



8th annual Outcomes Management Report

2 0 1 6 - 2 0 1 7





Table of Contents

Message from Mainstream’s Board of Directors4

Meet the Board of Directors6

Our Mission and Philosophy8

What is an Outcomes Management Report?..... 10

Our Way Forward (MCSS Update)11

Our Commitment to Person-Centred Thinking15

Mainstream’s Programs21

 - Resource Centre22

 - Supportive Independent Living (SIL)28

 - Supported Living (SL)32

 - Options Niagara40

 - Transitional Aged Youth (TAY)50

 - After School Program51

 - Graffiti Removal and Window Washing Programs52

Passport funding 54

Financial Summary57

Bingos60

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Table of Contents

Participant and Stakeholder Surveys	61
Mainstream - Business Function Measures	65
- Compliance Review	66
- Serious Occurrences	68
- Employee Health and Wellness	70
- Employee Incident/Accidents.	73
- Employee Turnover	74
Continuous Quality Improvement and Organizational Learning	75
- Employee Training	76
- Quality Improvement Commitment Days	77
- Mainstream Committees.....	78
Employee Rewards and Recognition	79
Mainstream Donors	81
Mainstream Organizational Chart.....	82
Mainstream Contact Information	83

‘Every great and deep difficulty bears in itself its own solution.
It forces us to change our thinking in order to find it.’

Niels Bohr



Message from Mainstream's Board of Directors

On behalf of the Board of Directors for St. Catharines Mainstream Non Profit Housing Project and Mainstream: An Unsheltered Workshop it is our pleasure to provide the introduction to our 8th Annual Outcomes Management Report and a welcome to our 31st Annual General Meeting.

The annual Outcomes Management Report was first produced after our original FOCUS Accreditation validation that took place on December 17, 2009. Since that time it's been used as a type of organization report card. It has been a useful tool to show what we are doing well and areas that require improvement. It has contained information about the programs we offer, feedback from people we support and their families, staff turnover and absentee rates and our financial picture.

The results contained in this year's report are very positive. We are extremely proud of the work of our employees. They continue to provide progressive, relevant and meaningful support for the 250 plus people they assist.

The Outcomes Management Report contains more stories than ever before. The stories help to illustrate Mainstream's commitment to continuous quality improvement, to building community partnerships and to becoming a leader in Person Centred Thinking. It shows how this commitment has become practice and resulted in changing the way people are supported while positively impacting their lives. As a result many of the people supported by Mainstream are more independent, more connected to their community and actively working towards their goals and dreams.

This past year has been the 8th consecutive year that base funding for developmental service organizations in Ontario has not been increased. This lack of action to adequately support agency operations continues to add significant financial and resource challenges to agencies across the province.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

In spite of no new funding from the Ministry of Community and Social Services (MCSS), St.Catharines Mainstream Non Profit Housing and Mainstream: An Unsheltered Workshop maintain positive financial positions at this time. Our partnership with Delta Bingo, proceeds gained from our annual charity golf classic, growth of our Passport program as well as the financial support from St.Catharines and District United Way and donations from families and community supporters have helped to ensure we have the resources required to effectively meet the needs of the people we support and balance the budgets for both organizations.

However the lack of a base funding increase from our Ministry required the board to make some difficult decisions. Over the past year the board agreed to forgo pursuing a 3rd accreditation process and after considerable discussion and debate approved a change to the extended health benefits program offered to our employees. We are well aware of the implications these changes bring but are confident that they will help to ensure Mainstream remains well positioned to continue operating effectively and meet all financial and budget requirements into the future.

The board remains committed to doing their very best to ensure that our employees have the resources required to meet the goals of the organization and the ever changing needs and goals of the people using our services.

On behalf of everyone at Mainstream we would like to thank the Ministry of Community and Social Services, The United Way of St. Catharines and District and the many families and community members for their financial contributions to our organization.

Rob Stinson

Robert Stinson
Board President

Kevin Berswick

Kevin Berswick
Executive Director

‘Integrity is doing the right thing even when no one is watching.’

C.S. Lewis



Meet Mainstream's Board of Directors

Adam Bosak

Adam is an Investment Advisor & Financial Planner with RBC Wealth Management RBC Dominion Securities Inc. He has made a significant contribution to Mainstream as a member of the Golf Committee for the past 6 years. Adam is actively involved in the community, volunteering for a number of worthy causes. He has been on the board since March 2012.

Josh Bond

Josh is a partner in the law firm of Martin Sheppard Fraser LLP. He focuses on matters of Municipal Law, Residential and Commercial Real Estate, Contract Law, Commercial Law and Employment Law. He is highly involved in family life, Josh lives in St. Catharines with his wife and two active young daughters. This was Josh's 1st term on Mainstream's board.

Dennis Cheredar

Dennis is a Certified Management Accountant and a Certified Financial Planner. He has worked with several non profit and for profit businesses over the course of his 23-year career. This was Dennis' 5th term as a member of the board. When not spending time volunteering for worthwhile causes he and his wife enjoy exploring many parts of the world while traveling on cruise ships.

Kim Demoel

This was Kim's 7th year as a board member. She brings a wealth of banking experience to the board having worked in the industry for over 25 years. Currently Kim spends time pursuing a number of interests including traveling and spending time with her grandchildren.

Mainstream's Board of Directors - continued

Jeff Kelly - Treasurer

Jeff has been the Treasurer of the board for the past 13 years and a director since 1996. He is an accountant and the Financial Controller for Vesuvius Canada Refractories Inc. in Welland. When not traveling for work as he often does Jeff enjoys family life in Fenwick.

Michael Robertson – Vice President

This was Michael's 10th year as a board member. When not out enjoying a game of golf he works as an instructor in the Faculty of Business at Brock University with a concentration in Corporate Entrepreneurship and New Venture Creation and Financing.

Janet Rylett - Secretary

Janet has been a Board member since November 2005. She has worked in the field of developmental disabilities since 1977 and currently holds a position as a Special Needs Facilitator with the Niagara Catholic District School Board.

Rob Stinson - President

Rob currently works as a service advisor for Thorold Lumber and Rental. Prior to this position Rob owned and operated a water treatment business for over 15 years. This was Rob's 8th year as a board member having joined the board in November of 2008.



Our Mission Statement

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.

Our Philosophy

The goal of Mainstream is: “That all people are able to develop their full potential as individuals with respect and dignity, enjoy integration in the community and have the opportunity to prepare for their future.”

This goal challenges a community to have all people experience equality, individuality and social role valorization. The dignity and self-respect that people enjoy in their own communities are a result of a supportive environment that fosters personal growth, self-reliance and acceptance.

In working towards this goal, Mainstream will provide the necessary resources and supports to ensure that individuals who have a developmental disability:

- Have the opportunity to lead full and productive lives and have the ability to recognize and reach their potential in the competitive workforce
- Are made aware of services and programs available to them in the community
- Have access to affordable housing which enables them to experience independence with the benefit of support services
- Be valued contributors in the community with due recognition of their accomplishments

Recognizing that our daily experiences go hand-in-hand with our quality of life, our aim is to provide the necessary tools that will enable each individual to:

- Exercise self-direction and ownership of choices
- Develop social skills and realize their full potential
- Deal with real life situations effectively
- Enjoy friendships and other supportive relationships
- Exercise their rights responsibly

In conclusion, 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.

What is an Outcomes Management Report?



An Outcomes Management Report is like a report card.

It tells you [what we are doing well](#).

It also tells you [what we want to work on](#) this year so that we can get even better.



Every year, we will make a report like this one. The report will show what changed in the last year and what we still want to do.



If you have any questions or comments, please contact Céline Parent

- [call her](#) at 905-934-3924 x 245
- [email her](#) at cparent@mainstreamservices.com
- [or talk to her](#) at Mainstream (263 Pelham Road, St. Catharines)

You never know the truth. You only know 'a' truth.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Our Way Forward

Ministry of Community and Social Services (MCSS)

An Update



Our Way Forward - MCSS Update

The Ministry of Community and Social Services (MCSS) works to improve opportunities for all Ontarians, specifically including:

- people with physical and developmental disabilities and mental health conditions
- survivors of human trafficking and sexual and domestic violence
- people who are underemployed or unemployed
- families supported through the Family Responsibility Office
- Indigenous and First Nations Communities

[Thriving Communities - Our Way Forward](#) is MCSS's strategic plan with the mission 'to create the conditions necessary for Ontarians to achieve success'. This plan guides the delivery of human services across the province.

Since 2005, MCSS has implemented many initiatives that affect how support is provided to people with developmental disabilities. These changes directly impact how organizations like Mainstream operate and provide service. MCSS's goal is to ensure that 'all adults with developmental disabilities can live as independently as possible in their communities and are fully included in all aspects of society'. Here are a few examples of what has been happening in our sector:

[Passport Funding](#) (individualized funding) was introduced with the goal to promote innovative and flexible services that support people with developmental disabilities and their families. Please refer to the Passport Funding section of this report to learn more about individualized funding and some of the impacts it has had on Mainstream and people using our services.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Our Way Forward - MCSS Update continued

[ReportON](#) is a 24/7 phone line, TTY and email service for reporting witnessed or suspected abuse or neglect of adults with developmental disabilities.

[Multi-Year Residential Planning \(MYRP\)](#) is part of the provincial government's \$810 million investment in community and developmental services. This funding strategy is being implemented over 3 years and the goal of the funding is to support 1,400 new individuals. Part of this initiative includes ensuring access to residential supports for people in urgent need and promoting inclusive, community-based housing options for adults with developmental disabilities.

[Transitioning from sheltered workshops](#) to inclusive employment and meaningful participation in communities. MCSS is working with agencies to gradually move away from sheltered workshops. No new admissions will be made and sheltered workshops are being phased out over time. MCSS has made it clear that 'no sheltered workshop program will be phased out without appropriate alternatives in place for individuals and their families'.

[Employment and Modernization Fund \(EMF\)](#) is also part of the \$810 million dollar investment strategy. Twenty-three projects were funded across Ontario to help organizations enhance employment support programs.

What do you want more of?

What do you want less of?

What do you never want to do again?



‘We can’t choose our fate but we can choose others’. Be careful in knowing that.’

J. K. Rowling

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Our Commitment to Person-Centred Thinking



Do Less. Connect More.

When you are in the business of supporting people it can be very easy to do too much. If we see someone struggling to do something it often feels right to step in and help them. Or do it for them. This is called over-support and, while it may seem like a good idea, it isn't. When someone uses our service, whether they live in our residential program or they receive a few hours of support a month, our goal should always be to [do less...and connect more](#).

It may seem counter-intuitive but it can actually be harder and more work on our part to do less for a person. Doing less may also seem at odds with the fact that we receive funding precisely because we support people. Yet here we are, in our annual report, arguing that we should be doing less for people. When we look at a person and their support system and ask 'who is going to take responsibility for that', Mainstream should be the last avenue explored.

Our goal should always be to [help the person do something for themselves](#). Sure, it may be easier to pick up the phone and book a medical appointment for someone, but best support is that we help the person book the appointment for themselves. It often takes less effort to simply drive someone to where they want to go but best support is to teach them to get there on their own. Or, if that isn't an option, then to look for other modes of transportation such as Paratransit or rides with other people headed to the same place.

You have every right to ask why we would use Paratransit to drive someone who lives in our 24-hour home from their house to our Resource Centre. The answer isn't that we want to save gas or that we have other things to do and can't drive them. The answer is that, by encouraging and supporting a person to use public transportation, we are creating an opportunity for them to meet new people and perhaps make a connection with someone who is not paid to support them. We are also helping to increase

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Do Less. Connect More.

this person's independence and looking for opportunities to help them become a member of their own community. And, let's be honest, the person may enjoy a few minutes on their own, away from the staff and people they live with.

Doing less and connecting more can look different depending on the person and the situation. There are always ways to do things differently and find solutions that increase a person's independence and build community connections. It is often the small changes that make the difference. Having the staff sit at a different table, or even wait in the car, when a few people are at a coffee shop transforms a 'group outing' into a coffee with friends. Instead of researching how to get somewhere and then teaching the person the bus route, help the person research the bus route themselves so they learn that valuable step too. Look for community classes that teach the skills that a person wants to learn. Doing less means using every opportunity to teach skills so that next time the person can do a little more for themselves.

Throughout this year's Outcomes Management Report you will find stories as well as charts and figures. Our stories focus on examples of how doing less and connecting more made an impact in a person's life and reminded us once again that it often pays not to do things the easy way.

Fair doesn't mean everyone gets the same thing.

Fair means everyone gets what he or she needs in order to be successful.



