

M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

QUARTERLY REPORT

In December 2008, the A-TEAM released its first Quarterly Report to highlight the progress that had been made up to that point. It has been three months since then and many changes to policies and processes have been made. The following is an overview of where we are now in the accreditation process.

Domain 2: Planning and Delivering Outcome-Focused Services

Domain 2 is all about person-centered planning and the way in which we provide service. In December, we were proud to announce that we had gone from meeting 2/12 standards to meeting 10/12 standards in Domain 2. That left two standards before we could wrap up the details of this domain. Well, since December, we have worked on those standards and can proudly say that we now meet all of the standards in this Domain!

The first standard we had to meet was the risk assessment. We had countless discussions about how best to meet this standard and have come up with a Risk and Safety Information form that should do just that. The form has been given to each program and provides a quick summary of any risk or safety information that staff should be aware of. The other goal we had was to develop new Mainstream brochures. The A-TEAM and Management finalized the information that would go in the brochures and they have been beautifully redesigned by a graphic artist. They are currently being printed and should be ready for distribution within a few weeks.

DOMAIN 2	July 2008	December	March 2009
# Met	2	10	12
# Partially Met	10	2	0
# Not Met	0	0	0
% Met	16%	83%	100%

Domain 4: Family, Friends and Community

The purpose of Domain 4 is to ensure that services are provided in a way that respects the family and friends of people using services and recognizes the importance of a person's cultural, national and ethnic identity.

All programs have started using the Social Capital Circle as part of their annual person-centred planning process. The Social Capital Circle is designed to provide a visual representation of the people currently in someone's life and to help identify if there are any relationships that a person wants to develop or strengthen.

We have also made sure that every program has several ways of obtaining feedback from people using services, families and other supports to ensure that they are satisfied with service we provide. Satisfaction surveys are now being used in every program for people using services. Surveys are also sent out to family members and other supports as part of Mainstream's Strategic Planning Process.

The final task we had to do was update our program brochures and, as mentioned in the section for Domain 2, we have done that. That means that we have met 100% of the standards in Domain 4!

DOMAIN 4	July 2008	March 2009
# Met	4	8
# Partially Met	4	0
# Not Met	0	0
% Met	50%	100%

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Domain 15: When Support is Provided in a Person's Home

The guiding principle of Domain 15 is: people live in homes that complement their lifestyles and where a sense of ownership and belonging is fostered. When we completed the Gap Analysis, we met 2/8 standards in this domain. In order to meet all of the standards, we needed to accomplish several things. Most of the standards in this domain had to do with giving people choices about their living arrangements. Mainstream strives to meet the needs of the people they support but the A-TEAM felt that it was important to have a way to document how Mainstream provides support to a person who indicates that they are not happy with something in their life.

A form was developed to help a person work through the process of identifying an issue or a problem and brainstorming possible solutions. This Problem Solving Form can be used for everything from when a person has an issue with their housemate to when a person feels that their current living arrangements do not meet their needs. The Problem Solving Form will ensure that we have a way to demonstrate what we are doing to support people and it will be a concrete way to teach problem solving skills. We have now completed Domain 15 as well!

DOMAIN 15	July 2008	March 2009
# Met	2	8
# Partially Met	6	0
# Not Met	0	0
% Met	25%	100%

Domain 16: When Support is Provided to Adults During the Day

Domain 16 is all about providing flexible, responsive and reliable services that offer opportunities for interaction with others, personal growth and involvement in the community.

When we first began working on this domain, we met 1 out of 9 standards. In order to meet every standard, each program has had to make adjustments to the way they provide support. Every program now ensures that a copy of each person's emergency information is available when they are out in the community. Staff across the agency have also been working hard to ensure that they have updated photos of each person using services. These photos will be on the server and accessible to on-call staff in the rare event of a missing person. Julie's Rights and Responsibilities Class at the Resource Centre has been developing a Rights and Responsibility booklet. Once complete, it will be given to each person using services and will provide information on people's rights and responsibilities when using services and the process to follow when they feel that their rights are being restricted. Once the updated photos and the booklet are complete, we will meet every standard in this domain as well.

DOMAIN 16	July 2008	March 2009
# Met	1	7
# Partially Met	7	2
# Not Met	1	0
% Met	11%	77%

Summary

The goal we set in December was to go from meeting 69 standards to meeting 99 standards by April. We currently meet 96 standards but we are waiting approval of several policies and forms which should be complete within the next two weeks. Once they are all approved, we will meet an additional 7 standards, bringing our total to 103/158. That leaves 55 standards left. Can we meet the remaining standards by September? That is certainly our goal and if we can continue to work together as well as we have, we should have no difficulty.

Total Standards: 158	July 2008	December 2008	March 2009	Once policies/forms are approved
# Met	43	69	96	103
# Partially Met	107	82	57	51
# Not Met	8	7	5	4
% of Standards Met	27%	44%	60%	65%