

# Mainstream

People Supporting People



2021-2022  
Outcomes Management  
Report





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## Our Mission:

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



## Our Philosophy:

“That all people are able to develop their full potential as individuals with respect and dignity, enjoy integration into the community and have the opportunity to prepare for the future.”



# A message from the Executive Director & Board President

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On behalf of the Board of Directors, it is once again our privilege to provide the opening remarks for Mainstream's 13th Annual Outcomes Management Report. We are excited to share the results, stories and accomplishments outlined in this year's report.

This year has been a challenging year, yet much progress has been made, as evidenced in this report. In spite of many challenges we have continued to do all that we can to ensure the housing and support services we provide not only meet the expectations of our funders, but the people supported.

Mainstream continues to make significant progress in meeting our Mission "to improve the quality of life for people with a developmental difference by providing supportive environments that strives to empower individuals with the necessary skills and confidence for lifelong learning and growth."

First we would like to recognize the expanded capacity and capability that Mainstream has assumed through our association with Gateway. Our alliance has helped to grow Mainstream in ways we could only have dreamed of previously. As we move forward in this relationship Mainstream will become stronger and increasingly more effective in fulfilling the above mission.

We have continued to work with our community partners to ensure a strong response for populations experiencing vulnerability and marginalization.

We would like to say a huge thank you to all of our staff and volunteers; your Board and Executive Director could not be any prouder of all of your accomplishments during these difficult and trying times.

We continue to be impressed with the dedication and commitment you bring to your jobs and your willingness to respond to the demanding and ever-changing environment.

Last but certainly not least, we would like to express our gratitude to the Ministry of Children, Community and Social Services, United Way of Niagara and all of our donors and funders, without whom our work would not be possible. Your financial contributions and support have provided us with the opportunity to truly make a difference and improve the quality of life for the people Mainstream is committed to serving.

Thank You

John Osczytko, Executive Director

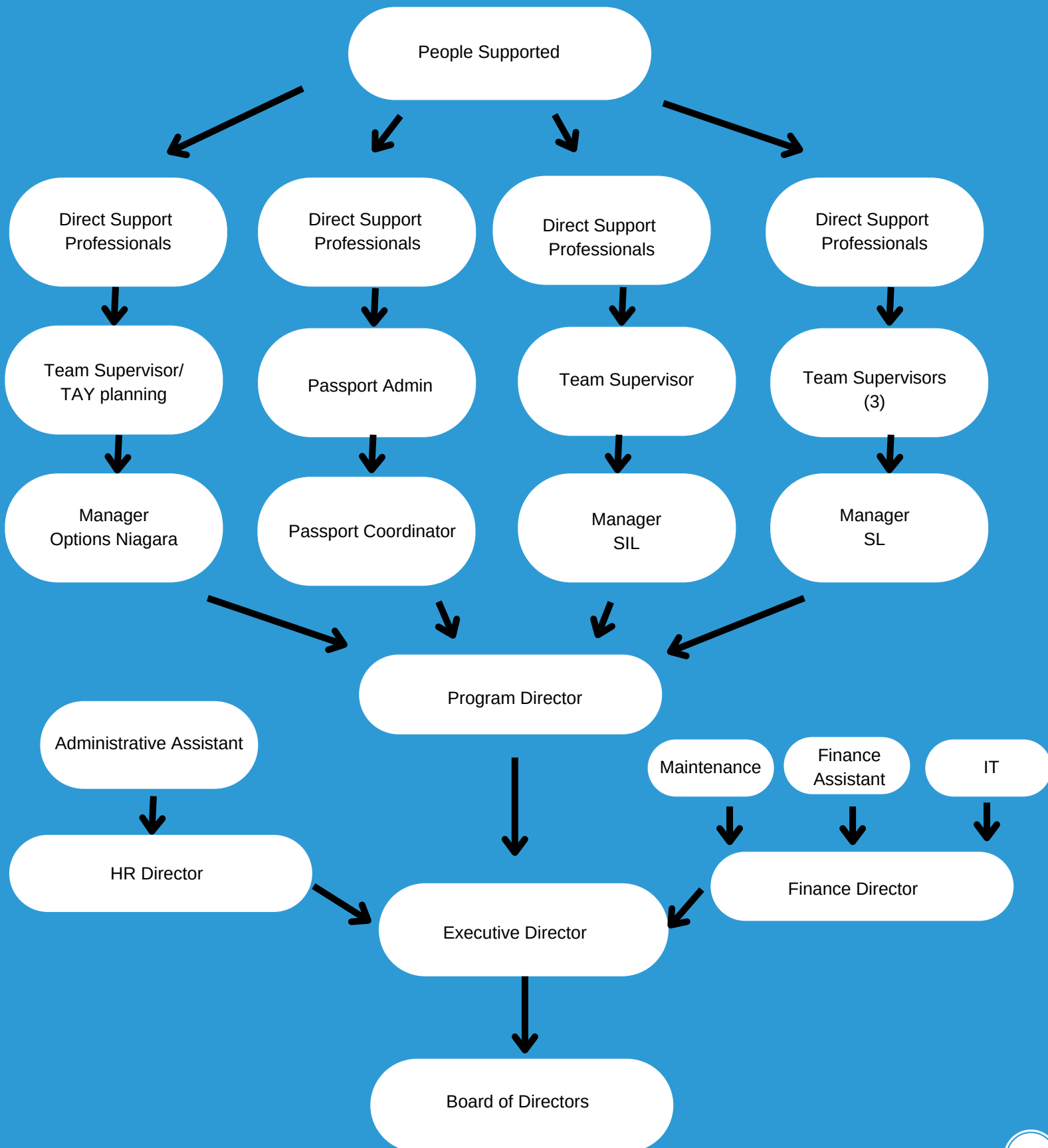
Michael Robertson, Board President







# Mainstream - At A Glance





# Strategic Alliance Mainstream & Gateway An Overview

In April of 2018, Mainstream was awarded a 2-year Modernization Grant from Ontario's Ministry of Children, Community and Social Services to formally explore a cross-sector Strategic Alliance with Gateway.