Person-Centred Thinking Team

Mainstream strives to be a leader in Person-Centred Thinking and we continue to make changes within the organization to meet that goal. Several years ago a [Person-Centred Thinking \(PCT\) team](#) was created and 3 employees make up that team (2 PCT Planners and one PCT Coordinator). They provide PCT training to all employees, act as a resource and are responsible for leading PCT planning meetings for people in all of our programs. They have also been asked on multiple occasions to provide training to community organizations and to lead planning meetings for people supported by other organizations.

In 2016-2017 the Person-Centred Thinking team:

- facilitated [73 planning meetings](#) for people supported by Mainstream programs
- facilitated [2 planning meetings](#) for people not supported by Mainstream
- provided annual Non-Violent Crisis Intervention (NVCI) training, as mandated by Ministry of Community and Social Services (MCSS), to all Mainstream employees. The training was given a PCT focus and lead by the PCT Coordinator
- facilitated [3 PCT training sessions for over 85 students](#) at Niagara College

“I like them. They help me come up with ideas. They make me feel good.”

Ellie B in response to being asked how she felt about the planning meeting process.

Person-Centred Thinking - One-Page Profiles

One-Page Profiles are one of the many person-centred thinking resources we use at Mainstream to help provide best support to the people who use our services. A One-Page Profile captures key information about a person on one piece of paper. The headings: **what people admire about me**, **what is important to me** and **how to best support me** are used to help guide us but profiles can be easily adapted for each person and for different situations. By capturing key information about a person on a One-Page Profile it can be shared with others.

Mainstream recognized that there was value in having One-Page Profiles for everyone, not just people supported. In 2013, all employees were **asked create their own One-Page Profile**. They were encouraged to take the time to really think about what is important to them and to be open and honest about how they wanted to be supported at work. These profiles are posted in each employee's program location so that other members of their teams have a better understanding of who they are, what is important to them and how they like to be supported. One-Page Profiles are also used during Employee Training Weeks as a way for employees across programs to learn more about each other and to recognize the benefit that a One-Page Profile can have for people supported.

In 2016, Mainstream began asking all job applicants to come to their interview with their own One-Page Profile. The One-Page Profiles of successful applicants are often forwarded to all employees as a way of introducing them.

On the following page you will see a sample of One-Page Profiles from Mainstream employees. Employees are encouraged to create a One-Page Profile that truly reflects who they are. The wide variety of layouts, colours, fonts and photos show that they have done just that.

Work for a cause, not for applause.
Live life to express, not to impress.
Don't strive to make your presence noticed, just make your absence felt.



Ashley Cosgrove

Deb K-S One Page Profile

What People Like and Admire About Me...
Approachable, inclusive, kind, honest, passionate, open, caring, nurturing, accepting, energetic, inspiring, responsive, thoughtful, have integrity, optimistic, genuine...

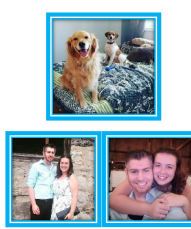
What is important to me at work...

- **A respectful environment**- I feel that it is important to respect each other, and to feel respected!
- **Organizations**- I like to be organized, and like to see organization!
- **Positive attitude**- I enjoy a positive attitude and prefer positive people
- **Flexibility**- Our roles are ever-changing! Being flexible and positive to change is important!
- **Say What You Mean, and Do What You Say!**
- I am a highlighter, sticky note kind of gal- it helps organize me! Don't get frustrated when I need to record stuff my way.
- Ask questions and talk to me. I can't help or change something if I don't know about it. Be HONEST!

2017 GOALS:
Moving from group living to a more individualized model, involving SIL, supports to a Person-Directed model, increasing community connections and opportunities for people supported in day, evening and weekends!
Increasing Agency Compliance with accountability and follow-through.

How to Best Support Me ...

- Be honest
- If you need me to do something, please tell me...
- Understand that I do not always work at the house so I may not know everything or I am doing it the old way...
- Help me find the humor in situations that may be tough.
- Have fun!



All about Me...

I got engaged last summer and I'm in the middle of planning my wedding for September 2018! We recently adopted a rescue dog named Webster and he loves his sister Charlie. I have a Bachelor's Degree in ECE and a graduate certificate in Autism and Behavioural Science. I currently work full time at Bethesda as an IBI instructor and I love celebrating the little victories!

My Likes...

- My Puppies (Charlie & Webster)
- Baseball (Competitive and Fun)
- Volleyball
- Spending time with my Fiancé hiking or exploring
- I love reality shows and wish I was a part of one!
- Reading on my front porch with a nice glass of wine or tea!

What's Important to Me...

- My Fiancé
- My Family
- My Puppies
- My Friends- my second family
- My Career
- Having time for myself

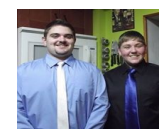
What People Like and Admire about me...

- Hardworking
- Honest
- Kind-hearted
- Team Player

CHRISTINE BOWERS ONE PAGE PROFILE

PEOPLE SAY THEY LIKE ABOUT ME:

- My sense of humor
- I am a good listener
- I am a passionate person
- I am honest
- My ability to simplify things
- I am always willing to help
- I treat people with respect
- I take the time to get to know people and build a relationship and trust.
- My ability to self-reflect

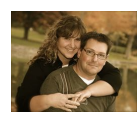


My Happy!!

- My family- immediate and extended, friends and pets
- Being treated with respect
- My job
- Honesty
- Laughter- my favorite sound in the world!
- Being with people- I don't like to be alone
- My morning coffee- it is a necessity!
- Sunny days
- Camping
- Music- most kinds
- I like to talk and ask questions- if I am quiet it is usually not a good thing
- Board games and card games
- Movies- on the couch or at the drive in!

MY DISLIKES

- Change- I know it has to happen but I need time to deal with it
- Being alone
- Things being too noisy or too quiet
- Not being respected



Failure is only the opportunity to begin again, this time with more information.

MY WORK QUIRKS

- Share new information with me in a way that gives me time to process
- Be patient with me- give me time to process what you are telling me
- I need deadlines and due dates- if I don't have a due date it goes to the bottom of the to do list
- I need to plan things out, so give me time to do this- I am a list maker and a planner
- Let me talk it out- that could be with you or by myself
- I will get quiet or bury myself when overwhelmed. If I don't check in, I may need someone to just reach out to me
- I like to be challenged, but need time to work out how to do the task
- I will ALWAYS pick people over paperwork!
- I am a "hell it like it is" kind of girl.
- I feed off of others emotions- a positive approach is helpful
- I will get quiet or bury myself when overwhelmed. If I don't check in, I may need someone to just reach out to me
- I like to be challenged, but need time to work out how to do the task



Pay attention to what you pay attention to:

Don't believe everything you think.

Céline

My favourite things (no particular order)

- swimming, running, curling, golf, cycling, strength training
- peace and quiet
- my family and my ♥
- water (oceans are my favourite. A nice lake will do)
- trying things that scare me
- fountain pens and pretty ink
- early mornings
- traveling and adventures
- speaking French
- my traveler's notebook

People say I am

- motivated and a motivator
- committed to work and to my own well-being
- a good listener
- self-aware
- resourceful
- able to see the value in everyone
- able to handle conflict well
- not afraid to challenge myself or others to think differently and try new things

Important to me

- health and fitness
 - filling my life with interesting people and new experiences
 - work-life balance
 - the accent on my name
- The pessimist complains about the wind.
The optimist waits for the wind to change.
The realist adjusts the sails.*

What I need from you

- A positive attitude. It goes a long way. I have little patience for negativity and complaining and will remind you that YOU get to choose your reaction.
- Open-mindedness. Let's talk about what is going on and figure out what can be done.
- Patience. I have more than one job. Be patient. I will do what you need me to do.
- Honesty and respect. Talk to me if you have a concern. It's the easiest way to fix things.
- Show up on time, stay on topic, and be respectful.

Louise's Work Profile

What people like and admire about me:

- I am helpful
- I have positive energy
- I am always honest
- I am approachable
- I am supportive
- My eccentric sense of humour

What is important to me:

Trusting and respecting each other
Being creative in helping people "get a life" so that individuals are of the community not just in the community.
Respect and thankfulness for one another and recognizing what people have to offer
Change and challenge. keeps me interested
Being asked instead of told to do things (I will do the same for you)
Food (I am truly not my best when I am hungry- please let me eat)
Food (I am truly not my best when I am hungry- please let me eat)

How best to support me:

I have voice issues and am very frustrated by this. Please be patient and give me time and space to express my ideas.
Laugh with me
Trust that I am being honest with you
Tell me exactly what you need/want to see happen (don't beat around the bush)
Please let me talk things out (don't try to fix). I am not always ready for a solution
Give me opportunities to be a part of moving forward and positive change

Julia's one Page profile

Like and Admire

- My hair
- Patient (most days)
- I'm sweet
- Positive attitude
- Ready to help
- Enthusiastic
- Sense of humor or
- Adventurous
- Has a positive outlook
- Has a friendly nature
- Realistic, creative supports
- fearless



Important to me

- My son- So proud of all that he has accomplished
- My family
- Making a difference with the people we support
- Getting enough sleep
- Getting away
- Yoga
- My dog Zeus

Goals in the future

- To travel- explore the world (not getting any younger)
- Continue finding ways to best help the people we support



How to best support me

- I need time to process information, give me time to think about things before answering.
- Spelling is very hard for me
- I am a sensitive person
- When I am dealing with an issue I often just need to talk about it and often will find a solution by just talking about it
- Exercises very important to my overall health
- Making sure that I actually take time to eat a healthy meal.
- If I am nervous I will often have a harder time processing information and explaining
- If I forget something please send me an email as a reminder

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Mainstream's Programs



Resource Centre

The Resource Centre:

- is based out of our main building at 263 Pelham Road in St. Catharines
- is open Monday to Friday
- is funded by the Ministry of Community and Social Services (MCSS) and United Way of St. Catharines and District

The Resource Centre creates learning opportunities based on people's goals by:

- holding classes that focus on teaching specific skills
- helping people connect to their community
- supporting work and volunteer opportunities

There are different ways that people can attend the Resource Centre. They can attend by:

- taking one of the spots funded by MCSS or United Way of St. Catharines and District
- using their Passport funding*
- paying a daily fee*

*fees are based on support requirements

Strive for progress, not perfection.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Resource Centre (RC)

How many **men** and **women** attended the Resource Centre in 2016-2017?

- 31 men
- 36 women

How **did** people attend the Resource Centre?

- 33 people used funded spots
- 14 people paid to attend the RC, either with Passport funds or out of pocket
- 20 people from our Residential programs attend the Resource Centre on days of their choice

How **old** are the people who attended the Resource Centre?

- 26 people are between 18-34
- 36 people are between 35-64
- 5 people are older than 65

- Last year 6 new people attended the Resource Centre and 6 people left.
- A total of 956 hours of support per week were used by people attending the Resource Centre.

From being in the community to being **part of the community**

In 2015-16, the Resource Centre was looking for opportunities to **expose people to community places, activities and relationships**. In 2016-17, their focus shifted from exposing people to different places to helping them build meaningful connections. Here are some examples of what happened.

- A number of people have started attending **painting classes** at the Painted Turtle on their own after having tried a class with the Resource Centre.
- Several people are **going to the YMCA** on their own after having gone with the Resource Centre.
- Four people no longer require staff support at **Zumba class** because they have gotten to know the instructor and many of the other participants.
- One woman has **connected with an employee at McDonalds** who often meets her in the food court during her break for coffee and a chat.
- One gentleman has started **volunteering at a local church** and has built a connection with a few other volunteers. They often chat with him and bring him cookies and muffins.
- One woman helped **set up the library** at Extendicare and goes weekly to bring books to residents.

Lenny's story

Lenny started attending the Resource Centre one year ago. He started coming 2 days a week and now attends daily.

Lenny is not the type of guy who likes to sit still. I quickly learned that he is quite industrious. I made sure to be available to Lenny to really get to know what kinds of activities he could get involved with that he would enjoy and that would be meaningful to him. This meant really watching Lenny's non-verbal cues, gestures, and facial expressions.

Lenny and I tried shredding, colouring, sweeping, vacuuming, mopping, basketball and watching sports on YouTube. He also tried gardening, crafts and painting as well as going to a variety of social activities in St. Catharines.

