

M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

Looking Back, Moving Forward

Well, it is a little hard to believe that it has been 21 months since we first set out to achieve accreditation. It does not feel like that long ago since the A-TEAM had their first Wednesday morning meeting. In the beginning, we didn't even have a table to meet around! We sat in a circle of chairs and struggled with the seemingly overwhelming task of meeting all of the standards in the accreditation manual. It did not take long for us to realize that the only way we were going to succeed was with the help and support of everyone across the organization.

Communication was key. Meeting minutes and regular updates in team meetings helped disseminate information and also provided opportunities for dialogue and suggestions. We also began sending out regular newsletters to reinforce key information and introduce new concepts and terminology. Over the last 2 years, we've released 35 issues of M.A.D. Adventures! Hopefully they have served their function and helped facilitate the sharing of information across programs and throughout the agency.

We also worked to create opportunities for as many people as possible to provide input and ideas. Many new systems, forms and policies have had to be created and we knew that the best way to ensure commitment to them was to include everyone in their development. Thank you to everyone who took the time to provide feedback, ask questions and get involved.

"A job worth doing is worth doing together." Unknown

Looking back, it is impressive to see how far we've come. Looking forward, we see a road of continuous quality improvement where we can take the time to reflect on the effectiveness of the changes that we've made and work together to ensure that we continue to adapt to meet the ever changing needs of people using services, their families, employees, stakeholders and our community.

"Step up the stairs or stare at the steps." Ralph Nichols

On-Site Validation

It's time! On Monday, November 23rd at 10:30 am, the on-site validators will arrive for their three day visit. The last few weeks have been a flurry of activity as we make sure that everything is ready to go and everyone is comfortable with what will happen during the on-site validation.

Schedules have been developed for the three validators and they will be meeting with people using services, employees, board members and stakeholders. Everyone who has a set appointment time has been informed of this already and has met with Céline to go over the information they need to know. Please note that, during the on-site validation, the validators may ask to speak with anyone if they require additional information. They may want to sit in on a Resource Centre class, visit another Supported Living home or stop in to Options Niagara to speak with the Facilitators. The validators are responsible for collecting the information they need so please make yourselves available if they ask you for information. Remember that this is our opportunity to showcase our agency and all the amazing work that we do.

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Accreditation Challenge Results

Well, our latest accreditation challenge was certainly a success. In the last issue of M.A.D. Adventures we included a ten question challenge to get everyone thinking accreditation thoughts before our on-site validation. Well, 23 people responded with the correct answers. They were:

Breanne	Christine	Monica
Ralph	Sara	Mike
Elizabeth	Margaret	Julie
Julia	Sam	Karen
Debbe	Dan	Kris
Tammy	Diane	Claire
Tracie	Edvina	Tina
Barry	Jim	

Thank you to everyone who participated. As promised, anyone who submitted the correct answers will receive a gift card. Margaret has a collection of cards in her office and will hand them out on a first come, first serve basis. Please see her as soon as possible for your gift card.



Accreditation Challenge Answers

1. **What is accreditation?** Accreditation is a status that demonstrates to the public that we meet standards set forth by an accreditation body. It is also a process in which we are constantly striving to improve the quality of service that we offer.
2. **Why is accreditation important?** Accreditation demonstrates to the community that we are committed to providing quality service.
3. **Name the members of the accreditation team:** Tracie Davis (Management), Tammy VanderWeir (Resource Centre), Debbe Liddycoat (SIL), April Kovach (Geneva), Silvia Timoney (Shoreline), Stephanie Ede (Rykert), Mandy Lutezyn (Options Niagara), Céline Parent (Accreditation Coordinator)
4. **How many standards are we required to meet in order to be accredited?** 158
5. **What does CQI stand for?** Continuous Quality Improvement
6. **What is the 649 Rule?** If we all win the lottery and quit, would someone new coming in know what to do?
7. **What are the dates for the on-site validation?** November 23, 24 and 25.
8. **Name three new forms that have been created:** ILP form, Risk and Safety Information Form, Binder Checklist (just to name a few).
9. **Once we are accredited, how many years does it last?** 3 years.
10. **What is the name of the agency we are working with for accreditation?** FOCUS