



9th annual Outcomes Management Report

2 0 1 7 - 2 0 1 8





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Give without remembering. Take without forgetting.



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 9th annual Outcomes Management Report. We are extremely proud of the content contained in the following pages showing Mainstream continues to offer high quality programs while exceeding the standards expected by the Ministry of Children, Community and Social Services and United Way of St. Catharines and District. We would like to offer our sincere gratitude to all our employees and volunteers for their contribution and commitment to providing supports that improve the quality of life of people we support while preparing them for the future. 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.

We would also like to bring special attention to the work of the Senior Management Team and Supervisors who have played a significant role in ensuring the programs offered not only meet the wishes and interests of people supported but also the high standards of the Ministry of Children, Community and Social Services (MCCSS). As a result of your attention to detail and commitment to excellence both Mainstream: An Unsheltered Workshop and St. Catharines Mainstream Non Profit Housing Project were found to be fully in compliance after Compliance Reviews were completed in July 2017 and May 2018. Of the 219 organizations that underwent compliance reviews in 2017, St. Catharines Mainstream Non Profit Housing and Mainstream: An Unsheltered Workshop were included in a group of only 11 organizations found to be in compliance at the time of the inspection. While this is a great achievement we recognize the challenges inherent in meeting some of the standards included in the compliance review process and we encourage continuing to advocate on behalf of people we support and the values of our organization. The Ministry's compliance process includes a standard requiring boards of directors to review the mission and philosophies each year. To meet this standard the board completes this during our annual board retreat held every November. As a result of this year's review a motion was passed to remove the term "developmental disability" contained in our Mission Statement and replace it with "developmental difference". The board agreed that this change in language better reflects and values the people Mainstream

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supports. At a meeting in November the board approved a motion to purchase a new property. On December 1, 2017

Mainstream: An Unsheltered Workshop finalized the purchase of a duplex, without any MCCSS funding. The property offers affordable housing for 3 people and made it possible to move forward with closing one group home and moving 4 people into apartments of their own. We believe this is a significant development in the evolution of the residential services offered by Mainstream.

The past year also presented some significant challenges. We began the fiscal year with no new base funding for the 9th consecutive year. Meeting pay equity continues to be an issue and the introduction of the Fair Workplace Better Jobs legislation added new costs to our operations without a clear commitment for funding. The good news is that the Ontario budget that was approved in May provides for new funding to the developmental services sector to address costs related to the Fair Workplace Better Jobs legislation and organization stabilization. This funding will assist Mainstream to meet ongoing pressures, rising operating costs and obligations both today and in the future.

We remain enthusiastic about the opportunities that are before us in the coming year. 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 choosing our services.

On behalf of the Board of Directors we would like to thank the Ministry of Children, Community and Social Services, The United Way of St. Catharines and District and the many families and community members for their support and financial contributions to our organization. Your support truly makes a difference.

Rob Stinson

Robert Stinson
Board President

Kevin Berswick

Kevin Berswick
Executive Director

Great leaders don't set out to be a leader. They set out to make a difference. It is never about the role. It is always about the goal.



Meet Mainstream's Board of Directors

Adam Bosak

Adam is an Investment Advisor and Financial Planner with RBC Wealth Management RBC Dominion Securities Inc. Adam has made a significant contribution to Mainstream as a member of the Golf Committee for the past 8 years. He is actively involved in the community, volunteering for a number of worthy causes. This was Adam's last year as a board member but he will continue to support Mainstream's fundraising initiatives.

Josh Bond

Josh is a lawyer with the firm of Flett Beccario in Welland. He focuses on matters of Municipal Law, Residential and Commercial Real Estate, Contract Law, and Corporate and Commercial Law. Josh lives in St. Catharines with his wife and two active young daughters. This will be Josh's 2nd term on Mainstream's board.

