

*Mainstream is all about people supporting people.*

*It upholds the ideals of mutual respect, the value of individuality and an open mindedness towards the ever changing needs of people.*

# Our Mission

To improve quality of life for people with a developmental disability by providing a supportive environment that strives to empower individuals with the necessary skills and confidence for lifelong learning and growth.

[www.mainstreamservices.com](http://www.mainstreamservices.com)

Fax: 905 934-9075

Phone: 905 934-3924

L2S 1X7

St. Catharines, ON

263 Pelham Road

Mainstream Services

*Interested in volunteering?*

For more information on volunteer opportunities, please visit our website.



# Contact



# Our Resolution Process



# What We Do

*Our primary objectives as a service provider are:*

To use a person centred planning process to assist each person to identify their goals and develop a plan of action to meet them.

To offer a variety of learning and training opportunities to allow people to work on individual goals.

To facilitate the development of natural support networks and assist people in acquiring the skills necessary to lead independent and fulfilling lives in their community.

## Resolution Process

### Step 1

Open, honest communication is the most effective way of addressing concerns and we encourage you to communicate directly with the person involved. In most situations, this will resolve any issue or concern that you may have.

If you are not comfortable speaking directly to the person, you may wish to proceed to Step 2.



If you have a concern... We want to hear it.

### Step 2

Should your concerns persist or if you are not comfortable approaching the person directly, you can call us at (905) 934-3924 and ask to speak to a Program Supervisor.



### Step 3

In the rare instance that your concerns have not been addressed satisfactorily, you are encouraged to contact the Executive Director at 905 934-3924.

**At Mainstream, we are committed to providing the best possible service to the people we support.** We recognize and value the role that families, friends, volunteers and other community stakeholders play in helping us provide the highest level of service possible.

At times, questions and concerns may arise and we will do our best to address these in a professional and timely manner.