

# M.A.D. Adventures

(Mainstream's Accreditation Dream)

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

### On-Site Validation Update

The on-site validation is just over two weeks away and the planning and coordination of November 23rd to the 25th is well underway. Three validators will be spending three days getting to know Mainstream and we have several responsibilities to fulfill before their arrival.

First of all, FOCUS has provided a list of people that they would like to speak with. Some of them are employees who are responsible for specific domains and others are people using services. Each person has now been contacted and appointments have been booked. Some meetings will take place in a person's home and other meetings will take place in the community or at Mainstream. Geneva has graciously opened their doors to FOCUS and one of the validators will be spending several hours there and staying for dinner.

For each person using services, FOCUS would also like to speak to one of their family members. These people have also been contacted and have agreed to participate.

Finally, FOCUS wants to speak with community members who know Mainstream well. Each program has had an opportunity to suggest names of community members that they work with. Thanks to everyone's feedback, we have been able to provide a comprehensive list of people who know Mainstream in a variety of capacities. Letters explaining the accreditation process have been sent to each of these individuals and their contact information has been sent to FOCUS.

Several phone conversations with FOCUS have confirmed that we have fulfilled our pre-validation responsibilities. It has been an intensive coordination effort. Thank you to everyone for your support during this latest step in the process.

### Mock Validations

For the past few weeks, Céline has been attending staff meetings and working with employees to help ensure that everyone is ready for the on-site validation. These meetings have been dubbed 'mock validations' and the goal is to go over the different themes that FOCUS will be asking about during their site visits. Typically, these mock validations have been met with a bit of nervousness at the beginning which is completely understandable. No one likes feeling that they are being quizzed or put on the spot. Happily, everyone quickly realized that they know the answers and that there are no trick questions. FOCUS will be looking to make sure that everyone knows how to do their jobs, that they respect people's rights and that they understand the person-centred planning process. Based on the answers given, we are in a good position for the on-site validation. From the feedback after these mock validations, people are feeling more confident now that they know what to expect.

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## **Take the Accreditation Challenge!**

Back in August of 2008, Mainstream took the accreditation challenge. A quiz of sorts was released in the newsletter and everyone was encouraged to submit their answers. Well, as we are just about two weeks away from our on-site validation, what better time to repeat the exercise? So grab your pens and pencils and see how much you have learned in the 20 months since we started on this accreditation journey together.

1. What is accreditation?
2. Why is accreditation important?
3. Name the members of the accreditation team and which programs they represent.
4. How many standards are we required to meet in order to be accredited?
5. What does CQI stand for?
6. What is the 649 rule?
7. What are the dates of our on-site validation?
8. Name three new forms that have been created to help us meet accreditation standards.
9. Once we are accredited how many years does it last?
10. What is the name of the agency we are working with for accreditation?

Please submit your answers to Céline by November 16th. All employees who submit the correct answers will receive a \$10 gift certificate!