Mainstream and Gateway envisioned maximizing both their individual and collective impact. Measures of success included:

## **Heightened Efficiencies:**

making the most of Mainstream & Gateway resources within existing budgets

## **Rise to New Levels of Effectiveness:**

with a focus on advancing the capacity to provide dual diagnosis supports

**Develop Additional  
Alternative Housing Options**

**Expand Employee  
Knowledge and Skillsets**

**Position Mainstream and Gateway  
as Sustainable Organizations**

**Provide Developmental & Mental Health  
Sectors with a Replicable Cross-Sector  
Strategic Alliance Process**



Over the years, many shared positions were created to begin the transition to a cohesive, established alliance to enhance functionality for both Mainstream & Gateway.

The shared positions include:

One Executive Director  
for both agencies: John Osczyppo

One HR Director;  
Laurie Ryan-Hill

One Finance Director;  
Margaret Beaupre

A Finance Support Staff;  
Donna Paterson  
This position began as shared but  
is now solely a Mainstream position

Joint committees and processes have started to be put in place to help achieve the sustainability of both agencies, while drawing on each agency's strengths to best support people in our community.

A few ways we are growing together:

A Shared Services Agreement was signed and a Joint Board Working Committee was formed quarterly

We have hosted 2 joint AGM's, which were both successful and well attended.

Joint training, educational opportunities, and staff networking has been offered much more frequently.

Through our Outreach Program and Housing First Program, we have best supported people who are dually diagnosed- a goal of the initiative.

In moving forward we have identified the need for one administrative site for both organizations and hired a firm to assist us in looking at options available.

The Board's of Directors have agreed to investigate how to bring both organizations under one umbrella.



# Finance Summary

## Mainstream: Non-Profit Housing Project

### Revenue

Ministry of Children, Community  
and Social Services

\$3,490,540.00

Rental Income  
\$51,893.00

Other (Resident Income, misc.)  
\$376,652.00

Total Revenue  
\$3,919,085.00

### Expenditures

Salaries/Benefits  
\$2,922,020.00

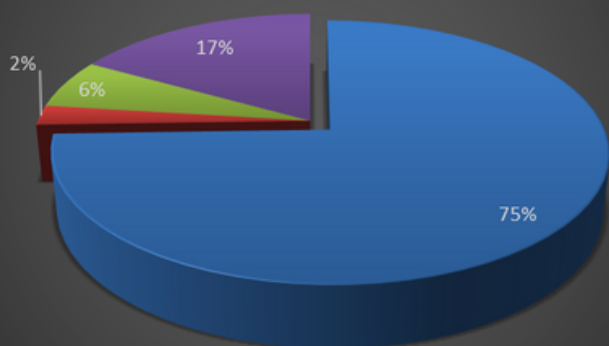
Administrative Costs  
\$96,492.00

Administrative Salaries/Benefits  
\$242,003.00

Program Costs  
\$661,470.00

Total Expenditures  
\$3,921,985.00

St. Catharines Mainstream Non-Profit Housing  
Expenditure Breakdown 2021/2022



Salaries/Benefits Administrative Costs Administrative Salaries/Benefits Program Costs

**Excess Revenue  
over Expenditure**

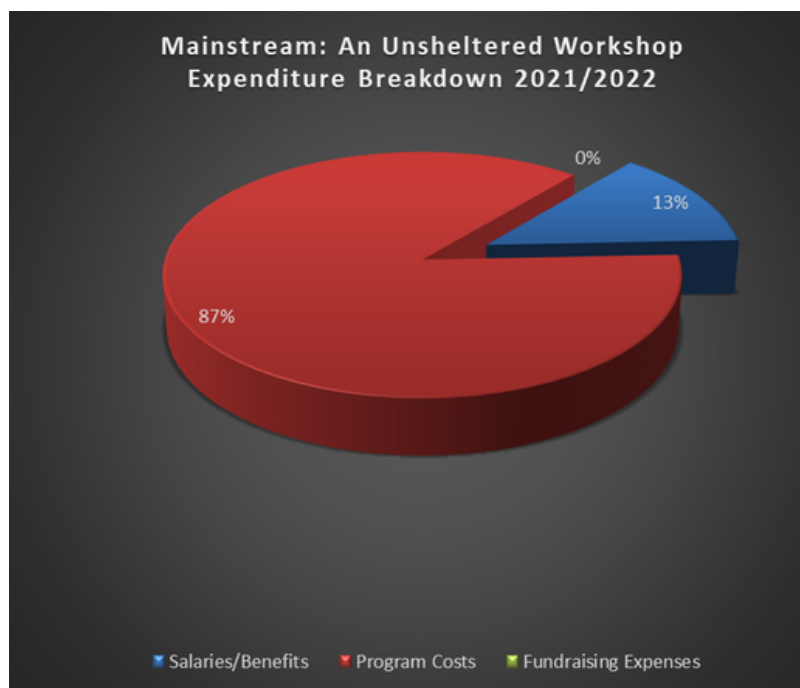
-\$2,900.00



# Finance Summary

## Mainstream: An Unsheltered Workshop

Revenue	Expenditures
Passport Funding \$735,786.00	Salaries/Benefits \$130,993.00
United Way \$13,985.00	Program Costs \$859,614.00
Donations \$3,720.00	Fundraising Expenses \$0.00
Misc. Income \$258,741.00	Total Expenditures \$990,607.00
Fundraising \$490.00	
Total Revenue \$1,012,722.00	
<b>Excess Revenue over Expenditure</b>	
\$22,115.00	





## Mainstream Staff

April 1, 2021- March 31, 2022

A big "Thank-You" to all staff for your hard-work, dedication and person centered supports!

