

M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

Accreditation Update

We are nearing the finish line of our accreditation marathon! Meet 158 standards was the goal of this race and the end is in sight.

Out of a total of 158 standards, we have met 147. Of the 16 domains, we have completed 11. That leaves us with 11 standards to complete, or 7%. We are almost there!

The 11 standards are spread out over the 5 remaining domains. Following is a summary of some of the key things we have left.

Domain 1: Ethical Practices, Rights and Responsibilities

In this Domain, we have 3 remaining standards. We need to start a Client Rights Council to complement our 3Rs program and Rights class that Julie has developed. Plans are underway to do this and we are hoping to have the first meeting of the council in early fall.

We also need to finalize a financial and community outreach code of ethics.

Finally, our website needs to be updated to include our new brochures and a few of our new policies

Domain 7: Communication and Information Management

In order to meet the one remaining standard in this domain, we need to develop a communication plan for key stakeholders. This plan will outline how we evaluate the effectiveness of our communication and how we determine if our stakeholders are satisfied with our communication methods.

Domain 12: Fiscal Integrity

We need to develop clear fundraising policies in order to complete this domain as well. These policies should be written and approved by the time the next newsletter is released.

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Countdown to On-Site Validation

As mentioned in a recent newsletter, FOCUS has scheduled our on-site validation for December 7-10. On-site validation is the final step in the accreditation process and it is what we have been working towards for the past 16 months.

We expect to meet all standards by September but that does not mean that we have a three month holiday while we await their arrival. There are still plenty of things to do to prepare for FOCUS' visit.

Many policies have been created and many more have been updated in the past year. Once the final few are complete, they will all be released to each program location. All employees will be asked to review them as they need to be aware of the new information in these policies.

The accreditation process has been going on for over a year now and many standards were met last summer. We need to revisit those to ensure that the changes which were introduced are being followed and that they have proven to be effective.

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Domain 13: Risk Management

We have a few things to do to complete this domain. First of all, we need to develop a procedure for monitoring services that we have purchased or contracted out.

We also need to conduct an annual risk management review. The Outcomes Management Report that was introduced in the July 23rd newsletter will help us address the risk management requirements but we still need to work out a few details.

That's it! There is still work to do but it is exciting to see the finish line isn't it? This accreditation exercise has been a wonderful way for us to reflect on the things we do well and an opportunity to make some of the

changes we've been wanting to make. We have plenty to celebrate and should be very proud of ourselves. We took on a huge challenge and have met it like champions!



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In the spirit of Continuous Quality Improvement, we are aware that some of the new procedures or forms that have been introduced may need some fine tuning. If they are not working, or if they have not proven to be helpful, we may need to revisit them.

In preparation for the on-site validation, Céline will be coming to staff meetings to review key processes such as person-centred planning, rights and new documents. As the validation dates approach, she will again attend meetings to answer questions and explain in more detail what will happen during FOCUS' visit.

The on-site validation is an opportunity to show off what we do. By the time they arrive, FOCUS will have reviewed our policies and forms and they will have read our

detailed answers that explain how we meet all 158 standards. When they are on site, they are there to see us in action. They will be not only observing our activities but also interviewing employees, people we support, board members and stakeholders. FOCUS wants to see that our practices match with our policies. They are going to want to hear about our person-centred planning process, our community activities, our rights classes, our fundraising events and all of the other amazing things we do every day. We have so much to be proud of and it is exciting to be able to share that.

As we prepare to begin this next phase in our accreditation journey, everyone is encouraged to continue to ask questions, give feedback and participate in the process.