0 1 6

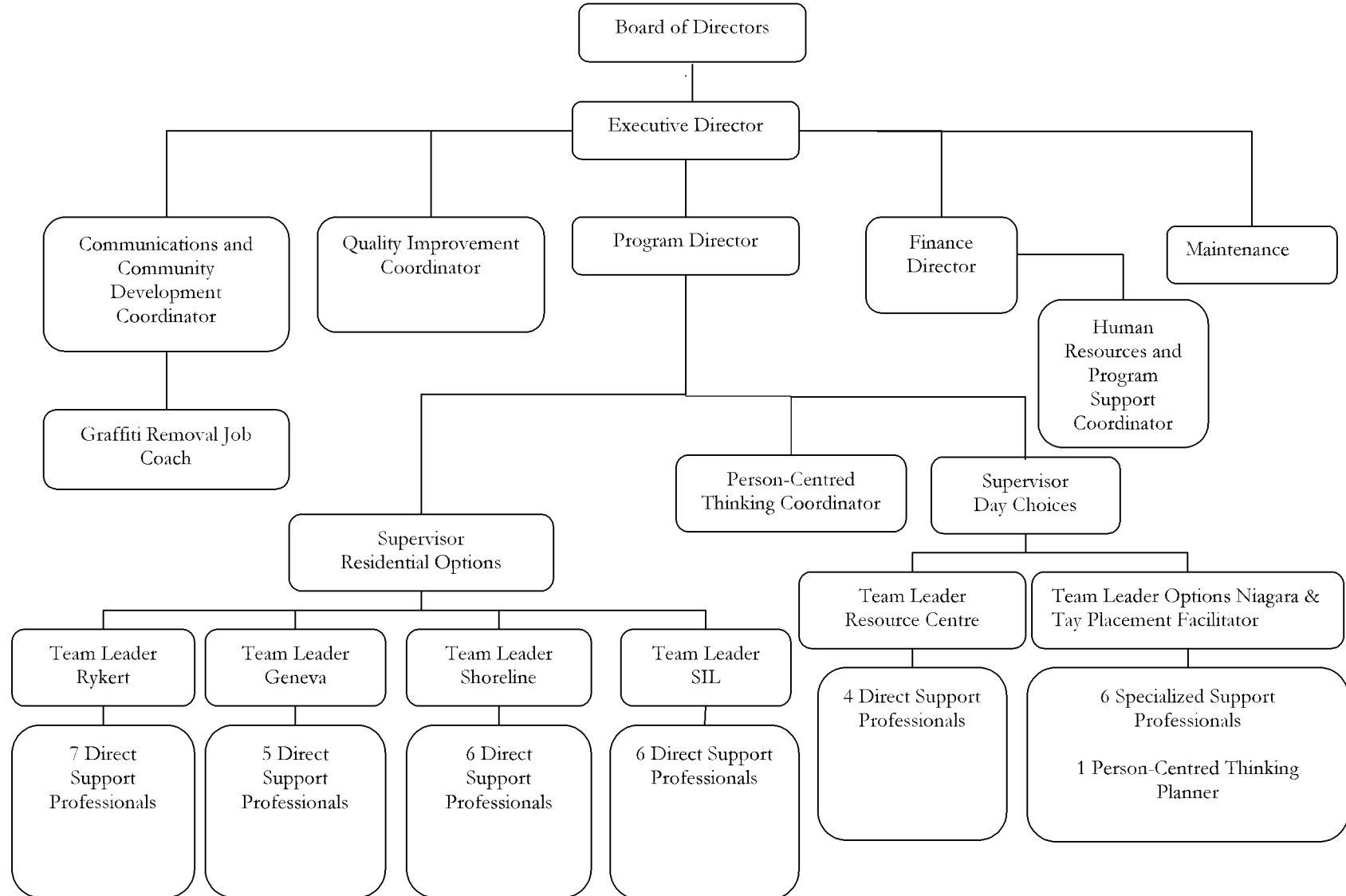
Thank you to all of our donors

Mainstream is fortunate to have many individuals and businesses offer their support to our fundraising efforts. This year we received a total of **\$27,686 in financial contributions and sponsorships**. This support goes towards enhancing the programs and equipment available to the individuals we serve.

Mainstream would like to take the opportunity to recognize the following supporters:

Mr. and Mrs. Turner	Jennifer Randall	Kim Palmerino
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Wawanesa Social Committee	David Turnbull	Pearl and Jim Norton
Tanner Stranges	C Paskey	Association of Professional Student
R Pidaniy	Larry and Joan Schwenker	Services Personnel (APSSP)

Mainstream - At a Glance



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Quality Improvement Coordinator	Céline Parent	289-219-4059	cparent@mainstreamservices.com

Please visit our website: **www.mainstreamservices.com** and like our Facebook page

If you have any questions or feedback about this Outcomes Management Report, please contact Céline Parent at 289-219-4059 or cparent@mainstreamservices.com