Alex Wielinga  
Alexa McFadyen  
Andrew Mosley  
Andrew Thompson  
April Falardeau  
Brandon Hagadorn  
Brian Lowderman  
Bryan MacNeil  
Carly Dixon  
Carlyn Rhamey  
Christine Bowers  
Dave Baltus  
Deb Kalina-Stranges  
Deb Knight  
Debbe Liddycoat  
Debra Couture  
Diane Mac Gillivray  
Disha Mehta  
Don Legere  
Donna Paterson  
Dylan Veenhof  
Edvina Kadric  
Elly Radowsky  
Emily Kostecki  
Faith Bowman

Gul Yasmin  
Jenny Steingart  
Jim Anderson  
Jim Byspalko  
John Osczytko  
Julia Bourner  
Julie Topp  
Katie Deguire  
Kelly Brown  
Kristen Rockey  
Kristie Holmes  
Krystal Minor  
Kyle Kuzyk  
Kyle Unger  
Lara Paterson  
Laurie Ryan-Hill  
Linda Bartoshewski  
Liz Wedderspoon  
Lorraine Smith  
Louise Fairbairn  
Madison Dickison  
Marissa Dixon  
Margaret Beaupre  
Matt Dierckse  
Matt Kobayashi-Himes

Meagan Porter  
Melissa Vaughn  
Michelle Feron  
Michelle Haywood  
Mike Bos  
Mike Jacobsen  
Mohammed Islam  
Monica Laumann  
Myriam Thomas  
Nate Benjamin  
Nolan Wylde  
Rachel Kelly  
Sam McGibney  
Sasha Crawford  
Selena Boulianne  
Shannon Galandy  
Sharon Gower  
Stephanie Ede  
Tammy VanderWier  
Tasia Atkinson  
Tiffiney Gurney  
Tim Mosley  
Tina Sandy  
Tony Sforza  
Tracie Davis  
Zarin Subha





## Employee's Years of Service!

Your many years of service are a true testimony of your dedication to the organization, and you are truly valued for your contributions!  
Celebrating...

### 5 Years

Don Legere  
Elly Radowsky  
Bryan MacNeil

### 10 Years

Kelly Brown

### 15 Years

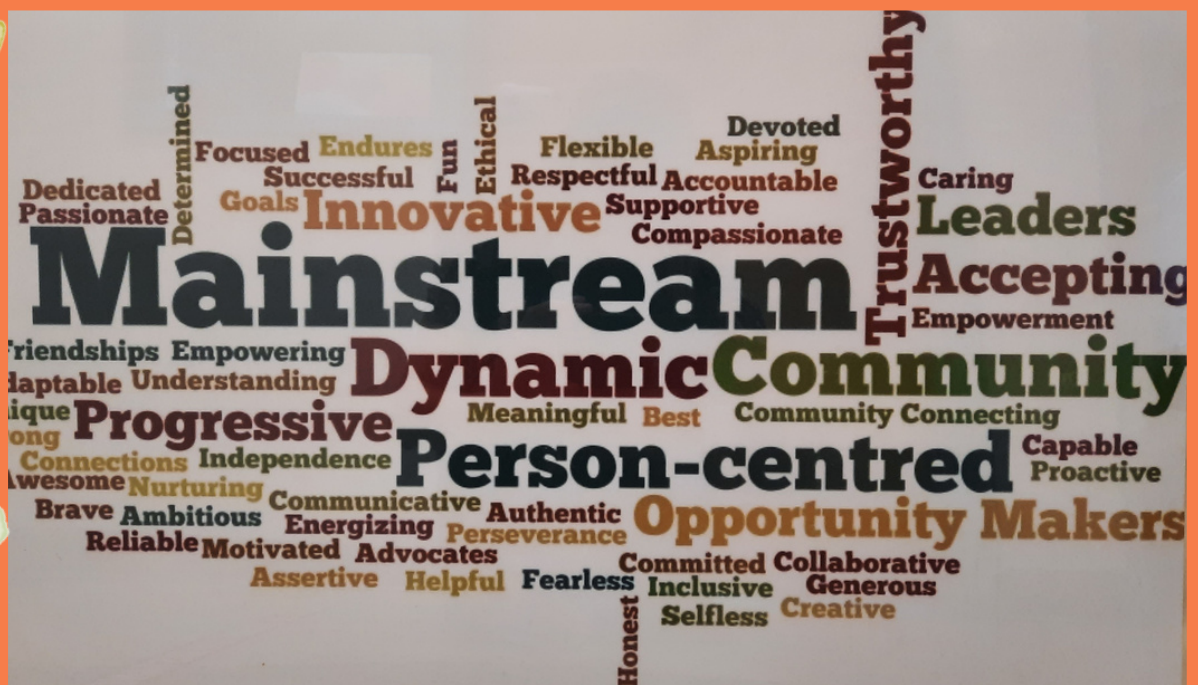
Stephanie Ede  
April Falardeau  
Julie Topp

