

# M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

### Accreditation Update

Over the past few months, we have finalized several new tools and resources that will hopefully help ensure that key information is shared with the people who need it. Here is a summary of some of the additions we've made to our information arsenal.

#### Rights Booklet

Julie and her Rights Class created a Rights Booklet that is designed to teach people about their rights and responsibilities at Mainstream. Ideally, this booklet would be given to each new person as they begin services. It can also be handed out during the annual ILP/MAP meetings as a reminder.

#### Intake Booklets

Intake booklets were created for Resource Centre, Options Niagara and Residential Programs. These booklets provide an overview of the key information in each program. They are meant to be handed out during intake meetings and, like the Rights Booklets, can be given during ILP/MAP meetings as a reminder.

#### Problem Solving Forms

These forms are designed to assist people using services learn how to navigate through the problem solving process. When someone receiving support identifies a

concern, please use this form to document the concern, work through possible solutions and indicate any follow up that was required. This will help teach problem solving skills and document what sort of support was provided for future reference.

#### Risk and Safety Information Form

This form is a key part of our annual person-centred planning process. The goal of this form is to provide a quick overview of potential risks that a person may face. It also helps identify possible safety-related goals that a person may want to work on. This form is very important as it provides essential information that support staff need in order to provide the best level of support possible.

#### Resolution Process Brochures

These brochures are in the process of being printed and should be available shortly. The purpose of these brochures is to outline the steps to follow when a person using services or a stakeholder has a concern. Once printed, these will be made available at reception as well as on our website.

These tools have all been designed to ensure that essential information gets to the people who need it. Please make use of these tools and share them with others.

### Outcomes Management Report

As part of our ongoing efforts to meet FOCUS standards and, more importantly, to continually improve the quality of the service we provide, we have come up with a very ambitious goal. Every year, Mainstream will produce an Outcomes Management Report. This report will summarize annual trends and feedback, thereby serving as a strategic planning guide for the upcoming year.

One goal of the Outcomes Management Report will be to summarize information such as number of people served, employee turnover, sick time use and training attended. These trends can be compared year to year to show changes and identify areas of concern that may need to be addressed.

Another goal of the report will be to summarize feedback from people using services, employees and stakeholders. Annual surveys will go out to each of these groups. These surveys will attempt to address key areas that we believe are important. For example, the survey for people using services will touch on

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## Outcomes Management Report

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rights, independence, service received and satisfaction. The employee surveys will address communication, support and supervision, job satisfaction and training. The results of these surveys will be used to identify trends and areas of concern.

The results published in this report will be used to set the upcoming year's strategic direction. An Action Plan will be prepared and presented to the Board of Directors at their annual retreat in September. They will review the Outcomes Management Report and provide their comments and suggestions for the Action Plan. Once approved, the goals in the Action Plan will be the focus of our strategic efforts until the next year when the process begins all over again.

This Outcomes Management Report is an exciting plan as it is an ideal way of

evaluating how we are doing at any given time and comparing our success from year to year. The Report will be made available both in printed copy and on our website.

As this is our first year, we are attempting a scaled down version of the report. Margaret and Adam (our summer co-op student) have developed the participant surveys and Adam has been meeting with Resource Centre and Residential participants to complete them. The results will be compiled and a Report will be prepared by the Fall of this year.

Our plan is to begin the process of developing the first complete Outcomes Management Report in January 2010. Look for more information in upcoming newsletters.

## Accreditation Team Update

Recently, there have been a few changes to the A-TEAM. Karen, a valued member of the team, will be taking a 8-month leave of absence to attend Teacher's College at Brock. Her levelheadedness and insightful contributions (as well as her cornflake cookies!) will be missed. We wish her all the best in this new adventure.

Mandy has recently moved from Rykert to Options Niagara and will be the new representative for that program. Having been on the A-TEAM since the beginning, Mandy will no doubt continue to be a great asset to the team.

Corine Cunningham, having recently moved to Rykert from Geneva, has agreed to replace Mandy as new Rykert representative. Corine is joining the A-TEAM at a very busy time as we work to meet the final standards and begin preparations for the final phase of the

accreditation process. We welcome Corine's enthusiasm and look forward to hearing her fresh ideas and suggestions.

The Accreditation Team will continue to meet throughout the summer and we hope to complete the remaining standards by September.

