

M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

Surviving and Thriving in a Culture of Change

The season of warm clothes, apple cider and falling leaves has arrived! September has always felt like the season of change, nostalgia, and new beginnings. Pools and patios are being closed and warm sweaters are coming out the closets. A new school year has just started and the local markets are full of this year's crops. It's exciting and new yet comforting at the same time.

Change is a gift. It can always be counted on and yet it feels so transitory. Within a few weeks, the hints of fall will have turned into a full spectacle of colour and, before you know it, the idea of green leaves on the trees will seem odd. Another change will have come, shaken us up a bit, and then become the new norm. Once again we will have gone from surviving a change to adjusting and thriving in the new reality.

"Everything flows and nothing abides; everything gives way and nothing stays fixed...cool things become warm, the warm grows cool; the moist dries, the parched becomes moist...it is in changing that things find repose".

Heraclitus

What makes change such a positive force is that it can be

counted on. It helps strengthen time-honoured traditions because it challenges us to look at what we do and identify what is really important. If you want to truly understand something, try to change it.

This September has brought many changes across our agency. Staffing changes, program changes as well as accreditation-based changes. It's an exciting time of renewal and rejuvenation where we will be asked to challenge ourselves and each other.

"A great wind is blowing and that gives you either imagination or a headache". Catherine the Great

Seize this opportunity, learn more about what is happening across the agency and get involved. It's a season of change. We are aiming to strive not just survive!



Plan - Implement - Check - Reflect

Staying focused can be a challenge when there are so many things to focus on. In accreditation, we tend to focus on planning what needs to happen to meet each standard. The trick is that meeting them is only the first step. We also need to make sure that changes that are introduced are effective, are being done and are actually making things better. In other words, we also need to focus on quality control.

FOCUS talks about the four steps: plan, implement, check, and reflect. In other words, we need to plan how we will meet a standard, set the plan in motion, review it after a period of time to see whether it is effective and reflect on what other changes might be required.

In our efforts to make Mainstream the best that it can be, we are going to try things, change things and sometimes change them again. Not every idea is perfect and not every change works on the first try. With your help, we will plan, implement, check, and reflect on all aspects of what we do.

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Accreditation Update

In August, we included an accreditation quiz in the newsletter. The goal of this quiz was to see whether accreditation information is getting out to everyone. Imagine the surprise when we only received answers from two individuals. Perhaps it was the summer holidays? Maybe more people intended to submit answers but just didn't have the time? Or perhaps accreditation just isn't on everyone's radar.

Well, accreditation is going to be moving full speed ahead and it is up to each staff to decide what role they would like to take in the process. We want all our employees to participate and take an active role in the process not sit on the sidelines.

Currently, the newsletter as well as Accreditation meeting minutes are used to pass on information. If there are suggestions for how to better share information and keep

everyone informed and engaged, please pass them on to the Accreditation Team. We are here and we are listening.

The success of our accreditation process depends on all staff staying informed and engaged. As such, we are giving you another chance to get your quiz answers in. The questions are the same and can be found in the August 21st newsletter. As before, a winner will be drawn from all the correct entries and they will receive a \$25 gift certificate for the Pen Centre. Please submit your entries by **Monday, October 6th**.

Thank you to the staff who did submit answers. **Breanne Griffin** was the draw winner. **Julie Thiessen** will receive a \$10.00 Presidents Choice gift certificate as a consolation prize. Great job Breanne and Julie!

3Rs Update

The 3Rs project continues! Twenty-six people have volunteered to participate in the project. That is twice the number that have signed up from any other agency in Niagara! As this is a research project, all sorts of data needs to be collected to evaluate the effectiveness of the program. Forms have needed to be filled out, meetings booked, and schedules disrupted. Throughout this process, staff have responded immediately to any requests and have been nothing but helpful. The feedback from both Community Living Welland Pelham and Brock University has been very positive. They are overwhelmed by the number of participants involved as well as the level of cooperation they have received from everyone. As the Liaison Person, your support has made the challenging task of organizing everything much less overwhelming. Thank you!

We are currently in the middle of organizing the first round of In-Vivo Probes. These will hopefully be complete in the next week or two and then the classes will be starting. Half of the individuals who have signed up will be in the first round of classes. The other half have been assigned to the Control Group and will not receive the training for a few months. Individuals in the first round of training will be contacted soon with the days and times of their classes.

Copies of the Human Rights Facilitation Form have been sent to every program location and are also available on the server. Please review them and take the time to support any individual who may want to fill one out. Any completed forms will be sent to the Welland Pelham Rights Committee until Mainstream's own committee is up and running. As always, please don't hesitate to ask if you have any questions or concerns.