### 20 Years

Lorraine Smith  
Dianne Mac Gillivray  
Jim Byspalko

### 30 Years

Debbe Liddycoat





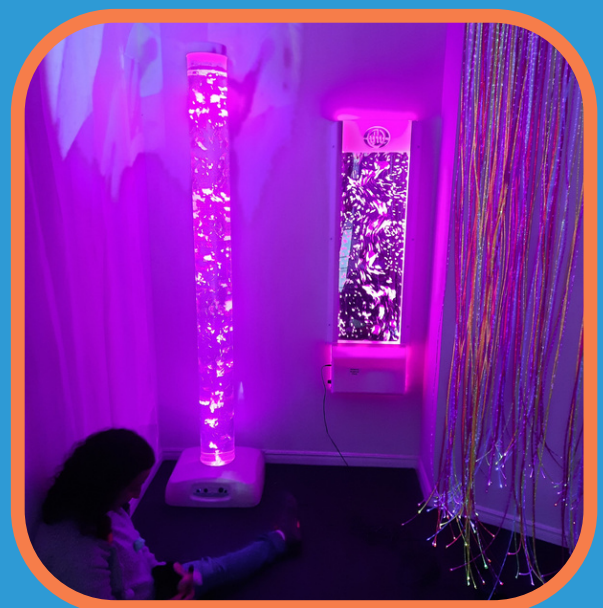
## Mainstream's Partnership with Niagara College

The 2021-2022 year saw new technology and additional spaces added to Mainstream!

Thanks to a partnership between Mainstream and Niagara College, together we were able to add a computer lab and add a Snoezelen room using a \$25,000 New Horizons Grant from the Government of Canada.

The Snoezelen room has been on Mainstream's wish list for many years. It has been a wonderful addition to help people access a resource that can be difficult to find in the community. It has been used many times already and we look forward to seeing the positive impact it will continue to have.

The computers provide a space for people to come in and access the internet for connection ( zoom groups, for example), research topics of interest, create resumes, and access other online resources.







This grant also allowed for a 1 year program to be implemented called “Cyber-Seniors”, which is a non-profit organization that provides senior citizens with tech training.

Over the span of three academic terms, the project involved students from Niagara College’s Recreation Therapy program, as well as a few students from the Social Service Worker program.

Selena Boulianne, Manager of Residential Choices at Mainstream, said that the project has already begun to have positive effects on the people who Mainstream supports.

‘Jenn K’ now enjoys spending time with Alexa and getting involved with Cyber-Seniors. She has been exploring many different programs and has been connecting with Cyber-Seniors as often as she can.

‘Brent A’ has been navigating YouTube and finding music online, with help of a Recreation Therapy student who has been assisting him with using the technology.

“The pandemic really trapped a lot of people at home and cut off a lot of social interaction. So many of the people we support didn’t have anywhere safe to go through the last two years,” she said. “Through this grant, the students were able to meet with the people we support and help connect them virtually to the community around them.” (Selena Boulianne, SIL Manager)



## Students Return to Mainstream!

Student placements from our local colleges have always been important to us. When doing a survey, it was found that 23 employees out of 65 employees were once student placements at Mainstream, and then successfully hired in one of our many programs!

We definitely suffered through the pandemic, as student placements were not available.

Last September, we were finally given an opportunity to have in-person placements once again. We were able to offer employment to all 4 students! We look forward to the next year's experience with students!







Here is a testimonial from one of our Niagara College students, Myriam Thomas...

I started at Mainstream in October of 2021 as my student placement through Niagara College. I was placed with the Options Niagara program, and due to the pandemic, my role consisted of hosting Zoom sessions with the people Mainstream supports. The people who came to these sessions enjoyed them and benefitted from learning how to take care of themselves and gaining a social connection in an online environment. I enjoyed these sessions but found that I missed the social interaction of working with people in person.

In the New Year, I transferred to working in Supported Living. This started as creating online chats between specific people, and when restrictions lifted, I was able to spend time with people in the office and eventually in their own homes. That's when the connection between the people and myself really grew. I could see how people were in their natural environment and truly began to understand them. Most didn't respond well to a virtual chat but their faces would light up in person and I could see their quirks and spunk. The human interaction in the group homes was exactly what I was missing.

As my placement came to an end, I realized I was going to miss the people and so I took a nine-week summer position (HRSDC summer grant) dedicated to getting people out into the community. While I still worked in the homes supporting with their daily needs, I loved the opportunity to plan activities in the community with the people. We went out to new restaurants, shopping trips, swimming, and even to the zoo. These were always a ton of fun for both the people and myself. Bringing these people into new environments benefitted them and added variety to their lives that may have been missing. They could explore the world again, and after the pandemic, they truly needed it.

The nine-week contract has come to an end, and now I'm working in the Passport program. With a couple of activities each week, I can continue to develop the bonds I've made with the people as well as give them opportunities for new experiences. I'm always trying to find something new, like a car show or old movie at the film house, and they have expressed their gratitude, sometimes saying "Let's go again!" and other times with just a huge smile. These moments are what truly make it worth it: seeing these people light up and knowing that I can bring enjoyment to their lives. Working at Mainstream brings a whole new light to the way I work with all kinds of people. It has been a wonderful experience, and will continue to be so. It brings a new joy in my life and it all has to do with the passionate staff team and the delightful people that we all support.



## Covid-19 Impact On Mainstream Programs

Covid 19 has had a huge impact on our supports and employees. In this past fiscal year, we have seen a return to some of the programs. Options Niagara began providing supports again in September, which was well received as they had been closed down and employees deployed to Supported Living (SL) for assistance. The Passport program also began seeing people in person, and started up small group activities once again. Unfortunately, in our Supported Living program, the restrictions from MCCSS and Niagara Public Health continued to affect peoples lives. Mainstream continued to be creative to ensure that, despite the restrictions, opportunities were offered. In Supportive Independent Living, the supports returned to in person as well.

Staffing continued to be a challenge in SL, as people were exposed to Covid 19, and/or became ill with Covid-19. The regulations were the same as Long Term Care, so we had to share supports across the agency. If there is one positive outcome from this pandemic, it is that all the programs and employees worked and continue to work so well together. The flexibility shown by all employees has been incredible.

