

# M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

### It's a Date!

It is official, we have booked the dates for our accreditation on-site validation. Mark December 7th to the 10th in your calendars. That is when a team from FOCUS will come to observe, ask questions and witness Mainstream in action.

The on-site validation is the final step in the accreditation process. There are a few more things to do before we are ready but it is exciting to know we are almost there. First of all, we have to meet all 158 standards and we continue to work towards our goal of meeting them by September. Once they have been met, we need to prepare all of the information that FOCUS requires. We are responsible for providing detailed information which demonstrates how we meet each standard. FOCUS also needs to see policies, forms, and other written information that we have for each standard. FOCUS reviews this information so that they have a good understanding of how Mainstream operates before they send their team in for the on-site validation.

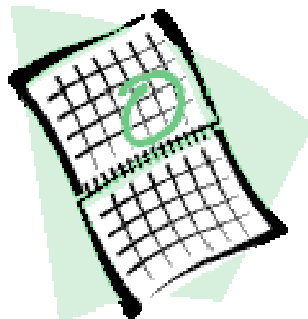
Here is our timeline for the next few months. Between now and September, we need to meet the remaining standards. The month

of September will then be spent collecting all of the required forms and paperwork and ensuring that everything is in order. We are required to send all of this information to FOCUS two months before the on-site validation so that they have time to review everything.

From October until December 7th, we will be preparing for the on-site validation. We need to ensure that procedures that have been put in place are being followed, that everyone is aware of the changes that have been made and they are ready to answer FOCUS' questions when they get here.

During the on-site validation, the validators will want to speak with employees in each program, people using services, families, management and Board members.

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### FOCUS on Supported Living

During the past few issues of M.A.D. Adventures, we have taken the time to FOCUS on each program at Mainstream. The goal of this was to take the opportunity to celebrate some of the changes and successes that have happened in each program and let everyone know about some of the amazing things that have been accomplished.

Supported Living, like every other program at Mainstream, has a list of standards that they are required to meet for accreditation. In many ways, SL has had a head start on the rest of the agency because they are required to pass annual Ministry-mandated compliance reviews. As a result, they already had many of the paperwork processes in place. SL has a database that provides monthly summaries of items that are due such as medical appointments, IPPs and goal reviews. They had communication binders and resident binders and reliable ways of tracking information.

While they certainly had many processes and procedures in place, Supported Living had other things to work on.

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## It's a Date!

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The validators will observe daily operations in the Resource Centre, Options Niagara, SIL and SL. They will sit in on classes, review our person-centre planning process and visit at least one SL home.

Even before we started the accreditation process, we knew that Mainstream was an amazing place to be. We are different and people notice that immediately when they come into our buildings and see the way we operate. In December, we are going to be able to show off our unique programs, our person-centred planning process and the amazing successes we have helped people achieve. December 7th to the 10th is our chance to shine!

We are not there yet but the end is in sight. This accreditation process has involved, and will continue to involve, a lot of work. We

have been challenged to rethink many of our practices, develop or improve upon processes and adjust to changes that affect all of what we do. Looking back, we've accomplished an incredible amount in a very short time. We are nearly there and, if we continue to work together towards this goal, we will no doubt be successful. Go team!

*"No one can whistle a symphony  
– it takes an orchestra to play it."*

H.E. Luccock

## FOCUS on Supported Living

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In fact an entire domain, Domain 15, is dedicated to standards that deal with what happens when support is provided in a person's home.

When people live together, issues of compatibility and privacy will always arise. One of the strengths of the Supported Living program has been how they come up with creative ways to support everyone. Issues between housemates, conflicting personalities, and different lifestyles are part of daily life in Supported Living.

As part of accreditation, SL was faced with the task of proving how they support people to work through these challenges. How can it be demonstrated that they have addressed people's concerns and that they have been resolved?

SL had to be able to demonstrate how they work through a concern from start to finish. They came up with a form that walks through the steps, from identifying the problem to resolving it. Working through the sections on the form also helps teach problem solving skills. Originally, this form was intended to be used in SL but it was felt to be so important that it was transformed into our new Problem Solving Form and can be used by all programs as needed.

That is one of the most positive things that has come out of this accreditation process. Sharing information across programs has resulted in the merging of many good ideas and practices into great ones. That is what Continuous Quality Improvement is all about.

*"Nothing is particularly hard if you  
divide it into small jobs."*

Henry Ford