

M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

2009: The Year of Accreditation

Happy New Year! Welcome to 2009: The Year of Accreditation. Yes folks, we are going to be accredited this year. Watching the work that is being done across the agency, it is safe to say that we are well on our way.

Changes, both big and small, are being made in every program and at every level. It's amazing to watch.

In December, our first Quarterly Report was released and it provided a summary of all the progress that we've made in the past three months. Since then, even in the midst of Christmas holidays and other such distractions, still more standards have been met. The most notable of these are the ones being met in the Resource Centre. The Resource Centre staff spent several days planning changes to their current practices to better meet the needs of the people they support as well as meet accreditation standards.

Continuous quality improvement exercises such as these can be challenging and it is not always easy to imagine better ways of doing things. The Resource Centre staff should be commended for the work they have done. Their new plan

includes new and innovative ways of using resources, demonstrating outcomes and providing service. Class structures have been changed to allow for more flexibility when supporting individual goals. Teaching modules will be developed to better demonstrate outcomes. Each person's goals will be reviewed in staff meetings so that staff are better able to provide support. These are just a few of the changes that will be made in the Resource Centre. They've done an amazing job!!

So what is next? Well, we continue moving forward. The Resource Centre is a great example of the changes that are being made across the agency. The challenge now is to keep the momentum going.



Rights, Respect and Responsibility

It doesn't seem that long ago that we were organizing staff training sessions to introduce the 3Rs program. Time sure does fly! The program proved to be a great experience for everyone involved. The feedback from the individuals who took the classes has been overwhelmingly positive and they keep asking when they can take the classes again! April provided vital assistance by helping teach some of the classes. Considering how many classes had to be taught every week, the 3Rs program could not have been completed so quickly without her. Thank you!!

We are currently in the midst of another round of in vivo probes and tests. Once they are complete, there will be a brief respite before we begin the final round of them around March/April. After that, our role in the research component of this program will be complete and we will receive a copy of the curriculum so that we can continue to offer the training.

Ideally, 3Rs will become a part of our rights culture at Mainstream. Teaching about rights, respect and responsibility is only the first step. We need to ensure that we continue to provide opportunities for everyone to learn how to better advocate

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There are still more standards to be met yet, at the same time, the changes that have already been made need time to be tried and tested. The last thing we want to do is to put new practices in place that don't have a positive effect on the way we provide service.

Over the next few months, the A-TEAM will continue to work through standards for all of the programs to ensure that the momentum continues. Each program will continue to make the changes needed and test them out to see how they are working. Are they having a positive impact on the service we provide and the people we support? Do the changes make us more accountable? Is it easier to track progress and demonstrate outcomes? These are some of the questions we have to keep asking ourselves.

In the meantime, there will be a big push to

complete some of the standards that do not directly affect programs. Kevin will be working with the Board of Directors to address some of the standards related to governance. Céline is working with Kris to finish all of the standards that have to do with fundraising and community. Jean is helping with the Human Resources Domain and Eva continues to work on Information Technology.

We are well on our way! Looking back, we can see how far we've come. Looking ahead, we can see how far we have to go. Keeping the momentum will require effort from all of us. So keep talking about accreditation in your staff meetings. Give feedback to your representatives so we can hear how things are going. Together, we can meet our next goal: 30 more standards by the end of March!

Rights, Respect and Responsibility

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for themselves. One of the goals for this year is to provide opportunities for the people we support to take a more active role in advocating for their rights. We are hoping to have representatives from each program and SL home to help give a voice to everyone across the agency.

Also, now that the 3Rs classes are wrapping up, don't forget about the Rights Facilitation Committee. They are a great resource when someone feels that their rights have been restricted and we, as an agency, are not able to come up with a solution that meets the needs of everyone involved. Rights Restriction Forms are in each location. Once complete, they go to Margaret.

Another way to help keep the 3Rs alive is by using rights language. Rights language is a common language that is taught in the 3Rs

classes and was discussed during the staff training sessions. The rights language uses words like 'restrict', 'respectful' and 'responsible' instead of 'mean', 'nice' or 'rude'. Having a common language facilitates discussions around rights restrictions and helps ensure that the message is being understood.

As we move into the next phase of the 3Rs, let's continue to work together across the agency to support people to assert their rights, in a responsible manner, while respecting the rights of others.