The administrative toll of Covid affected all the management team in differing ways. Employees off for Covid, and/or on leaves, created stress on the Managers and Team Supervisors around staffing supports. The reporting requirements were all encompassing for myself, as the Program Director, leaving several areas of my role undone for 2 years.

The emotional stress for each employee was very different. Not being able to do your job, and not being able to provide supports in Mainstream's person-centered fashion really impacted ALL employees.

I am so pleased that we appear to be coming out of this Pandemic, or at the very least, learning how to move forward, as I near my retirement.

I am so proud of Mainstream and each of its employees old and new, for the integrity and passion for providing supports through this unprecedented time!

Submitted by: Deb Kalina-Stranges ( Program Director )



## Mainstream's Programs

Supported Living (SL)  
Supportive Independent Living ( SIL )  
Options Niagara (ON)  
Passport



## Supported Living

A program providing residential support to adults with a developmental difference in a 24/7 group living situation

Supporting people through the unknowns of the Covid-19 pandemic has been, indeed, challenging. People often had their rights and choices infringed upon as new protocols/directives were made. People were questioning why the directives for them were different from what their family or the general public had. They could see places were open and people were there but, yet, we were having to say "No not yet, not sure when". People were very frustrated with Covid and had to juggle the feelings of fear of contracting it and also the fear that their life wouldn't go "back to normal".

SL struggled to maintain quality supports to people with limited staffing resources. We were thankful for the Options and SIL program's flexibility to step in and work when there just wasn't anyone else that could. At times the SL Manager was pulled in to work, even over the holidays.

There was a positive to the hardships of Covid- *resilience*. We all learned just how resilient the people we support and staff can be under such confusion, fear, and hardship. Everyone learned to go with the flow, to be creative in working with directives, and to push for what was best support for the mental and physical wellbeing of people.

We celebrate some of the positives that have come from doing things differently. We have a garage that is now full of fun things to do. We continued our connection with Niagara Fresh weekly to ensure a variety of healthy options for snacks and meals. We began to put more time and energy into creative meals, engaging the outdoors, learning more technology, and thinking of others by dropping things off to show we care. We have built a strong community within Mainstream, between all programs and know that together we can conquer anything life throws at us!

Submitted by: Tammy Vanderwier (Manager, Supported Living)



## Supported Living Nate's Story & Delta Bingo



Nate wanted more to do in his community and always found so much pride in the work he does. Nate has had two jobs the past few years, lawn mowing and document shredding, but has since expanded his skill set to deliveries!

With support, Nate was able to set up a schedule with Scott Vine Pharmacy to do all the SL medication deliveries. Not only has Nate enjoyed the opportunity to reconnect with others supported in Mainstream's SL houses, but he has loved the opportunity to build relationships with a supportive St. Catharines owned business.

Submitted by: Kristie Holmes (Team Supervisor, Supported Living)



Thanks to the continued support of Delta Bingo Sponsors Association of St. Catharines, Mainstream was able to make an extra special purchase - a swing set!

Here are two of the people we support enjoying the outdoors and having a wonderful time. Pure JOY!





## Supported Living Arlene's Story



The pandemic made it difficult for all people supported in SL to actively participate and be a part of their community. With many activities and businesses closed or restricted in capacity, people's lives were both negatively affected and turned upside down. It was always incredibly difficult to deliver person-centered supports while following directives from MCCSS, Public Health and Mainstream.

Arlene, in particular, always fought for her independence in every sense of the word. It was incredibly difficult for her to understand the constantly changing restrictions.

Once restrictions were lifted, we supported Arlene and other people to resume their community connections safely by ensuring masks, physical distancing and visiting small local businesses, such as Captain's Cabin in Port Dalhousie. Arlene would be dropped off at the café and spend her time socializing with the owner Vanessa, staff, and the other patrons. She quickly made herself a regular, earning herself the title of Dutchie Queen.

This quickly became such a source of joy and pride for Arlene and a reminder of how important the simple things are, that many of us take for granted.

Since Arlene's passing, we all can reflect on the lessons Arlene taught staff, friends, and everyone in the community about advocating for independence and choice for all people.

Submitted by: Brandon Hagadorn (Team Supervisor, Supported Living)





## Supported Living Char's 60th



Char celebrated her 60th with lots of driveway visits from friends and staff, she handed out delicious cupcakes from The Frosted Cupcake and had coffee and tea for people who joined her in celebrating. She wore a shirt given to her by Tammy that read, "This Turkey is 60", received a crocheted turkey (this is a nickname used by Char and her housemates) & she also got lots of cards and gift cards for Tim Hortons, as well as stuff for her beloved cat Kobe. She sat in front of her sign, on her chair decorated with giant balloons, one of which was a huge cat. After the driveway visits, Char had a Swiss Chalet dinner with Matt, Kristen, and Jean. Char said she had a great birthday!

- Submitted by: Carly Dixon (DSP, Supported Living)



## Supported Living Evolution of the Mancave



The guys at Fawell put a lot of thought into their Man Cave and everything they wanted it to be. The space started with all the perfect games (darts, basket ball, hockey, a golf net, and a giant tv), but has since evolved into the perfect little retreat only steps from their front door.

Steve got involved with choosing the wall colour and posters he wanted to contribute. Wayne wanted to be able to have a space to listen and share his music. A record and CD player was added to the space. Lenny found a vending machine so he could stay outside and enjoy the sun as long as he wanted. They have all enjoyed having a versatile outdoor space to share with their friends and family.

The most recent mancave addition is the garden box out front. Wayne has been diligently tending to his garden this summer and looks forward to having fresh vegetables to share with his housemates.

Submitted by: Kristie Holmes (Team Supervisor, Supported Living)





## The Supported Living Team

Tammy, the Manager of Supported Living, and the Team Supervisors commend their team for their hard work during another challenging year with restrictions in SL.