Over time I learned that running his thumbs down the sides of his front meat dishes/apron, pointing to the corner of the room meant shredding, hand up and down meant basketball and pointing to the broom closet meant sweep/mop. To Lenny, it is the response to his gestures that really counts. Showing enthusiasm and having his energy acknowledged is really important to Lenny. Giving him the opportunity to shout for shredding around the building helps him build relationships outside of his regular circle of people. Encouraging Lenny to be productive gives him great pride as he shouts out to others to admire his stuffed bag of shredding or the dishes he just dried.



Outcomes Management Report

2 0 1 6 - 2 0 1 7

Lenny's Story - continued.

Other people who attend the Resource Centre have also noticed the pride that Lenny takes in his work and acknowledge that. It helps them to build a relationship even though they may not carry on a conversation.

What did I learn? Always take the time to listen, observe and acknowledge someone's passion. People build relationships through acknowledging each other's strengths and gifts. Sometimes someone needs to shine a light on what those strengths and gifts are. It's worth it.

Submitted by Louise Fairbairn (Team Leader - Resource Centre)

"Never be content to sit on the sidelines when there is so much work to be done on the field."

Susan Gale

Bonnie and Arlene's story

When I think of my different experiences I have had working with Mainstream this past year, one that stands out to me is the development of a friendship between Bonnie and Arlene. Once in passing Bonnie had made mention that she would like to spend time with, as she put it, 'that lady who talks a lot'. I suggested that she and Arlene could set up a lunch/coffee date and she said that this was something she would like to do. At the time I was surprised as Bonnie does not often want to spend time with specific people and, from my understanding, she and Arlene were not exceptionally close. When they met for lunch they seemed to be a perfect pairing. Throughout the year, whenever I saw an opportunity to connect the two ladies, I would do so. They had coffee dates, went out for breakfasts and celebrated Bonnie's birthday together.

One afternoon, while working at the Resource Centre, I asked Arlene if she would like to go out somewhere with a friend. Arlene seemed reluctant and was more interested in going out alone. I suggested that she go visit her friend Bonnie and Arlene jumped at the opportunity. On this particular afternoon, it was clear that Bonnie was having a difficult day. She was visibly upset, crying about a number of things that were bothering her and insisted on staying home. Arlene listened to Bonnie, comforted her and encouraged her to come out as it may make her feel much better.



Outcomes Management Report

2 0 1 6 - 2 0 1 7

Bonnie and Arlene's story continued

I stepped aside during their conversation. Arlene continued to encourage Bonnie on her own. Bonnie ended up having a change of heart and decided to come out for a coffee. Both ladies said they had a great time.

Arlene and Bonnie's friendship is so positive and natural. They both always make a point of saying what a great time they had after meeting up. As support workers, one aspect of our job is to try to create opportunities for people to connect and perhaps form friendships. Often these attempts can feel a bit forced or end up being unsuccessful. Bonnie and Arlene's friendship is a good example of why it is important to continue to try. Their friendship is a reminder of what a difference it can make when we listen to the little things people say.

Submitted by Marissa Dixon (DSP - Supportive Independent Living)

'When it feels tough, you're doing it right.'

Speedo



Supportive Independent Living (SIL)

SIL provides support to adults to live in the community. Some live alone, some live with one or more housemates and some live with a partner, husband or wife.

SIL supports people by:

- providing assistance in areas such as finances, medication management, medical appointments and lifeskills
- teaching independent living skills
- helping people connect to their community

SIL is fully funded by the Ministry of Community and Social Services (MCSS)

The Supportive Independent Living office is located at 91 Pelham Road in St. Catharines. Some people in SIL come to the office for support and others receive support in their home.

People in the Supportive Independent Living program live in a variety of different locations. Some live:

- in Mainstream-owned affordable housing
- in housing owned by a private landlord
- in their own home
- in a retirement home

New SIL targets

In 2016-2017, the **SIL targets went up by 2**. This means that the program expanded and 2 additional people are now receiving support.

The increase in numbers meant an **increase in demand** for support hours. This demand was met with part-time and relief employees.

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Outcomes Management Report

2 0 1 6 - 2 0 1 7

Supportive Independent Living (SIL)

How old are the people in SIL?

- 7 people are between 18-34
- 31 people are between 35-64
- 4 people are older than 65

Last year 4 people came into SIL and 2 people left.

How many men and women are in SIL?

- there are 24 men in SIL
- there are 18 women in SIL

What kind of support do people in SIL get from the program?

- 16 people get support with their finances (banking, budgeting etc)
- 25 people get support with medications and medical appointments
- 25 people get support with lifeskills like learning how to cook, clean or shop

There are many other areas that people in SIL get support with. It depends on what they need and want. Examples of other supports people receive include:

- making community connections
- transportation
- relationship support
- safety skills
- employment
- computer skills
- legal support
- communication skills
- personal hygiene
- continuing education
- vacation planning
- probation support
- ODSP reporting
- recreation (photography etc)

How many people work or volunteer in SIL?

- 16 people in SIL have a paid job. These jobs are at locations such as the Extendicare, Mainstream, the Greater Niagara General Hospital (St. Catharines site), Johnny Rocco's, Cogeco Cable, Delta Bingo, St. Catharines Curling Club and Caberwell Stable.
- 8 people in SIL hold a total of 12 volunteer positions. Volunteer locations include Shalom Manor, Eco Defenders, Junior B Falcons Hockey, Special Olympics, Greater Niagara General Hospital (St. Catharines site), Red Cross, Swiss Chalet, Bethlehem Place, St. Alfred's Church, YMCA Day Care, Henley House and Community Care.
- 65% of people in SIL contribute to the community in a paid or volunteer capacity.

Ross' Story

Ross has been part of 'the system' his entire life. Sometimes the systems worked for him and sometimes they seemed to work against him. In high school, Ross struggled with depression and anxiety. He tried to find help through traditional medication. Every time he tried a new medication or approach to help with his depression and anxiety, his body and mind did not feel right. This led him to self-medicate and Ross began experimenting with alcohol and street drugs. He fell into a dangerous lifestyle and was hospitalized several times for drug overdose, mental health and anger issues.

Ross also struggled to maintain a consistent living situation. His anger often led to conflicts with landlords, including Mainstream, or other tenants. The traditional systems kept pushing medication that Ross knew was not right for him.

Ross, on his own, learned of the benefits of marijuana. It took time before he was able to convince others in his life that this would be the right path for him but, eventually, his family doctor prescribed marijuana for him. Ross has now found medical strains that help him with his depression, anxiety and even insomnia.

Because of his passion for the benefits of medicinal marijuana, Ross was able to secure a volunteer and eventually part-time paid position with a legal marijuana seed distributor. This position lasted until the distributor closed. Ross continues to look for more opportunities in this field.



Outcomes Management Report

2 0 1 6 - 2 0 1 7

Ross' Story

Ross has maintained an apartment on his own for 1 year and it been almost 2 years without hospital visits. He truly feels better, is more himself and is clean of street drugs. Also, Ross reports that his alcohol consumption has gone down. The most important thing is that he is happy and able to take on each day with new hope for a brighter future now that he has the support that works best for him.

Ross agreed to share his story with everyone in the hope that he can inspire others to challenge things when they feel that the support they are receiving isn't working for them.

Submitted by Matt Dierickse (DSP - Supportive Independent Living)

At first they will ask you why you are doing it.
Later they will ask you how you did it.



Supported Living (SL)

Supported Living is a program that provides residential support to adults with a developmental disability in a group living situation. Mainstream currently operates 3 Supported Living homes in St. Catharines. SL is funded by the Ministry of Community and Social Services (MCSS).

Our Strategic Priority

Group living, by definition, means that people live together not by choice but by necessity. Despite the best of intentions, people in group living are profoundly affected by those with whom they live. Their choices are limited based on resources such as staff availability and the needs of the other people in the house. They may live with people half or twice their age, with completely different interests and support needs. They may live with people who put them at risk of physical violence. Or they may simply live with people with whom they don't get along.

At Mainstream we believe that [everyone should have a home of their own](#).

We are working towards making this a reality and looking for alternative housing for the people in our Supported Living Program is one of our strategic priorities.

We believe that this strategic priority can best be met with the approach of [‘one person at a time’](#) and the understanding that what works for one person will not work for all. It will take a creative rethinking of what it means to live with support and it will take time for everyone (staff, families and the people we support) to shift their focus from what could go wrong to what a positive difference this could make in someone's life.

On the following pages you will find some stories that help to demonstrate what has been happening in the last year as we take our next steps.

‘Change is hard at first, messy in the middle, and gorgeous at the end.’

Robin Sharma

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Supported Living (SL)

How many **men** and **women** are in the Supported Living Program

- there are **9 men** in SL
- there are **6 women** in SL

How **old** are the people in the Supported Living program?

- **2** people are between 18-34
- **7** people are between 35-64
- **5** people are between 65-84
- **1** person is older than 85 years old

Last year there were no intakes or discharges in Supported Living.

On June 17th 2016 there was a **major fire** at one of the Supported Living homes. We are happy to report that, thanks to the quick action of the staff, everyone got out safely.

The damage was significant and took 9 months to repair. On January 20th 2017, repairs and reconstruction were completed and everyone was able to move back home.



What's happening at Shoreline?

Shoreline is one of our 24-hour support homes. There are three gentleman and one woman sharing this house. Two years ago we began an ambitious plan to see if a few of the residents could move from their home into a more independent setting. The final destination was not yet clear but we envisioned an apartment-type setting where people could have their own place with access to support as required. When the plan was first presented, the staff team as well as the family members of the people in the home were understandably concerned. How could someone live on their own when they didn't even stay home alone for 5 minutes? They argued that the risks were too high and that it just was not a good idea.

Doug's Story

It was Doug who gave us the push we needed to pursue this vision. When Doug moved from his family home into our Supported Living Program he really shook things up. Typically, when someone lives in a 24-hour support home, they rely on the support team to organize their days and take them where they need to go. Doug was having none of that. Doug wanted his independence and he grabbed it with both hands. He refused to be told what he could do and when he could do it and he had no interest in our timelines and routines. Doug came and went on his own schedule. He would hop on the city bus without telling anyone where he was going and came home when he was ready. The more we tried to discourage him the more he did his own thing.

It took a long time for the team to get used to the idea that it was ok for Doug to make these choices. They put some support plans in place to make sure that he had his medication when he went out and had a cell phone to call home if he needed anything. They learned to be there when he needed something but not to force support on Doug when he didn't want it. It was a difficult lesson for everyone but Doug truly did help us change the way we think about how we provide support.



Doug and Wayne testing out their new house keys.

Nathan's Story

When the idea of spending time alone was introduced to Nathan, he did not like it. Nathan showed us in no uncertain terms that he did not want to stay home on his own, never mind live on his own. Never having done it before, the prospect was understandably overwhelming.

The support team at Shoreline began to look for and create opportunities for Nathan to remain at home. It started slowly with a lot of encouragement. In fact, the first time he was alone in the house, Nathan spent most of the time on the phone with staff reassuring him that he was ok and was going to be just fine. He was showing us that he was so uncomfortable that the staff expressed concern about asking Nathan to do something he clearly did not want to do. Weren't they restricting his right to make his own decisions? Yes, they were but they knew Nathan had the skills to do it and we saw it as a positive support strategy for Nathan as he sometimes needed space away from others.

The staff focused on building Nathan's confidence in himself. As the weeks and months went by the time Nathan spent alone slowly grew as did his comfort level and that of the staff.

We knew it was the right thing when Nathan was asked what he wanted to do one night and he said he wanted alone time.

So what's next? Well now that the seed of independence has taken hold, it continues to grow. Nathan realized that, if he could stay home alone, he could also go out into the community alone. He now goes out regularly by himself, for walks or runs. He no longer attends the Resource Centre and instead keeps active and makes a little money by doing lawn maintenance and snow removal at several locations in the community.

Nathan is now excited at the idea of having alone time. We hope he will be able to see how his own place could be a positive move. Sometimes all it takes is a few nudges in right direction.