Dennis Cheredar

Dennis is a Certified Management Accountant and a Certified Financial Planner. He has worked with several not for profit and for profit businesses over the course of his 23-year career. Dennis has also taught Accounting and Financial Planning at Niagara College and Mohawk College. This will be Dennis' 7th term as a member of the board.

Kim Demoel

This is Kim's 9th 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 teaching yoga, traveling and spending time with her grandchildren.

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Mainstream's Board of Directors - continued

Jeff Kelly

Jeff has been the Treasurer of the board for the past 14 years and a director since 1996. He is an accountant and the Financial Controller for Vesuvius Canada Refractories Inc. in Welland.

Michael Robertson

Michael has been a board member since 2007 and has held the position of Vice President for the past 5 years. He is currently an instructor in the Faculty of Business at Brock University with a concentration in Corporate Entrepreneurship and New Venture Creation and Financing.

Janet Rylett

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. Janet served as Board Secretary for the past 4 years.

Rob Stinson

This will be Rob's 9th year as a board member having joined the board in November of 2008. He has a background in construction retail and extensive business experience. Rob has held the position of Board President for the past 5 years.



Our Mission Statement

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

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.

We also share stories to demonstrate the impact that our service has had on the lives of people.



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)

If we don't change our direction, we are likely to end up where we are headed.

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Mainstream - What's on the horizon?

Strategic Plan - Moving Forward

Our 2012-16 Strategic Plan is complete. The focus of the plan was **Building Relationships Together** and we had 3 strategic priorities:

- Continuous Quality Improvement
- Person-Centred Thinking
- Community Partnerships.

In 2017, Mainstream began working with People-Minded Business (PMB) consultants to develop a new Strategic Plan to help guide our efforts from now until the end of 2021.



To develop our new Strategic Plan, PMB **gathered input from 64 stakeholders** including people supported, their families, board members, employees, and community partners. Focus groups were held with people supported, family members and the Board of Directors. An interview was conducted with the Executive Director, employees completed an electronic survey and community partners were interviewed over the telephone.

Once the gathering of information was complete, a one-day strategic planning session was held on December 17, 2017. A group of 20 stakeholders (people supported, family members, board members and employees) participated. The day focused on:

- Acknowledging accomplishments from the **past** 5 years
- Looking closely at the **present** environment to inform future directions
- Planning ambitious and achievable **future** goals and identifying priorities for Mainstream

From there, a Strategic Plan was developed. It will be unveiled at Mainstream's 2018 Annual General Meeting.

I plan to look back on my life saying 'wow, that was an adventure'. Not 'wow, that sure felt safe'.

Announcing our 2018-2021 Strategic Plan!

Our new Strategic Plan outlines 4 strategic priorities. Within each of these priorities are a number of goals. Here are some examples:

1. Explore and act on new ways to engage with community partners

- Form new beneficial cross-sectoral relationships and partnerships
- Explore the possibility of a strategic alliance, shared back office space, formation of a Community Hub, and other creative ways to partner

2. Explore and expand into new ways of doing business

- Increase focus on individualized supports, including the involvement of more people and families with Passport funding
- Create new housing options that honour Mainstream's commitment to "everyone having a home of their own"
- Do less and connect more, by facilitating new experiences in the community with people, which sometimes involves taking calculated risks with the intention to expose people to, and have them try, new things
- Broaden Mainstream's mandate to support people with diverse needs

3. Tap into technology as a tool for moving Mainstream forward

- Support people to use technology to live empowered lives

4. Heighten awareness of Mainstream's progressive supports

- Bring attention to Mainstream's work through a community awareness campaign

Mainstream Gateway Strategic Alliance

In the spring of 2018, Mainstream received a Modernization grant from the Ministry of Children, Community and Social Services (MCCSS). The purpose of this grant is to explore the possibility of [forming a strategic alliance](#) with Gateway Residential and Community Support Services (Gateway).