They all came up with words that best describe the SL team:

- Flexible
- Dedication
- Resilience
- Understanding
- Determination
- Commitment
- Humour
- Helpful Attitude
- Creativity

But most of all...

The team's ability to make the best of some not-so-great situations!





## Supportive Independent Living

A program providing support to adults with a developmental difference to live independently in their community

2021/2022 was a year of change in the Supportive Independent Living Program (SIL). We welcomed several new people supported into the program and said goodbye to two men who are surely missed.

As the pandemic restrictions lessened and people got back to life outside their homes the support needs changed. Many people who hadn't been venturing out much were ready to get back to their pre-pandemic lives. This meant the expectations on staff changed, as well. Some people needed support to re-learn how to get to places they once frequented, help to connect with past employment and volunteer jobs, or even getting back to doing their own shopping rather than having everything delivered. Some others chose to start fresh and wanted to find all new things to do with their time. The SIL team was great at going with the flow and doing what was needed to help people live their best lives.

In the 2021/2022 year, SIL supported 50 people. In that time 3 of those people entered the program and two people ,sadly, passed away. We were able to increase our target numbers and support one new person through additional funding which also allowed us to add one new fulltime staff member.

Submitted by: Selena Boulianne (Manager, Supportive Independent Living)



Mainstream Staff  
and People  
Supported enjoyed  
Carl's Breakfast  
Sandwiches every  
Wednesday!

Thank you, Carl!

### SIL At A Glance

Number of people  
supported: 50

Age Range of People  
Supported: 18-86

Number of Mainstream  
SIL Houses/Apartments:

11





## Supportive Independent Living Sam's Story



Sam has been with Mainstream since 2012. She started with Options Niagara and later joined the Supportive Independent Living program. In this time, Sam has moved out of her family home and now lives in her own apartment. Sam has grown in many ways over the years.

She is now able to get around her community on her own. Sam shops, banks, visits friends, and attends events all in her own way. There was a time when Sam would have relied on support staff to assist with these things but with encouragement and determination, Sam now requires very little support. Sam also has been utilizing the Passport Funding in a most amazing way. She attends concerts, movies, and events in her community on a regular basis, usually with a friend or family member. The bus passes she receives helps her to get to and from places as needed. Sam has forged new friendships where she lives and attends groups within this community. The SIL team looks forward to working with Sam now and in the future to support/encourage her in living her best life!

Submitted by: Elizabeth Wedderspoon  
(DSP, Supportive Independent Living)



## Supportive Independent Living Carl's Story



Carl moved into one of Mainstream's SIL houses in January, 2022. Carl is a very goal oriented individual. He knows what he wants and isn't afraid to go after it!

Since Carl has moved into Mainstream housing, he has completed high school and is currently working full time. His next goal is going for his G1!

Carl is very independent and utilizes support when he feels he needs it. Carl is a pleasure to support, and is described as a sweet, quiet guy.

Submitted by :Tina Sandy (DSP, Supportive Independent Living)





## The Supportive Independent Living Team

Through additional funding, an increase of people being supported, job changes, and maternity leaves, the SIL team has changed and grown through the year.

At the end of the fiscal year the team had grown to include 10 full-time and 2 part-time Direct Support Professionals, along with a Team Supervisor and a Manager.

What Selena (SIL manager) has to say about her team:

"They are always so helpful to each other and the agency as a whole. Everyone is willing to step up and do what is needed to ensure the people we support have the best possible supports. They can find the good in anything that comes along and they always brighten the dark days."





## The Options Niagara Program

A region-wide program providing support to adults with a developmental difference as they connect to their community

As we were still having to deal with the pandemic during the reporting year, Options had to close for 6 months so that our Supported Living Program could get the extra support it needed. Staff were re-assigned to work in the Supported Living Program and the people they supported in Options were temporarily put on hold. There was some contact made with these people during the shut-down to check in and reassure them that support would eventually be back. There were also daily video sessions set up that many people participated in. The program was closed from March 2021 until September 2021.

In September 2021, people were very happy to see the program re-open and to get started on things. Supported Living was still short staffed and assistance was needed, so not everyone was able to re-open their full caseloads as they were having to balance working between the two programs. This started to improve in late fall and by January, most people had re-opened. Covid restrictions were still being followed, so sometimes different forms of communicating had to be used. There were also new staff in the Options program so some people supported had to start over with a new worker. Staff spent a lot of time catching up on items that were due during the shutdown and were able to do so and get everything back on track. Because the Options Transitional program is a 7 year program, we added time to each person supported so they did not lose some of that 7 years during the shutdown.

Submitted by: Tracie Davis (Manager, Options Niagara)





## Options Niagara Transitional & Enhanced

Options Niagara has two streams of support within one program: Options Niagara-Transitional & Options Niagara- Enhanced. The Transitional Program support people from 18-28 transition to adult life, while in the Enhanced Program, people can receive support over the span a person's lifetime.

In Options Niagara- Transitional, we supported an average of 135 - 140 people at any given time. Of course, these numbers fluctuated slightly throughout the year. In total, we had 12 new intakes, and 9 people close throughout the year. The number of intakes is generally higher and will likely rise again in the current year. There were no intakes or closures during the shutdown.

As for Options Enhanced, the number of people supported has stayed at 35. We had 3 people close within the year and these spots were quickly filled with 3 other people who required support. We did find that a few people receiving the Enhanced Support were having a difficult time adjusting to the change from the Resource Centre to Options. We then took some time to look at ways to better provide enhanced support and came up with a few ideas that are being used in the current year.



David fishing with  
RecFit.