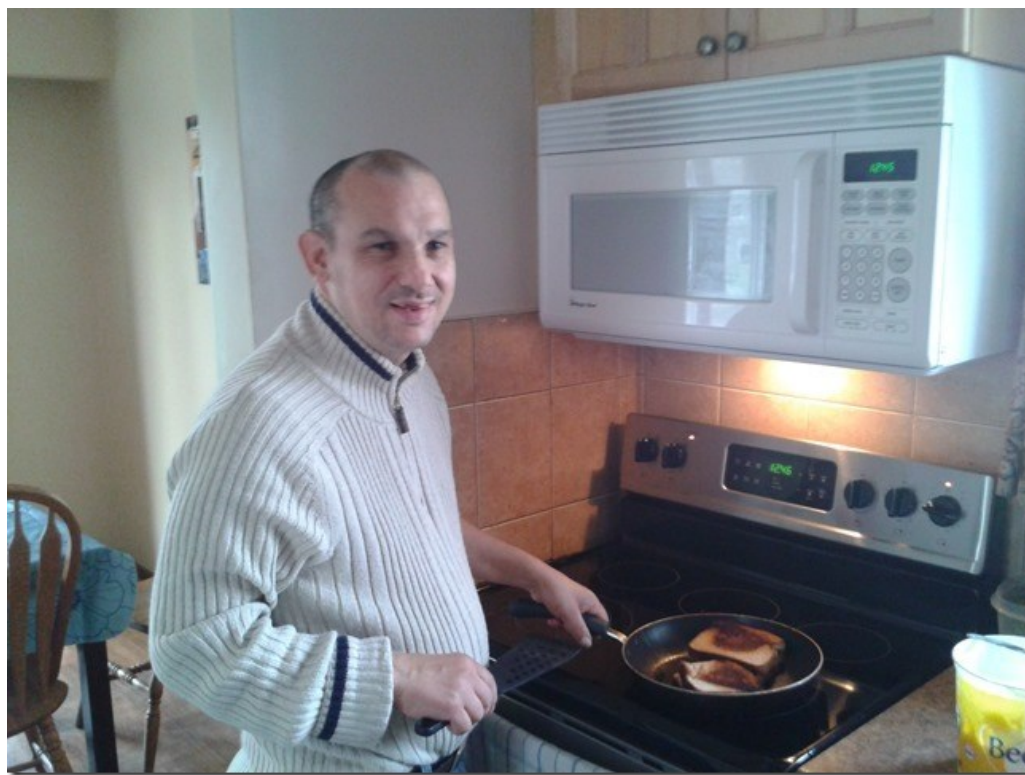


Nathan taking ownership of his home.

Lenny's Story

When Mainstream first met with Lenny's family to share the vision of Lenny living on his own, his family became very excited at the idea of him having ownership of his own space. They immediately began to share our vision and talked about what type of setting would work best for him. They recognized some of the safety concerns with the plan but did not see them as barriers, simply as issues to address along the way.

Lenny moved to Mainstream from an institution several years ago. His family had expressed amazement on several occasions at how far he had come in ways they could never have imagined. They saw our plan as a way to create as many opportunities as possible for Lenny to learn and grow and they said that they truly had no idea how far he could go.



The staff began focusing on the things that Len was already able to do for himself and building on those. Recently, Lenny made a grilled cheese sandwich. He didn't do it completely on his own from start to finish but he did every step he could on his own with a bit of help here and there.

When Lenny was finished, he didn't want to show the staff what he had done, he wanted to show his housemate Wayne. Wayne often makes Lenny's sandwich for him when he's making his own. This was the first time Lenny had done it for himself and he needed Wayne to see that he could do it.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Wayne's Story

Wayne has been showing us for years how important it is for him to have his own space. He spends a lot of time in his room and prefers his own television downstairs to the one in the living room. Wayne will often check out what's planned for dinner and, if he isn't interested, he will make himself his own meal and eat it on his own.

The staff organized a planning meeting with Wayne's family to talk about him living on his own. At first, Wayne's family was not comfortable with the idea. The team shared examples of how Wayne has been showing us that his own space could be the best fit. Wayne sometimes struggles to 'share' his space or particular items such as the coffee maker, washer or dishwasher. His family slowly opened up to the idea of Wayne moving into his own place so that he could live the way he really wanted to.

Wayne at Supper Club

The biggest concern about Wayne living on his own was that, without other people around, Wayne's tendencies toward reclusiveness could increase. The focus for Wayne became building connections for him outside of his home. On the following page you can read about Wayne's new connection at the Painted Turtle. He is also a regular attendee at Mainstream's Supper Club and, despite his initial discomfort, now seems to enjoy going.

Wayne is also staying home for longer periods at times of the day that overlap with meals. Staff support him by calling the house, checking in and suggesting that he do things like make his lunch or take a shower.

Wayne has been open to the idea of helping Lenny become more comfortable staying on his own. On several occasions, the staff and the other people in the home have gone out and left Wayne and Lenny at home together. Having Wayne in the house helps Lenny feel comfortable and having Lenny around provides Wayne with some company.





Wayne's Story

I thought I would take Wayne to the Painted Turtle without actually asking him if he wanted to go. I know this doesn't sound like a good way to support someone but sometimes it is. I did this because most of the time, when we ask Wayne to try something new, he says 'no thanks'. Instead of asking him, I just drove him there to see what would happen. I know Wayne liked colouring but was not sure whether he would like, or even try, painting. We met Sue who runs the Painted Turtle. She was very supportive and genuinely wanted to know some of the things that Wayne liked such as Johnny Cash, the CN Tower and his family. At first, as Wayne often does, he walked around the place until he felt secure. I wasn't sure he would even sit down as Wayne is not known for sitting down for short periods of time let alone long ones, especially in unfamiliar places. Sue was very helpful in getting Wayne to feel comfortable and supporting him while he decided what to paint. He did eventually sit down and paint. Since that first trip Wayne has painted a few pieces representing his family, the CN Tower and Johnny Cash. Each time Wayne painted, he focused for an hour at a time which is unusual for him. After a few visits, we thought he might be comfortable on his own for a few minutes. I casually said "I'll be right back" and left him alone with his art. You never know until you try and sometimes you just have to take a deep breath and jump right in.

Submitted by Mike Jacobson (DSP - Supported Living)

Art speaks where words are unable to explain.

Outcomes Management Report

2016 - 2017





Options Niagara

Options Niagara:

- is Mainstream's only regional program. That means they provide support to people living anywhere in the Niagara Region - from Fort Erie to the Hamilton border
- provides support to adults who are between the ages of 18 and 35
- is funded by the Ministry of Community and Social Services (MCSS)

Options Niagara helps young adults make the transition from school to community life. They do this by:

- getting to know the person and helping them figure out what they want to do
- encouraging the person to use the supports they already have in their life and to develop new ones
- supporting the person to connect to community services
- teaching specific skills one-to-one or in small groups

'The difference between something good and something great is attention to detail.'

Charles R. Swindoll

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Options Niagara

How many **men** and **women** had support from Options Niagara in 2016-2017?

- 124 men
- 71 women

- Last year we received **83** referrals.
- **Seventeen** people were closed.

Where do people in Options Niagara **live**?

- 95 people live in **St. Catharines/Thorold**
- 40 people live in **Niagara Falls**
- 15 people live in **Grimsby/Beamsville**
- 22 people live in **Welland/Fonthill**
- 23 people live in **Port Colborne/Fort Erie**

How many people **volunteered**?

- **39** people in Options Niagara held **48** positions
- **36** of those volunteer positions were held **without support** and **12** of them were **with support**
- 3 people volunteered in the food and beverage industry, 15 in cleaning, 7 with animals, 2 in office work, 9 in retail, 5 with seniors or children and 2 in customer service

How many people **worked**?

- **62** people in Options Niagara held **79** paid positions
- **53** of these jobs were done **independently**
- **26** of them were done **with support**
- 17 people worked in food and beverage, 18 in cleaning, 1 with animals, 4 worked outdoors, 3 were self-employed, 2 worked in an office, 1 in a daycare and 4 worked in delivery. There is also 1 lifeguard, 1 construction worker, 1 bookkeeper, 1 sign waver, 1 usher and 1 cashier

In total **45% of people** in Options Niagara contributed to the community in a volunteer or work capacity.

Options Niagara - a trip down Memory Lane

Happy 15th anniversary Options Niagara!



Let's take a stroll down memory lane to see how far we've come since the early days.

When Options Niagara started back in 2001, we used a tool called [The Quality of Life](#). It was a questionnaire that helped us find out what was [important to a person](#) and what [parts of their life they were happy with](#). Based on the results, we learned what people wanted to do and then worked on creating opportunities to make it happen. The goal was to improve quality of life. We completed this questionnaire every year with each person to see how things were progressing.

Based on what people told us they wanted to do:

- We [hired community instructors](#) to teach classes on a variety of topics such as anger management, parenting, self-esteem, cooking and G1.
- We also organized [large group events](#) both within Niagara (such as a bus tour of the Festival of Lights) and outside of Niagara (to the Playdium as well as the Rogers Centre). [Transportation](#) was provided and we spent a lot of time organizing taxis and busses to pick people up and get them to where the events were taking place.

As the years went by, we learned what worked and didn't work and changed accordingly. We moved away from completing the Quality of Life assessment with everyone. Now we use a variety of person-centred tools to get to know a person in the way that works best for them. We stopped hiring instructors to teach classes. Today we look for existing resources in a person's own community and help them connect to that resource. We moved away from providing transportation. Now we teach people how

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Options Niagara - a trip down memory lane

to navigate their city and regional transit systems to get to places on their own.

We embraced the concept of ‘do less, connect more’.

When Options Niagara started we had a staff team of 4; 3 Facilitators and 1 Supervisor. We all worked out of one small office in St. Catharines. We shared one desk and one telephone and wrote all of our notes by hand. We had a team of contract staff that we hired to teach specific skills such as how to take the bus, do laundry or make lunch.

Times changed and so did we.

Today, Options Niagara is a team of 7. We have 5 Facilitators, 1 Team Leader and 1 Supervisor. We have a satellite office in Port Colborne and we do all of our documenting online. We book meetings with people using Facebook and text with them more than we telephone. We don’t spend time teaching people how to count change for the bus. Now we teach them how to swipe their bus pass. We no longer have contract staff. Instead, we look to a person’s community, family and natural supports to assist as much as possible and, when all other avenues have been explored, we teach the person ourselves.

What’s next?

As more people receive Passport (individualized) funding, as we rely more and more on technology, as our regional transit system becomes more established and as the people we support continue to change, the way we provide service must continue to evolve and adapt.

We often say that the way we provide support today should seem ridiculous in 5 years otherwise we aren’t working hard enough to move forward. When we look back at the last 15 years, it is clear that we have learned a lot about how to provide best support and who we were back then is hardly recognizable compared to who we are today.



Options Niagara - On-Hold Process

Speaking of changing with the times...

On April 1 2016, we changed two key features of Options Niagara.

From day one, Options Niagara's mandate was to provide 7 years of support to young adults between the ages of 18 and 28.

What we learned over the years was that providing 7 continuous years of support did not work well for many people. People tended to go through cycles of wanting support from us and then not wanting it. Months might go by between phone calls and yet their 7 years were ticking down. We also learned that people often wanted support from us as they neared the cutoff age of 28. That was right about the time that many people were looking to move out of their parents' home, find a new job etc. By then they were almost out of time or had already used their 7 years.

Providing person-centred support means making sure that the program mandate truly meets the needs of people. Ours wasn't so we changed it.

In 2016 we [extended our maximum age to 35](#) and we initiated something we call the [On-Hold Process](#). What that means is that people are able to go on hold if they are not actively using our program. It allows them to pause the countdown clock and save time for when they need it. When things change and the person wants our support, we simply restart the clock. All it takes is a phone call.

Options Niagara - On-Hold Process

When someone is on hold, we maintain regular contact (4 times per year in the first year) to make sure things are going well and encourage the person to come off hold when needed.

The On-Hold Process has been in place for one year and has been well-received.

80 people were placed on hold in 2016-2017. Of those 80, 14 people asked to be taken off hold.

Here is what we noticed since the On-Hold Process was initiated:

- The number of **discharges decreased**. They went from 47 in 2015-16 to 17 in 2016-17.
- It is important to note that 16 of the 17 people whose files were closed in 2016-17 were never active. Either we were not able to reach them to initiate service or they turned down service when it was offered.
- Once service was initiated, anyone who was not actively using Options Niagara opted to be placed on hold. We believe this is because people preferred the option of being put on hold to having their file closed.
- **Caseloads increased** because we continue to receive referrals yet have fewer people closing. Caseloads also **became more active** because, when people were open, they wanted to work on goals. This meant we spent less time trying to connect with people and more time actually working with them.

Jordan's story

When I met Jordan, his goal was to get his own apartment. With support from Options Niagara, Community Living Port Colborne Wainfleet and his family, an apartment was found in Welland. Jordan found it very difficult to live on his own. He had no experience staying home alone at night or for extended periods of time. He had always lived with his family.

Jordan required support to learn to cook, budget and find activities to help him get out of his apartment regularly. Jordan was not leaving his apartment other than to visit with his parents and his mental health was deteriorating. As a result he was creating issues with other tenants, calling staff, other agencies, his landlord, property manager and family several times a day. It became clear that Jordan being away from friends and family was not working well.

