

M.A.D. Adventures

(Mainstream's Accreditation Dream)

How we do our work is as important as the work we do

Influence, not Authority

As our Code of Ethics makes its way through the final approval process, let's take a moment to explore one of the points it addresses: influence versus authority.

To exercise influence means to have an effect on the actions or behaviours of others. To exercise authority means to control or prohibit the actions of others. There is a significant difference between exercising influence and exercising authority and this difference can have a profound effect on a person. Simply put, most people will respond much differently to being asked to do something rather than being told to do something.

It is important to recognize the difference between influence and authority. Influence involves taking the time to talk to someone, review options, and reach a satisfactory conclusion. Authority is much more direct and does not leave much room for discussion. In many cases, authority is often the faster and easier route but that doesn't mean that it is the best one.

As support providers, we shoulder a good deal of responsibly for the wellbeing of

the individuals we serve. In the flurry of everyday responsibilities it can be easy to forget that we are paid support workers, not bosses. We don't get to make people do things. That is exercising authority. Instead, our role is to teach people about making healthy and safe choices. In other words, exercise influence.

The idea of influence versus authority is an important one. So important that it made it into our Code of Ethics. Many of the concepts in the Code are things that Mainstream is already very good at. They are in the code to serve as a reminder and to stimulate discussion. What is influence? What is authority? How does one ensure that everyone understands the difference? By taking about it, writing about it and leading by example.



Accreditation Update

The accreditation train keeps chugging along, even during the summer months. Vacations, shut downs and blue skies did not stop the A-Team! Three more domains have been started, bringing our total to 7 domains on the go. Both SIL and SL are tackling Domain 15: When Support is Provided in a Person's Home. Options Niagara has started both Domain 4: Family, Friends, and Community as well as Domain 16: When Support is Provided to Adults During the Day. Within the next few months, all changes that need to be made to policies and procedures are expected to be completed for these programs.

Four weeks ago, we listed how many standards we currently meet and how many we are working on at the moment. The first round of changes that we are working to complete is due in September. Look to the next newsletters for an update on how we did, if we met our deadlines, and to see the updated tally for the number of standards we're meeting.

In the meantime, keep up the amazing work and enjoy the rest of your summer!

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Take the Accreditation Challenge!

Your attention please! Are you ready for a challenge? Here is your opportunity to show off your accreditation savvy, see your name in the newsletter, and maybe even win a prize!

Take a few minutes to answer the questions in our Accreditation Quiz. One winner will be randomly selected from all correct entries and will receive a \$25 gift card for any store in the Pen Centre.

Questions

1. What is accreditation?
2. On what date was the first issue of M.A.D. Adventures released?
3. Name the members of the accreditation team and which programs they represent?
4. What is the name of the accreditation process that we have recently completed? Hint: it was used to determine which standards we meet and which ones we need to address?
5. How many standards are we required to meet in order to be accredited?
6. The 3Rs project is a joint research project between which community agency and which academic institution?
7. What does CQI stand for?
8. What is the 649 Rule?
9. What is the name of the accreditation agency we are working with?
10. Why is accreditation important?



Please submit the answers to your accreditation representative or to Céline by September 11th. The winner will be announced in the September 18th newsletter.

Newsletter Announcement

There will not be an issue of M.A.D. Adventures released on September 4th.

This writer will be taking a much needed vacation far away from any form of technology. The next issue will be released on September 18th. See you then!