With assistance from Julie, David's Options Niagara worker, he was connected with RecFit Services for leisure activities

### Options Niagara At A Glance

People Supported in  
Options Niagara  
Transitional: 135-140

People Supported in  
Options Niagara  
Enhanced: 35



## Options Niagara

### Story of Going After Your Goals!

The person this story belongs to asked for their name to be changed for privacy.  
The name "Jane" has been used in place of her true name.

It is all about “connections” with Jane. After living with the Covid-19 restrictions for almost two years, Jane approached me, to help her look into several interests she wanted to pursue and to follow up with some goals she wanted to revisit over the next year. Out came her list, Jane has always wanted to learn American Sign Language, take piano lessons, obtain her G1 license, purchase a car and find a new job and possibly a new career.

After creating a budget to follow Jane saved enough money to purchase and safety a car, all she needed now was her G license. With much determination, Jane completed her Apex classes, persisted with her driving lessons, and passed her G license driving exam. She shared that she now feels she has the freedom to do so much more, and her world now looks so much bigger.

With two goals accomplished, we are moving on to goals three and four! Jane successfully completed the American Sign Language course offered through the Literacy and Basic Skills Program, and with sheer resolve, Jane was also able to find a new job and a new career path.

All Jane needed was a little encouragement and a little guidance in finding and connecting with the relevant community resources but her accomplishments would never have happened if she did not commit to doing all the hard work.

Submitted by: Lorraine Smith (DSP, Option Niagara)



## The Options Niagara Team

The Options Niagara Team consists of 9 full-time Direct Support Professionals, a Team Supervisor, and a Manager.

Here is what Tracie, Manager of Options Niagara, had to say about her team:

"The Options Niagara team are a group of intelligent, innovative, dedicated and person-centred people. They are always willing to help each other out and work together to come up with new and creative ideas. I admire the team greatly for their teamwork and individual talents. They go over and above in everything they do! "



Regrets:  
Tracie Davis  
Lorraine Smith







# The Passport Program

A program providing support to people with a developmental difference participate in recreation and leisure activities in their community.

In the 2021-2022 fiscal year, the Passport Program underwent an ample amount of change. We added new staff to the program, which has led to a large amount of people supported in Passport now connected to a worker. With this new team dynamic, planning activities and events in the community increased substantially, allowing people supported the choice to be involved in a mix of group activities, while also having access to 1:1 support.

For many people, Covid-19 impacted many of their friendships and routines. By offering different group activities, people were able to have an avenue to make new connections or reconnect with old friends, allowing those relationships the opportunity to grow. For people whom preferred 1:1 support, an array of skill-building and recreation was offered, often to help people get back into their pre-Covid routines and lives.

Of course, with Covid still lingering, the Team had to be creative with larger groups to ensure safety for all. Masks, separate transportation (cabs, for example), social distancing were always at the forefront of our planning.

As this fiscal year came to an end, Passport can reflect on laying the groundwork for continuing larger group events and connecting more people to workers and community activities on a whole.

Submitted by: Jennifer Steingart (Program Coordinator, Passport)

What were some of the group activities offered in Passport?

- Canada's Wonderland
- Crock-a-Doodle
- Voyage to the Falls
- Parkway Social Bowling (biweekly)

Passport At A Glance

Number of people supported:  
165

Focus of program:  
Recreation/Leisure & Life Skill  
Building





## Getting Back Into Community







## Passport Andrew's Story



Andrew rarely used his Passport Funds, especially during the high-time of Covid. As the community started opening up, his worker asked Andrew about things he would be up for trying. He had a few interesting ideas, but for Andrew, it was all about the Jays.

Planning to attend multiple Blue Jay's games started, but the planning didn't end there.

With encouragement from his worker, Andrew has tried a few different activities in the community, like the Voyage to the Falls! He has always left with a smile.

Submitted by: Michelle Feron  
(DSP, Passport & SIL)







## The Passport Team

The Passport Program has grown and now consists of a core-team of 6 Direct Support Professionals, a part-time Admin staff, and a Passport Coordinator.

Aside from the "core-team", there are many Mainstream staff that work hours in Passport on a casual basis.

This is what Jenny, Passport Coordinator, had to say about her team:

"Words will never describe how proud I am of this team. Their ability to make connections with people, to encourage people to learn & try new things, and to bring that positive energy needed in this role is truly inspiring to me. Each member of this team truly knows what it means to work together to provide best support and their adaptability to work 1:1 with people in a multitude of areas is amazing."





## Transitional Aged Youth

Every year Transitional Aged Youth (TAY) in the extended care society that have been identified as having a disability transition to adult developmental services. This can be a confusing and challenging time in a young person's life as they turn 18. It is also a time of growth, learning and dreaming.

The role of the transitional aged youth placement facilitator is to work closely with FACS workers, adult developmental service providers and the young person to create a plan for their transition to adulthood.

This fiscal year 8 TAYs were supported in the transition to adult services. Where they are currently living differs depending on their support needs, desires and most importantly living in a home of their choosing.

Some examples would include:

- Living in a host family (former foster family who identifies them as part of their family)
- Living with a sibling in their own apartment, reunited and with complimentary skills to live as independently as possible
- Staying where they are wherein a foster family knows them best to give them time to complete their education, mature and move on
- Living in their own apartment after so many years of living in foster homes with Supported Independent Living supports in place so that they can be successful
  - Moving to a Supported Group Living environment
  - Moving back in with family where they choose to be

Having been in this role just one year so far, I have developed a deep appreciation for the creativity and dedication of both FACS workers and Developmental Service organizations in Niagara to the TAYs. A true commitment to person centered planning and collaboration that needs to be celebrated!