Several meetings were held to help come up with different ways to help Jordan and support him with these issues. With support from Options Niagara, Jordan contacted Developmental Services Ontario (DSO) to apply for Supportive Independent Living (SIL) supports. Together we walked around his community to learn where things were and how close he lived to different stores he could go to. We also came up with a budget and a schedule for cleaning.



Outcomes Management Report

2 0 1 6 - 2 0 1 7

Jordan's story

Reminder notes were left in his apartment to go for a walk. Jordan and I started looking for apartments in Port Colborne as this is where his supports are and his family. He is comfortable and knowledgeable about this community. It is where Jordan wanted to live.

With support from his family, Jordan adopted a kitten which gave him some purpose and someone to look after. Jordan's family regularly drops in and takes Jordan out for coffee or to do his groceries. He continues to have visits in the family home and does his laundry there. His mother is working with Jordan on cooking freezer-friendly foods. Jordan was offered day supports at Community Living Port Colborne - giving him something to look forward to.

With all of these supports in place, Jordan's phone calls have decreased. He is more active in his community and gets out regularly to walk or use his e-bike. He cares for his cat with no support. Recently, Jordan was accepted into the SIL program at Community Living Port Colborne Wainfleet. He has a new apartment in Port Colborne and is doing well.

Submitted by Christine Bowers (DSP - Options Niagara)

Home is not a place. It is a feeling.



Kyle's Story

Kyle has severe anxiety and finds exercising helps but his anxiety can halt him from getting out of his house. He joined a gym but was not going regularly. He wanted to try a boxing class but his anxiety was stopping him. He and I met to discuss strategies. I would pick him up from home and then drop him off at the gym, talking in the car on the way. Sitting at a table, face-to-face, is more difficult for him. Sitting in the car, Kyle would be more honest with me about what he was struggling with and what he needed for support. By doing this, he started going to the gym more regularly but still wouldn't try a class.

We talked about all the reasons that stopped him from going to a boxing class: wouldn't know anyone, not fit enough, won't know what to do, will look 'stupid' etc. He didn't want me to go with him as his 'worker'.

I found out that my cousin went to the same gym and regularly went to the same class that Kyle was interested in. I introduced Kyle to her and they discussed what the boxing classes at the gym were like. She answered all of his questions and let him talk about all his apprehensions. I thought she would be a great person for Kyle to connect with as she also started not knowing anyone and does not have a typical boxing/fit body. She is also a positive person who is good at building people up. She showed Kyle how to register for the classes and then offered to meet him there. She went with him for the first class and it became a regular thing. I help them connect through Facebook to arrange when they were going to meet up. This continued until Kyle got a job at Wendy's, something he said he would not have gone for before because of his anxiety. Taking the boxing class gave him the confidence to try. He is now working several shifts a week and cannot make it to the gym classes as often because of his work schedule. He is ok with this.

This was a great reminder that we are not the be all and end all to people's goals. We need to look to others who are already connected to what people want to do rather than rely on paid staff to make community connections happen.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Eileen's Story

I first met this lovely couple in the spring when I came to Mainstream as a student volunteer. I was introduced to Eileen and Reginald by Ms. Elizabeth. I learned that Eileen wanted to have her own garden at her home. Gardening happened to be my hobby when I was still in Asia. My mother had a green thumb and gardening has been in my life since I was little. I did not hesitate to lend a hand to help make Eileen's wish come true.



One fine morning I accompanied her to Sunshine Express Garden Centre and helped her choose the plants to grow in her own garden. We ended up buying a cart full of assorted plants, including vegetables and flowering plants. Eileen was so excited and happy and insisted that we plant them as soon as we got back to her home. Over time she learned how to take care of her plants and she diligently watered them every day.

After two months, Eileen was able to enjoy the fruits of her labour and harvested her fresh cherry tomatoes and bell peppers.

Submitted by Aprille Cabilin (volunteer)

Transitional Aged Youth (TAY)

Mainstream's [Transitional Aged Youth \(TAY\) Placement Facilitator](#) works with youth (16 - 18 years old) involved with Family and Children's Services (FACS) who:

- have a developmental disability and
- have crown ward status

The TAY placement facilitator works with each youth, their support network and community organizations to ensure that they have the support they need to successfully transition from the child welfare system to adult developmental services.



During the 2016-2017 fiscal year a total of [18](#) people were supported by the TAY Placement Facilitator. During that time:

- there were [14 referrals](#)
- [11](#) young adults turned 18 and were supported to transition out of the child welfare system.

‘There is no such thing as freedom of choice unless there is also freedom to refuse.’

David Hume

[What happened](#) when they turned 18?

- [1](#) person turned down residential support but accepted [Options Niagara support](#). They moved in with their partner and his family.
- [2](#) people remained in their [foster homes](#) but turned down agency support. They chose to pay room and board.
- [3](#) people moved into [Enhanced SIL](#) placements. One in Welland, one in Port Colborne and one in Niagara Falls.
- [1](#) person moved into an apartment and received [SIL](#) support .
- [1](#) person moved home with their family and accepted Options Niagara support.
- [1](#) person was deemed ineligible for TAY planning support by Developmental Services Ontario. [Two](#) people lived in Niagara but were from a different region. Their file was transferred to the TAY planner from their home region.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

After School Program

In 2014, Mainstream formed a relationship with [The RAFT's After School Program](#). This program provides supervised programs and activities for youth aged 10-16 during their most vulnerable time of day - after school. The After School Program offers free and accessible recreation, leisure and educational opportunities that foster independence and positive community relationships amongst the youth. There are 7 After School Program locations in St. Catharines.

[Staffing](#) for the After School Program is provided by [The RAFT](#).

Mainstream's role in the partnership is to ensure that 3 of the 7 After School Program locations are cleaned 3 times per week. Sites take 2 hours to clean and must be completed by 9:00am. A team of 7 cleaners are responsible for ensuring that sites are clean.



[Funding](#) for the cleaning program is provided by [Niagara Regional Housing](#). The funding covers the cost of salaries for the 7 cleaners as well as all cleaning supplies. Note: Funding for the cleaning program was originally provided by the United Way. Niagara Regional Housing took over this responsibility in the fall of 2015.

"The program allowed me to receive my own paycheque. It gave me motivation to get up early in the morning to go to work and get the job done." Starla H.



Graffiti Removal and Window Washing Programs

At Mainstream we believe that people with a developmental disability [have the right to work and receive competitive wages](#). Members of Mainstream's Graffiti Removal and Window Washing teams are considered Mainstream employees. They are paid minimum wage for all hours worked, receive their salary by direct deposit and contribute to EI, CPP and WSIB.

In 2016-2017 the Graffiti Removal Team was made up of [10 part-time trainees](#). Six were new members and the remaining 4 were in their 2nd or 3rd year. The team is lead by a full-time Job Readiness Coach.

Between April 1, 2016 and March 31st, 2017, the Graffiti Removal Team cleaned a total of 634 sites. They cleaned:

- 186 Cogeco Cable boxes
- 98 city parks
- 342 Niagara Region street furnishings
- 8 community sites

Mainstream received a total of [\\$27,620 for the work completed](#).

Treat employees like they make a difference and they will.

"Being in the graffiti removal program allows me to earn my own pay cheque. Earning my own money means that I can buy more "big ticket items" such as paying for family trips or gaming systems" LeeAnne P.



Outcomes Management Report

2016 - 2017

Graffiti Removal and Window Washing Programs

Mainstream's [Window Washing](#) team is made up of [5 members](#). They are responsible for cleaning the windows at 3 local Tim Hortons.

In 2016-2017, the Window Washing Team completed [66 window washing sessions](#) (they went out 22 separate times to wash the windows at all 3 Tim Hortons)

Mainstream [received \\$2,045](#) for the work completed.



"I really feel great doing windows because I get a lot of compliments from people about how clean they are. I am able to meet new people working with others and it's a good feeling to make the windows a lot better"- Jenn K.



Passport Funding

Passport is a program funded by the Ministry of Community and Social Services (MCSS). The goals of Passport are to:

- foster independence by building on individual's abilities and developing community participation, social and daily living skills
- increase opportunities for participation in the community with supports that respect personal choices and decision-making, and help people achieve their goals
- promote social inclusion and broaden social relationships through the use of community resources and services available to everyone in the community
- help young people make the transition from school to life as an adult in the community
- support families and caregivers of an adult with a developmental disability so they can continue in their supportive role

With Passport funding, individuals and families can:

- receive money directly so they can [purchase their own services and supports](#),
- get services and supports [through community-based agencies](#) (such as Mainstream), or
- get services and supports through [a combination of both](#)

You didn't come this far only to come this far.

Passport Funding

People who receive Passport funding can use it to pay for many different things:

- [Education](#) (community classes or recreational programs)
- [Employment](#) (job preparation or work activities)
- [Volunteering](#) (support to volunteer such as transportation or having someone there to help)
- [Daily life](#) (activities that help develop social skills or independent living skills)
- [Person-Directed Planning](#) (developing a personal plan identifying the supports needed to achieve goals)
- [Caregiver respite](#) (hiring someone to help with personal care - either at home or at a different location)

In the Niagara region, as of April 30, 2017:

- 998 people received Passport funding (either a full or a partial allocation)
- \$10.43 million was allocated
- 722 people are on the Passport waitlist, either as new applicants or as applicants who require additional funding

‘You see things and you say ‘why?’ but I dream things that never were and say ‘why not?’’
George Bernard Shaw



Passport Funding

People can choose to manage their own Passport funds or they can ask Mainstream to manage it for them. The advantage of this is that Mainstream pays all costs upfront for the person and can provide trained Passport workers. We charge a 10% admin fee for this.

- 28 people had their Passport funds managed by Mainstream in 2016-17. That is up from 13 in 2015-2016.
- Mainstream received \$14,920 in administrative fees.

How did people using their Passport funds?

Community-based activities

- A total of \$52,029 was spent on Community-based activities. These include education costs such as course fees and materials, sports such as sporting events, membership fees and team expenses as well as entertainment costs such as movie passes, craft shows and theatre productions.

Transportation

- A total of \$18,000 was spent on transportation costs. These costs include city and regional bus passes, GO tickets and taxi fees.

Wages

- \$28,600 was spent on wages to pay Passport workers. Workers can be hired to provide individual support as needed for as short or long a period as required. Passport workers were used to teach specific skills, support in a volunteer placement or attend a community class with someone. Every attempt is made to match people and interests to increase the chance of success.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

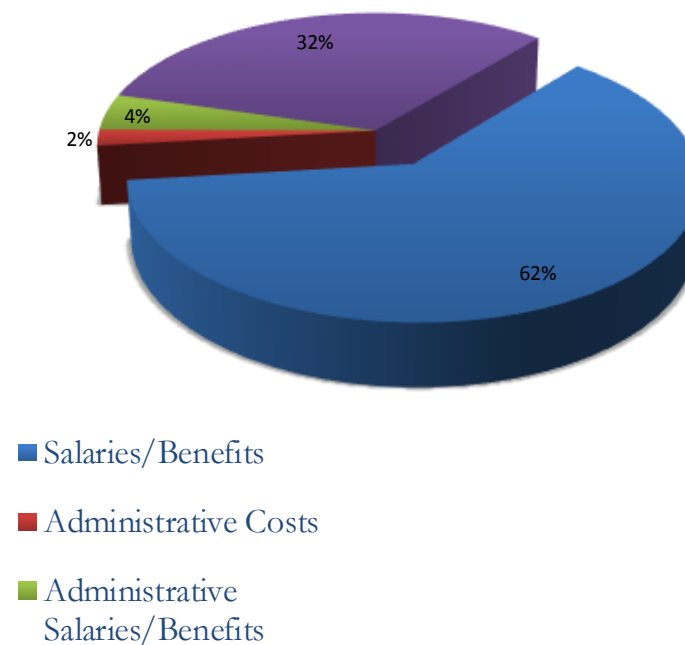
Financial Summary



Financial Summary - Mainstream: An Unsheltered Workshop

Mainstream:An Unsheltered Workshop	
Statement of Revenue and Expenditures	
Year Ended March 31,2017	
Revenue	
Ministry of Community and Social Services	\$921,407.00
United Way	\$46,272.00
Donations	\$21,809.00
Other	\$525,565.00
Total Revenue	\$1,515,053.00
Expenditures	
Salaries/Benefits	\$881,102.00
Administrative Costs	\$27,221.00
Administrative Salaries/Benefits	\$62,302.00
Program Costs	\$448,822.00
Total Expenditures	\$1,419,447.00
Excess Revenue over Expenditure	\$95,606.00

