

# The Soon to be Named Accreditation Newsletter

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

## Intro to Accreditation

Mainstream is once again proving themselves to be a leader in the social services field. We've always prided ourselves on being unique and on providing services that are of the highest quality. We all know that we do a great job! Now we're going to prove it to everyone else.

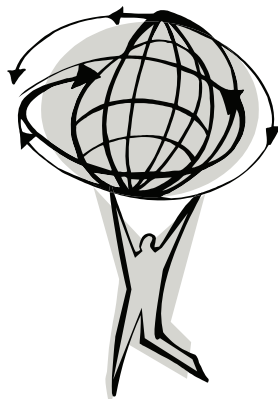
Accreditation is a self-reflective and all-encompassing process and yes, it may indeed involve more paperwork! The good news is that it's more than just paperwork. It's a chance for everyone at Mainstream to come together and celebrate how unique and progressive we are as an agency. It's our opportunity to prove that we do what we say we do.

Accreditation is a process and, as with every process, it involves many steps. It will start with a reflective exercise called the Gap Analysis. Basically, this is where we will be looking at a list of standards we are supposed to be meeting and determining just how well we are meeting them. Weekly meetings will be held with the Accreditation Team and we will be discussing each of the 15 domains that make up the accreditation criteria. Once the Gap Analysis is complete, we will have a much better

understanding of what things we do very well and what areas we need to focus on. Your accreditation representatives will be asking for input and feedback at staff meetings. This will be your opportunity to participate in the process. Make sure your voice is heard!

This newsletter will be one of your guides through the accreditation process. It will provide you with updates and will keep you informed of what's been accomplished and what's coming up next.

This is the start of our accreditation adventure! I am very proud to help lead us through this exciting process and to work with all of you to make sure that Mainstream continues to be the best that it can be.



## Message from Kevin

Mainstream has since its inception in 1984 strived to provide progressive programs and services to meet the ever changing needs of the people we support. Key to meeting this goal is the belief that as a service provider it is imperative that we listen and respond to the voices of the people we support. Despite numerous amendments in employment standards, occupational health and safety, MCSS expectations and constant changes in our business practices we continue to hold this philosophy of service provision today.

As we embark on the challenge to obtain Accreditation I would like to assure all our employees and supporters that our efforts as an organization to successfully meet the 15 Domains required for accreditation will also not change this goal. Our commitment to ensure people receive the programs and services they desire will remain our number one priority.

Going forward I believe that each of us will be challenged to examine our present views, beliefs and practices. As a result of this exercise certain practices may change, new policies and processes may be added and other discarded. However these changes should only take place after rigorous discussion and debate between all of us. To this end I encourage each of you to take the opportunity to become involved in this process. We want to hear your views, ideas and concerns.

I am truly looking forward to working through this process and am confident it will prove to be an effective tool to improve our organization and the programs we offer and in turn improve the lives of the people we support.

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## Meet Your Accreditation Team

Accreditation is successful when the entire agency works together to accomplish the same goal. The Accreditation Team's role is to provide a voice to each program as we work through the process. The team is made up of the following individuals:

Tracie Davis - Management

Tammy VanderWier - RC

Mandy Lutzyn - SIL

Karen Hamilton - Options Niagara

Debbe Liddycoat - Rykert

Sylvia Timoney - Shoreline

April Kovach - Geneva

Céline Parent - Project Coordinator

### Our First CONTEST!!

To kick off the Accreditation process, we'd like your help to find a name for our newsletter. We are looking for something fun and catchy that will capture who we are as an agency as well as what we are trying to accomplish with Accreditation.

Please submit your entries to Céline by email ([cparent@mainstreamservices.com](mailto:cparent@mainstreamservices.com)) or by phone at (905) 934-3924 ext. 37.

Submissions are due by March 31st. The winner will be decided at the Accreditation Team meeting on April 2nd and will be announced in the April 3rd newsletter.



### The 15 Domains

This is a complete list of all the domains that will be addressed during the accreditation process. Look for more information on each of these standards in upcoming newsletters.

1. Ethical Practices, Rights and Responsibilities
2. Planning and Delivering Outcome-Focused Services
3. Health, Safety and Wellness
4. Families, Friends and Community
5. Organizational Mandate, Governance and Leadership
6. Continuous Quality Improvement, Accountability and Organizational Learning
7. Communication and Information Management
8. Records Management
9. Behavioural Support
10. Accessibility
11. Human Resources and Supervision
12. Fiscal Integrity
13. Risk Management
14. Legal Requirements
15. Service Specific Standards - When Support is Provided in a Person's Home