

M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

Quality of Life Core Group

The Quality of Life assessment is the keystone of Mainstream's person-centred planning process. This assessment is the first step in the process and the 54 questions cover all aspects of a person's life. These questions help identify what is important to a person and how happy they currently are with each of the 54 areas. The information obtained from the Quality of Life lays the groundwork for the rest of the goal-planning process.

The Quality of Life is an extremely useful tool but, in order for it to be effective, it must be done properly and consistently by all staff. To ensure this consistency, a Core Group has been identified. The members of this group will receive extensive training in the Quality of Life assessment and will be responsible for administering it to each person using services.

Options Niagara has extensive experience with the Quality of Life assessment as they have been using it since their inception in 2001. They have graciously agreed to help train the members of the Core Group. Each member will shadow someone from Options Niagara to learn how to complete the Quality of Life

assessment.

Once they are fully trained, the members of the Core Group will be responsible for completing the Quality of Life assessment with each person in the Resource Centre, SIL and Supported Living.

The main goal of the Core Group is to ensure consistency in the administration of the Quality of Life assessment. The other reason for developing a Core Group was to make it easier to complete the Quality of Life for each person annually. If every staff was responsible for completing the Quality of Life for each person on their caseload, those with large caseloads would be continually taken away from their regular responsibilities. Having a small group of staff responsible for Quality of Life will ensure that the day to day activities of other staff are disrupted as little as possible.

The Core Group will be made up of Edvina, Corine, Jenn, Tammy, Julie and Sam. Once they are trained and ready to go, Team Leaders will be responsible for informing the group when someone in their program is due for Quality of Life.

FOCUS on Resource Centre

It has been a busy few months for the Resource Centre as they face the challenge of continuing to provide high quality service while meeting all of the accreditation standards. The Resource Centre faces unique accreditation challenges due to the nature of their program. As with every other program, each person using services must complete the annual person-centred planning process, identify goals, have an IPP meeting and then work on the goals that they have identified. Progress on goals must be documented and outcomes need to be demonstrated. This is challenge for any program but it is doubly challenging for the Resource Centre as most goals are worked on in a classroom setting.

The Resource Centre has met these challenges head on and come up with some very creative solutions. One of the major changes they've made is in how goals are supported and progress is documented.

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Accreditation Update

We have passed 100 standards! As of April 22nd, we meet 103/158 standards and we are rapidly closing in on our goal of meeting all 158 standards by September. Everyone, in every program across the agency, should be proud of the work and effort that has been put forward to this point. We are indeed stronger together!

Even though we still have some distance to go before we meet each standard, it is important to do periodic checkups to see how the changes we've already made are holding up to the test of time. We have come up with a plan to do just that. Every week, the A-TEAM will review 2 or 3 standards that we currently meet. They will go over all of the requirements and probing questions to ensure that the details are correct for each program. Then, the members of the A-TEAM will take summaries of these standards back to their team meetings so that everyone across the

agency can review the same information. This will ensure that everyone is aware of what each program is doing and confirm that every program really is doing what they say they are doing.

Agency-wide communication is essential throughout the accreditation process. When FOCUS conducts their on-site validation, they will be asking questions to people across the agency and it is important that everyone has the information they need to answer the questions. Reviewing the summaries of each standard is one way we can ensure that we keep everyone up-to-date and informed.

FOCUS on Resource Centre

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They will continue to teach skills in a classroom setting but each person in the class will be working on their individual goals.

For example, a computer class may be used to teach one person typing skills, help another person use email to increase contact with their families and support yet another person to improve their social skills by being in a class with other people. Therefore, one class can help meet several different goals. In order to demonstrate outcomes, instructors will be responsible for updating progress on each person's goals on a monthly basis. They have developed a great form to do this.

Binders are currently being prepared for each person to ensure that all of the information FOCUS requires is organized, up-to-date and accessible. Three staff are being trained as members of the Core Group to help ensure that

Quality of Life will be done annually with each person in the Resource Centre.

In other news, Julie and her Rights Class have produced a Rights/Responsibilities Booklet. This booklet provides a summary of the rights and responsibilities that people using services have at Mainstream. It will be given to each person, will make a great teaching tool and beautifully complements the information taught in the 3Rs program. Thank you Julie!!

The Resource Centre will continue to teach classes, actively participate in community activities and facilitate community placements. The difference is that they will focus on each individual's goal within a classroom setting and will be able to clearly demonstrate progress that each person is making. Congratulations Resource and thank you for all of your hard work!!