**Mainstream: An Unsheltered Workshop
Expenditure Breakdown 2016/2017**



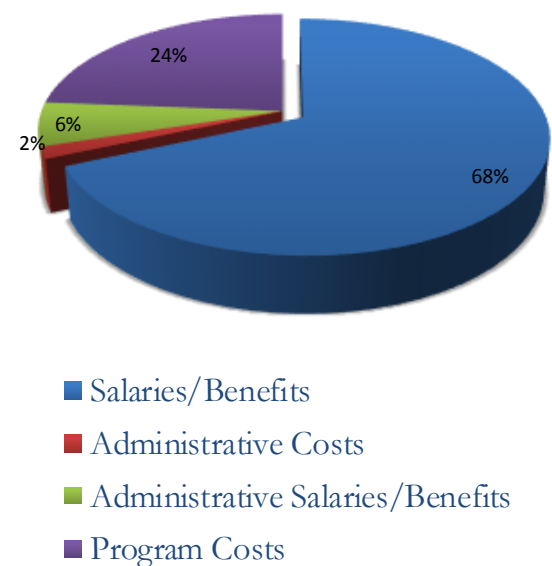
Outcomes Management Report

2 0 1 6 - 2 0 1 7

Financial Summary - St. Catharines Mainstream Non-Profit Housing Project

St. Catharines Mainstream Non-Profit Housing Project	
Statement of Revenue and Expenditures	
Year Ended March 31,2017	
Revenue	
Ministry of Community and Social Services	\$1,883,706.00
Donations	
Other	\$458,378.00
Total Revenue	\$2,342,084.00
Expenditures	
Salaries/Benefits	\$1,597,027.00
Administrative Costs	\$38,300.00
Administrative Salaries/Benefits	\$141,818.00
Program Costs	\$554,039.00
Total Expenditures	\$2,331,184.00
Excess Revenue over Expenditure	\$10,900.00

**St. Catharines Mainstream Non-Profit Housing
Expenditure Breakdown 2016/2017**





Bingos

Mainstream has been a recipient of bingo proceeds for many years. These funds have helped us run our programs, make purchases and fund things we would otherwise not be able to afford

In March 2015, the new Delta Bingo opened in St. Catharines. Delta Bingo is committed to giving back to the community and a portion of the proceeds from all of their bingos are given to over 60 local community organizations. In exchange, they ask that 2 people from each organization attend as bingo volunteers. Volunteers act as ambassadors, assisting where needed, and are available to answer questions about the organizations they represent. Volunteers complete a mandatory training before their first shift.

In 2016-2017:

- Mainstream volunteers [attended 105 bingos](#) at Delta Bingo
- We had [43 volunteers](#) (31 employees and 12 Mainstream program participants)
- We received [\\$40,331.00 in proceeds](#). That is up from \$24,595.00 in 2015-2016. These proceeds are used to pay for maintenance contracts, AIMS (online data-maintenance system), HR Downloads as well as to purchase equipment and pay bills.

Note: when program participants complete a shift at Delta Bingo, they receive \$20 from Mainstream.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Participant and Stakeholder Surveys



Participant and Stakeholder Surveys

Participant and Stakeholder surveys play an important role in our quality improvement efforts. We use these surveys to get meaningful feedback that we can learn from. The surveys focus more on comments and less on numbers in the hope that people would take the time to let us know what was working and what wasn't working for them.

Our survey asks people to answer four questions:

- What is working?
- What is not working?
- Ideas/suggestions to make us better?
- Comments/thoughts?

There is no failure. Only feedback.

The survey also has a scale at the top that goes from 1 to 5. A statement reads: please circle the number that rates how you feel about Mainstream. A smiling and frowning face help illustrate the fact that 1 is low and 5 is high.

Participant surveys are handed out annually to each person using our services. Support to complete the survey is provided as needed. Stakeholder surveys are also handed out annually to families as well as community organizations with whom we work closely.

If a survey is returned with statements that require immediate action the Program Supervisor is notified. Otherwise, the surveys are collected over the year and the results are compiled for this report.

Outcomes Management Report

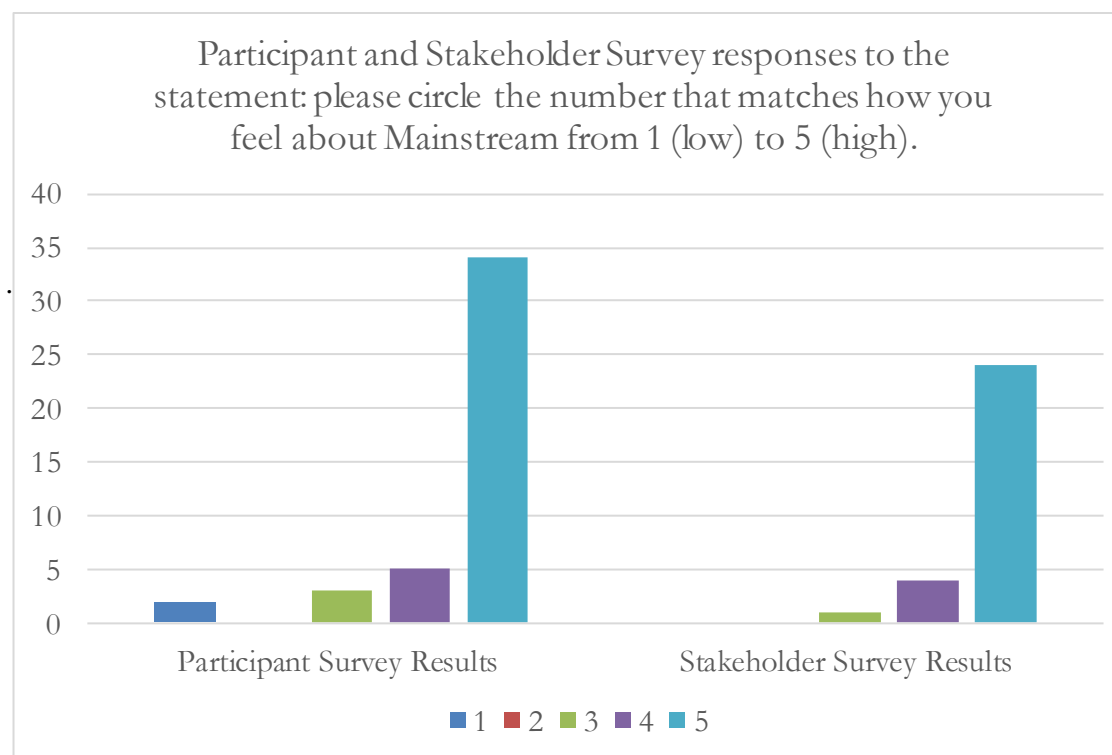
2016 - 2017

Participant and Stakeholder Surveys

What happened?

In 2016-2017 we received a total of **28 participant surveys** (down from 100 in 2014-2015 and 50 in 2015-2016) and **22 stakeholder surveys** (compared to 25 in 2014-2015 and 35 in 2015-2016). All stakeholder surveys were from family members.

The chart below shows the results we received on participant and stakeholder surveys in response to the statement we asked them to reflect on. Please note that, on 2 participant surveys, the number circled was not clear so they were not included.





Participant and Stakeholder Surveys

We have been using feedback surveys, in one form or another, for almost a decade. Over that time we have received many valuable comments and suggestions that has helped us change how we provide service.

Over the past few years we have also noticed [a steady decline in the number of surveys we receive](#). In 2016-2017 in particular, the numbers were quite low.

The graph on the previous page shows us that, of the people who did fill out the survey are, 32 gave us a 4 or higher indicated they were satisfied or extremely satisfied with the service they receive.

The comments that were written were overwhelmingly positive, Many referenced specific employees or activities that were well-received. Few provided ideas or suggestions for how to improve our service.

Our plan for 2017-2018 is to look at other ways to obtain feedback. While we enjoy receiving a pat on the back, we also truly want to hear ideas for how we can improve the quality of the service we provide.

‘Feedback is a free education to excellence. Seek it with sincerity and receive it with grace.’

Ann Marie Houghtailing

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Mainstream - Business Function Measures



Compliance Review

Mainstream underwent a Compliance Review from October 11 to October 14 2016. Both organizations were in compliance. The following issues were identified and corrected:

Compliance issues to be addressed [within 24 hours](#):

- The water heater temperature in one of our Supported Living homes was 0.5 to 2.5 degrees above the 49 degree allowance.
→ Water heater temperature was lowered immediately and the water temperature was monitored for 6 hours.
- Individual Support Plans (ISPs) in Supported Living did not indicate the level of supervision required for hygiene and bathing.
→ ISPs were updated to include that information.

Compliance issues to be addressed [within 10 days](#):

- Individual goals must indicate who is responsible for providing support and the timeline.
→ Goals were updated to include this information.
- In Options Niagara, the funding allocation wording in each person's ISP needed to be changed to 'Community Participation'.
→ The wording was changed in all ISPs.
- In the Resource Centre a PRN medication sheet was not signed.
→ Coaching was provided to the team.
- All employees must be trained in the use of physical restraints.
→ All employees receive annual Non-Violent Crisis Intervention Training (NVCIT) but we had made a conscious decision to exclude restraint training in accordance with our policy stating that we do not support the use physical restraints. In order to be in compliance, we were told that we are required to teach physical restraints to all direct support employees. All employees now receive this training as part of NVCIT but are given a clear message that we do not support the use of physical restraints and that employees are not to use them under any circumstances.

Our character is revealed by how we treat people who cannot help us or hurt us.

Outcomes Management Report

2016 - 2017

Below is a summary provided by the Ministry of Community and Social Services of the outcome of all compliance inspections completed between April 1st 2016 and March 31st 2017.

2016/17 COMPLIANCE STATISTICS



219/219
AGENCIES INSPECTED



911/2500
SITES INSPECTED



154/219
AGENCIES COMPLIANT
IN UNDER 10 DAYS



37%
IMPROVEMENT IN NON-
COMPLIANCES

How Do You Compare?

10

Days

Median # of Days for Compliance

9

Non-Compliances

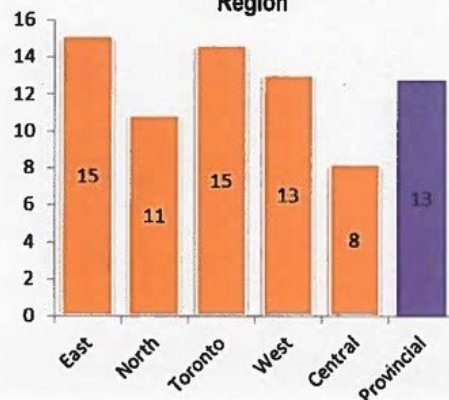
Median # of Non-Compliances

124

Agencies

Improved Compliance Results

Average Non Compliance by Region



154 Agencies Compliant Within 10 Days

11

Agencies

Compliant at the Time of Inspection

28

Agencies

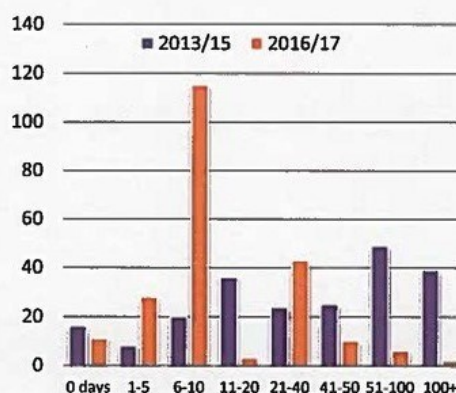
Compliant in 1-5 Days

115

Agencies

Compliant in 6-10 Days

Days to Come into Compliance



Breakdown of Non – Compliances 2016/17

98

Immediate

Non – Compliances

390

High

Non – Compliances

2328

Low/Moderate

Non – Compliances

Top 5 Non-Compliances

Total	Non Compliance
79/219	Supervision, Bathing and Showering
65/219	Water temperature at the faucet exceeds 49 degrees Celsius.
57/219	Abuse, Education/Refresher
51/219	Individual Support Plan, Roles & Responsibilities
50/219	Issues related to the storage and administration of medication identified during the site inspection. (i.e. disposal or discarding of expired/discontinued medications)



Serious Occurrences

All providers of services that are funded, licensed or operated by the Ministry of Community and Social Services (MCSS) are responsible for delivering services that promote the health, safety and welfare of program participants. Mainstream is accountable to the Ministry to demonstrate that our services are consistent with relevant legislation, regulations and/or Ministry policy.