Submitted by: Louise Fairbairn (TAY Facilitator)



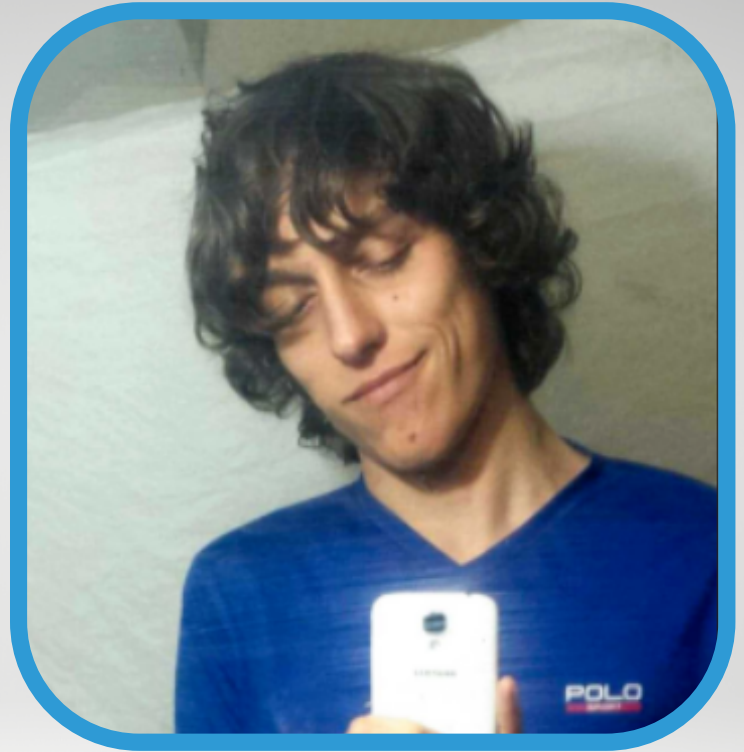
*Remembering those who have  
passed...*

*Jordan Droeshout*

*December 28, 1999*

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*August 15, 2021*



Jordan passed away at the tender age of 21. We did not get the opportunity to spend a lot of time with Jordan but the short time we did know him, we learned what an amazing person he was. Never judge a book by its cover, as the old saying goes. Jordan was passionate and loyal. He had a big heart and loved deeply those who meant something to him. He had a beautiful smile and even showed a sense of humour. These were pieces of Jordan that people did not always see. He wanted to be heard. I learned this quickly in supporting him. Once he knew you were there for him and ready to listen (not talk), everything changed. Jordan did not have an easy life but he lived it on his terms, no apologies, no excuses. He was always so thankful and appreciative for the smallest of things, even if it was a box of cereal. I hope he has found peace wherever he is. Jordan is missed very much.

Every time I hear the song Free Bird, I think of Jordan: "If I leave here tomorrow, would you still remember me? For I must be traveling on now, 'cause there's too many places I've got to see.

'Cause I'm as free as a bird now, And this bird you cannot change. Lord knows, I can't change." Lynyrd Skynyrd

Submitted by: Elizabeth Wedderspoon (DSP, Supportive Independent Living)

# Steven Wedlake

*March 21, 1960*

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*December 29, 2021*



In December of 2021, just after Christmas a long time member of Mainstream passed away. Steve Wedlake had been a part of the SIL program for over 20 years. He lived in many of the SIL homes as well as many apartments throughout St Catharines. Over that period of time Steve made many friends and met many people in the community. Steve was a person to always help someone out when they were in need whether that be through donating food, things he had in his apartment that could be better used by others, and even money at times to ensure they wouldn't go without. Throughout the years Steve volunteered in the community as well.

He worked on the truck at community care for years driving around collecting food for the food bank. He volunteered at bingos and had just started to get back into it once the pandemic eased up. Steve also offered his services to events happening around the city and you better not offer him money for his services because Steve would never take a dime for his time helping out. Steve's love of Christmas was on display basically year round. You could walk in to his apartment in the middle of May and he would still have a Christmas theme happening in there. At Christmas you were not getting away without multiple phone calls from him wishing everyone a Merry Christmas and some words of Appreciation to all. Tim Hortons was a staple for Steve. You could often see him at the Timmy's on Queenston or at the one on the corner of King and James. Steve was also a collector of movies. If there was ever a movie you wanted to see, good chance Steve had it and would not let you leave his apartment without taking it home to watch. His generosity was always on display in every aspect of his life. Finally you cannot hear the name Steve Wedlake without thinking of his love to tell jokes and bring a smile to people's faces. He always tried to make you laugh and often did, even if it was the 100th time you heard that joke from Steve. He was trying to put a smile on your face every chance he got to brighten up someone's day. Steve will be missed by many people in the community, as well as his friends and staff at Mainstream.

Submitted by: Jim Byspalko (Team Supervisor, Supportive Independent Living)



*Cory Byl*  
*December 16, 1979- February 9, 2022*



Corey was with our Supported Living program since 2011. All his years spent with Mainstream he was living at Rykert.

He was a man of few words; his favorite saying was "How you do?" Though Corey didn't use many words to communicate, he had the ability to light up a room with his big smile, and his mischievous personality. He would laugh at staff when they tripped, or stubbed their toe and would clap at the most perfect time. Corey loved laying on the ground soaking in the sunshine through a window or on the back deck, the staff used to joke that he was like a cat! He loved going to his dad's for visits, curling up on the couch for a nap and eating as many Cheesies as he could get a hold of!

He will be missed for his hearty laugh, his acceptance of everyone, his love for dogs, swings, I Spy books and the sunshine.

Submitted by: April Falardeau (Team Supervisor, Supported Living)

# Mainstream

People Supporting People



Mainstream's Management Team and Administrative staff thank all of our community partners, funders, and staff for getting through another challenging year involving Covid-19.

We are looking very forward to what the 2022-2023 year will bring!