Serious Occurrence (SO) reporting is one of the many tools providing MCSS and Mainstream with an effective means of monitoring the appropriateness and quality of service delivery. Serious occurrences are defined in [eight categories](#). They are:

- 1) Any [death of person](#) while participating in service
- 2) Any [serious injury](#) to person while participating in service
- 3) Any [alleged abuse or mistreatment](#) of a person receiving service
- 4) A [missing person](#)
- 5) A [disaster on the premises](#) where service is provided
- 6) Any [complaint about the operational, physical or safety standards of the service](#) that is considered serious by the service provider
- 7) Any [complaint](#) made by or about a person in service or any other serious occurrence [involving a program participant](#) that is considered by the service provider to be of a serious nature. (Note: this section is also used to capture SO's that don't fall under another other category.
- 8) Any [physical restraint](#) of a person in service

All SOs must be reported within 24 hours. An [Enhanced SO](#) is a SO that is likely to result in significant public or media attention. Enhanced SOs must be [reported within 3 hours](#).

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Serious Occurrences

A total of 15 Serious Occurrences were reported to the Ministry of Community and Social Services (MCSS) during the period of April 1 2016 and March 31 2017.

Category 2 - A serious injury to a person receiving services - There was 1 accidental injury. One person in SIL fell and required hospitalization.

Category 3 - Alleged, witnessed or suspected abuse or mistreatment of a person receiving services - There were 3 abuse allegations. Two were incidents of financial abuse, one by an outside company and one was a Facebook scam. The third was an abuse situation (both financial and physical) by someone in the community. That person was supported to move into an apartment and is now receiving SIL support. In all three cases police were involved.

Category 4 - Missing person - There was 1 missing person. The person chose to leave a community location on their own rather than wait for a ride. Police were involved. The person was found safe.

Category 5 - Any disaster on premises where service is provided - There was 1 disaster: a serious fire at our Rykert home.

Category 7 - Complaint or other - None of the Serious Occurrences were complaints. There were 9 events that were classified as 'other'. Seven incidents involved hospitalizations for illness/injury. Two incidents involved one person in SIL including an arrest and subsequent incarceration.

NOTE: we were required to keep 3 Serious Occurrences open and provide monthly reports. One was for financial abuse involving the outside company, the other for incarceration and the third for a hospitalization which became lengthy.



Employee Health and Wellness

Sick Time and Wellness Days

One of Mainstream's goals for the past few years has been to **reduce the amount of sick time** that employees use. When employees use sick time, especially in the Supported Living program, it often means that relief staff are needed, resulting in increased costs. More importantly, increased sick time means that the support that people using services receive is not consistent.

We are not advocating that employees come to work sick but we did want to explore other options to encourage health and wellness.

All employees receive **5 sick days** and **3 wellness days**.

Health is a state of body.
Wellness is a state of being.

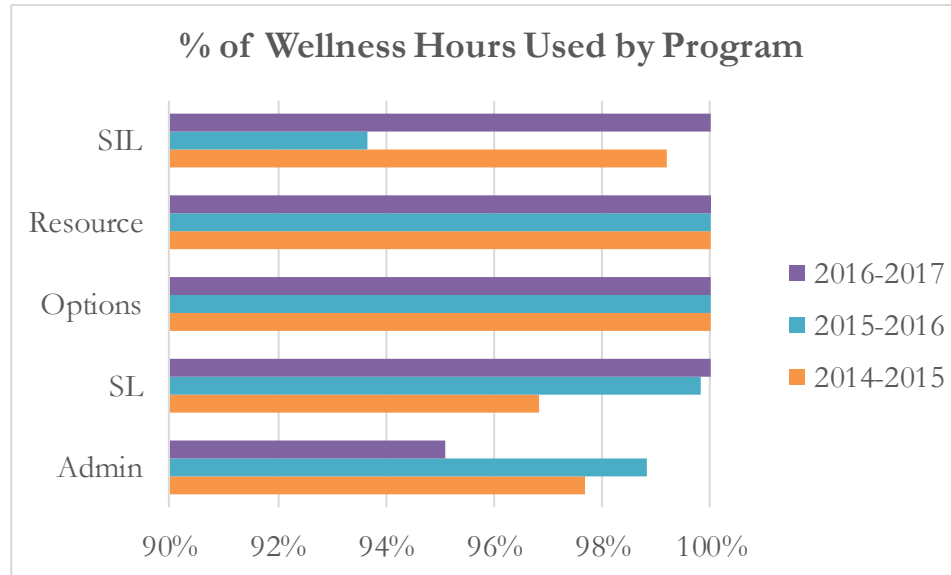
Outcomes Management Report

2 0 1 6 - 2 0 1 7

Employee Health and Wellness

Wellness Hours - Let's look at the numbers

- 52 = the number of full time and part time employees at Mainstream who receive wellness hours
- 1018.45 = the total number of wellness hours allocated in 2016-2017
- 1011.25 = the total number of wellness hours used in 2016-2017
- 98.95% = the percent of wellness hours used in 2016-2017 (compared to 97.97% in 2014-2015 and 98.95% in 2015-2016)



Comments

- We are pleased that our Employee Wellness Program continues to be used to its fullest extent. All programs but one used 100% of their wellness hours. The program that did not use all of their sick time used 95.11%.
- There were only 7 unused Wellness hours in 2016-17. This is down from the 21 unused hours in 2014-15 and 11 in 2015-16.

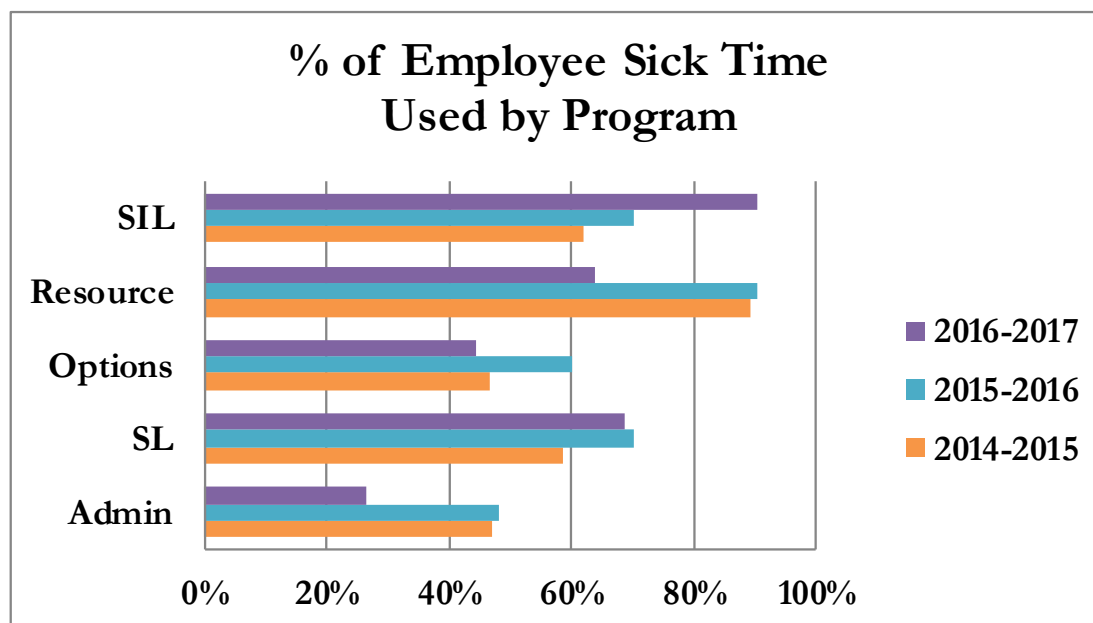
Employee Health and Wellness

Sick Time - Let's look at the numbers

- 52 = the number of full time and part time employees at Mainstream in 2016-2017 who are awarded sick time
- 1555.81 = the total hours of sick time that could have been used in 2016-2017
- 895.51 = the total hours of sick time that were used in 2016-2017
- 57.56% = the percent of sick time used in 2016-2017 (compared to 61.34% in 2014-2015 and 69.98% in 2015-2016)

What are the trends?

- The graph below shows the percentage of total sick time used over the past three years, divided by program.
- Every year we notice fluctuations in the percentage of sick time used by program. There are usually one or two employees who needed to use all of their time due to an accident or extended illness and the percentage used in that program goes up as a result. The next year it goes back down again.
- The most important thing to note is that the percentage of sick time used at Mainstream has **steadily decreased** over the past few years.

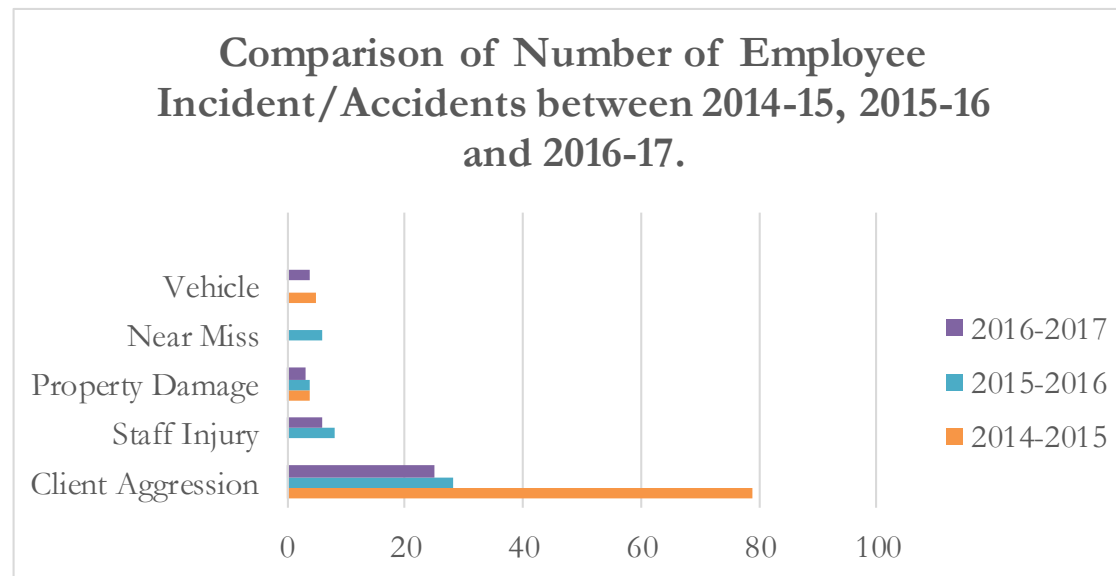


Outcomes Management Report

2 0 1 6 - 2 0 1 7

Employee Incident/Accidents

- Every year we track the number of employee incident/accidents that happen at Mainstream. We do this in order to identify trends and make changes to reduce risks whenever possible.
- Below is a graph that compares employee incidents /accidents from the [last three fiscal years](#).
- We are happy to report that [client aggression went down significantly](#) from 2014-2015. In 2014-15, 55 incidents of aggression were due to one particular situation with a resident who was going through a difficult time. Things are much better now as can be seen from the graph. In 2015-2016 there were 28 incidents and in 2016-2017 there were 25.
- Vehicle incidents were up. There were 0 incidents in 2015-2016 but there were [4](#) in 2016-2017.
- [Staff injuries were down to 6](#) in 2016-2017 which was good to see after a jump to 14 in 2015-2016. All injuries were minor in nature. There were no Workplace Safety and Insurance Board (WSIB) claims.

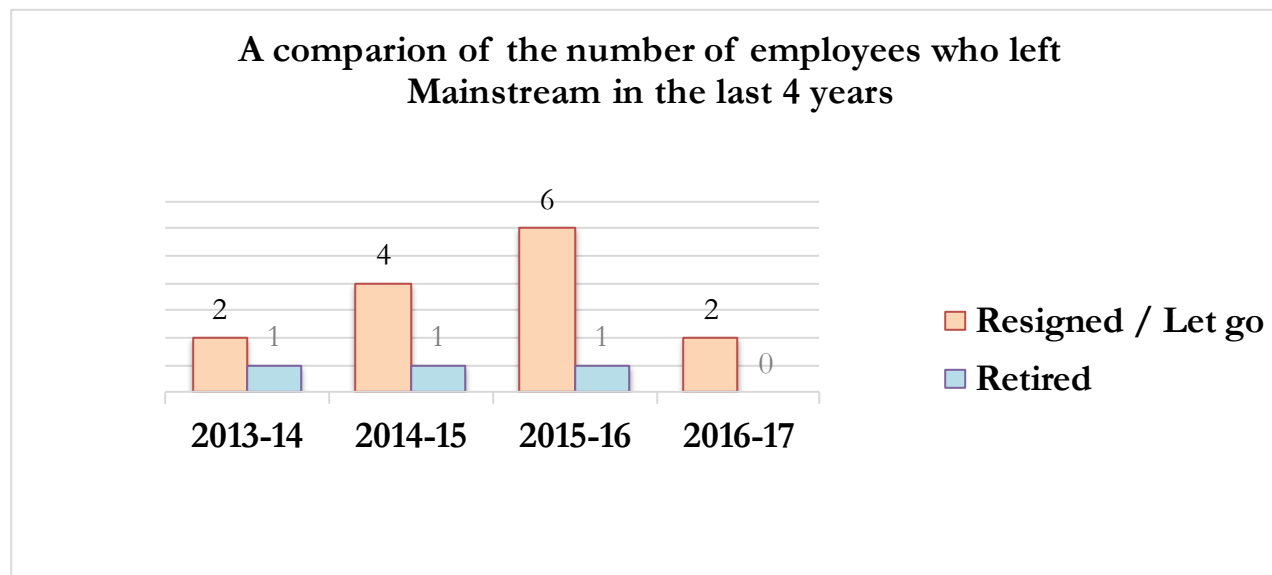


Employee Turnover

Low turnover is often seen as a good thing. Low turnover usually means that employees are engaged, healthy and safe in their jobs and that employers are satisfied with their performance. Low turnover means that less money is spent on hiring and training new employees. Most importantly, low turnover means that there are greater numbers of employees working at Mainstream who have the knowledge and experience to provide high quality service.

Every year we track employee turnover to see how many employees leave Mainstream.

- In 2013-2014, 3 employees left Mainstream (1 retired and 2 resigned)
- In 2014-2015, 5 employees left Mainstream (1 retired and 3 resigned and 1 was let go)
- In 2015-2016, 7 employees left Mainstream (6 resigned and 1 was let go)
- In 2016-2017, 2 employees left Mainstream (both resigned)



Outcomes Management Report

2 0 1 6 - 2 0 1 7

Continuous Quality Improvement and Organizational Learning



Employee Training

All Mainstream employees are required to attend certain mandatory trainings. These include training provided during Mainstream's annual training weeks (see next page for more information) as well as other required training such as AIMS training, abuse training, rights training, medication administration and van training.

Our goal is that, in addition to mandatory training, employees have an opportunity to [attend at least one non-mandatory training every year](#). This might be a conference, a workshop, an in-house training, video or webinar. Many training sessions were offered and this goal was met in two programs (Options and SIL).

Here are some examples of trainings that employees accessed:

- safeTalk - Suicide Alertness for Everyone
- Leadercast Niagara - Architects of Tomorrow (conference)
- Supervisory Obligations
- Managing Employees with Mental Health Issues (workshop)
- ODSP Program (webinar)
- Bed Bugs (1-hour in service presentation)
- Bill 132 Harassment (webinar)
- Bridges Out of Poverty
- DSP Code of Ethics (webinar)
- Enabling Enriched Lives (presentation)
- Mental Health First Aid (4-day training)
- Discovering the Good Life (2-day workshop)
- Ontario Leadership Consortium (1-week course)
- Living with FASD (1-day workshop)
- Improving Fire Safety for Vulnerable Ontarians (course)
- Sexual Assault and Survivors with Disabilities (webinar)
- Learning Community of Person-Centred Practices (2-day training)
- Jess Thom - Tourettes (video)
- OASIS 2016 Annual Conference (2-day conference)

If you are not willing to learn, no one can help you.
If you are determined to learn, no one can stop you.

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Quality Improvement Commitment Days

In 2011, Mainstream made a [commitment to quality improvement and organizational learning](#) by organizing a full week of training for all employees. Two identical weeks were planned so that half of the employees from each program could attend one week, half could attend the other week, and all programs could continue to run.

Mainstream has continued to commit time, energy and financial resources to ensure that employees have this opportunity.

[We recognize the value](#) of taking time away from our daily tasks and setting aside several days to learn from each other and re-energize. We refer to this tradition as ‘Training Weeks’ but it is much more than simply training. For many employees it is the only opportunity they have to interact with, and learn from, staff in other programs. It is a time to talk about challenging things happening in our organization and in our sector. It is an opportunity for our Executive Director to talk frankly about how things are going and for employees to pose questions in return.

Sessions are planned based on current needs so one session may focus on person-centred thinking tools such as one-page profiles and the next session may be a computer-based one where employees learn tips and tricks to make daily documentation a little easier. There are always plenty of opportunities for staff to work together, learn from each other, have some fun and, hopefully, challenge themselves to learn and grow.

There is always an over-arching theme that helps tie everything together. In early 2017, the theme was ‘[Service Life](#)’ and many of the discussions and learning sessions focused on helping employees recognize what it really means to live a Service Life and what they can do in their roles to help people have more of a community life.

‘I am always doing that which I cannot do, in order that I may learn how to do it.’ Pablo Picasso



Mainstream Committees

At Mainstream we recognize the value that comes from working in teams. All employees have the opportunity to work with members of their own program teams but there is also a great benefit to working with employees from different programs across the organization. It aids the sharing of ideas and resources, improves communication across programs and enriches our overall agency knowledge.

There are many committees at Mainstream that are made up of members from across the organization. They include:

- [Occupational Health and Safety Committee](#) - responsible for ensuring that Mainstream meets all of the Health and Safety requirements in each program location.
- [Team Mainstream Committee](#) - responsible for finding opportunities for Mainstream to give back to the community.
- [Employee Rewards and Recognition Committee](#) - responsible for planning the annual Employee Rewards and Recognition event as well as acting on feedback to find meaningful ways to recognize and reward Mainstream employees.
- [Quality Improvement Committee](#) - responsible for helping facilitate program and agency-wide change based on feedback re what is working and not working. Also responsible for facilitating discussion within teams about quality improvement and initiating change based on those discussions. The Quality Improvement Committee is comprised of all Team Leaders and Supervisors.
- [Person-Centred Thinking Committee](#) - responsible for setting the direction that Mainstream is taking in order to meet their goal of becoming a leader in person-centred thinking.
- [Specific event committees](#) - committees such as our Trivia Night committee or our Golf Tournament committee are responsible for planning specific events at Mainstream.

‘Learning is not something done to you. It is something you choose to do.’ Seth Godin

Outcomes Management Report

2 0 1 6 - 2 0 1 7

Employee Rewards and Recognition

Employee Rewards and Recognition

On June 9, 2017, Mainstream held their annual Employee Rewards and Recognition Night. To change things up a bit, the event was held at the Merritton Community Centre. The evening started off with a friendly bowling competition. Once all of the bowling shoes were safely returned, [service awards](#) were presented to employees who have worked at Mainstream for 5, 10, 15, 20 and 25 years. The following employees were recognized:

Kelly Brown	5 years
Sarah Scott	5 years
Julie Bournier	10 years
Stephanie Parente	10 years
Dianne MacGillivray	15 years
Lorraine Smith	15 years
Julie Thiessen	15 years
Debbe Liddycoat	25 years
Dave Reid	25 years

Thank you for your continued commitment to Mainstream. You make a difference in people's lives.

"I don't consider hard work and great fun mutually exclusive. Who decided that anyway?"

Dick Beardsley



Outcomes Management Report

2 0 1 6 - 2 0 1 7

Thank you to all of our donors

Mainstream is fortunate to have many individuals and businesses offer their support to our fundraising efforts. This year we received a total of **\$21,808 in financial contributions and sponsorships**. This support goes towards enhancing the programs and equipment available to the individuals we serve.

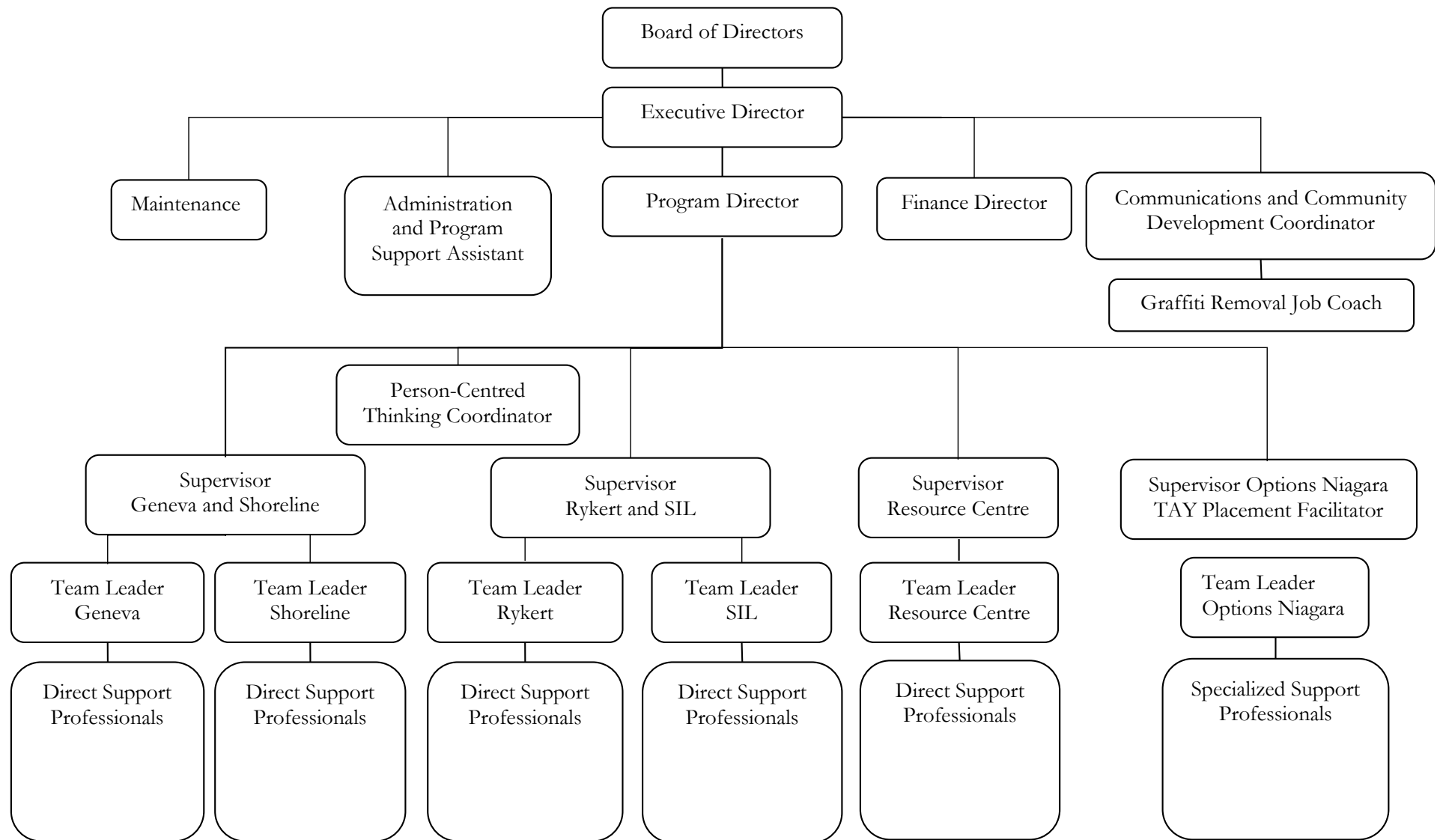
Mainstream would like to take the opportunity to recognize the following supporters:

Mr. and Mrs. Turner	Tai Chi Class	Marlene McLachlan
RBC Foundation	Horizon	Karen Hamilton
Pete and Margaret Conley	Northend Gardens	Estate of Anne Forbes
Alan Cimprich	Kari Lewis	Pimco Canada
Mary Lariviere	Jacob Dunkley	Doug and Sue Melville
John Ratkovsky	Dean Zilio	Mr. and Mrs. D. Cheredar
Mr. and Mrs. Mawhood	Mr. and Mrs. Arvind Bhide	Cathy Lutes
D. Ruggerio	Ruth Barclay	Debbe Liddycoat
Jim Roswell	Theresa Pasqualotto	
Amin Nasr	Adam Bosak	

‘All we have to decide is what to do with the time that is given us.’

J. R. R. Tolkien

Mainstream - At a Glance



Outcomes Management Report

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Please visit our website: **www.mainstreamservices.com** and like our Facebook page

If you have any questions or feedback about this Outcomes Management Report, please contact Céline Parent at 905-934-3924 or cparent@mainstreamservices.com