In operation since 1986, Gateway provides innovative, consumer-centred housing and support services across the Niagara Region for adults with a mental illness. One of Gateway's strategic priorities is to increase their supply of affordable housing. Currently they support 72 adults in properties owned by the agency, and a further 128 people living in the community with rent supplements or leases managed by Gateway.

Bringing 2 organizations together from 2 different sectors (developmental services and mental health) is an ambitious undertaking. Beginning in May 2018, Mainstream and Gateway, working with People Minded Business (PMB) consultants, will spend 2 years exploring possibilities and embracing opportunities to ensure the sustainability of both organizations and benefit to people who use Mainstream and Gateway services.

- A project team consisting of 5 management staff from each organization met in June 2018 and created the following shared vision for the project:
 - Lead the way in providing cross-sector, person-centred supports to diverse people
 - Improve access to holistic supports and services
 - Break barriers through sharing knowledge and expertise
 - Maximize resources, resulting in greater stability and sustainability for both Mainstream and Gateway

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Strategic Alliance - continued

Keys to Success

Inclusive - Involve key stakeholders from the start & throughout project

Organized – Use tried, tested & customized structures & processes

Transparent – Communicate clearly, often, and in a variety of ways

Slow & Steady – Take time to learn, think, plan & move forward with confidence

Please visit <https://www.mainstreamservices.com/site/strategic-alliance> for updates and answers to questions about the Strategic Alliance.

This is the proposed timeline for the Strategic Alliance





I am not afraid of an army of lions led by a sheep. I am
afraid of an army of sheep led by a lion.

Alexander the Great

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Ministry of Children, Community and Social Services (MCCSS) An Update

(NOTE: after the recent change in government, the name of our ministry was changed from the Ministry of Community and Social Services to the Ministry of Children, Community and Social Services. The new acronym is MCCSS.)



Fair Workplaces, Better Jobs Act

The Fair Workplaces, Better Jobs Act was passed in November 2017. This act makes changes to the Employment Standards Act 2000, the Labour Relations Act 1995 and the Occupational Health and Safety Act. It raises the minimum wage and provides employees with a variety of new protections including:

- equal pay for equal work for casual, part-time, temporary and seasonal workers
- up to 10 individual days of leave and up to 15 weeks of leave, without the fear of losing their job when a worker or their child has experienced or is threatened with domestic or sexual violence
- expanded personal emergency leave in all workplaces
- unpaid leave to take care of a critically ill family member

With the introduction of the Fair Workplaces, Better Job Act there have been significant impacts on the developmental services sector. The changes to how part-time employees are compensated resulted in significant costs due to the number of part-time employees in our sector. The changes to how on-call employees are compensated do not take effect until January 2019 but it is expected that this will also have a significant impact on our budget.

New funding announcement

The Ministry of Children, Community and Social Services (MCCSS) announced new funding in response to the new act.

- In December 2017, they announced the people receiving Passport funding would see a 15% increase to their annual allotment to cover the increased cost of hiring support staff.
- In February 2018, Mainstream learned that we would receive just over \$10,000 for the last quarter of the 2017-18 fiscal year (January 1 2018 to March 31 2018). This funding was to help address the increased costs that were a direct result of the new act.

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Some of the impacts of the new legislation

Public holiday pay

The changes to the public holiday pay calculation resulted in a significant increase to our budget, beginning January 1 2018. Based on the new calculation, every public holiday would cost Mainstream an additional \$1200. The first 4 public holidays of 2018 added an additional \$4800 to our budget.

Update: The Ontario government announced that, beginning July 1 2018, the calculation for public holiday pay will revert to the formula used prior to Bill 148.

Equal pay for equal work

The implementation of equal pay for equal work impacted many organizations across Ontario because part-time employees are often paid different rates and receive different benefits than full-time employees. Mainstream is proud to say that this part of the legislation did not have a significant impact to our budget because, for many years, part-time and full-time employees have been paid the same hourly rate and receive the same benefits. The only exception to this was for employees hired on a contract basis.

Update: all employees who perform the same job, including those hired on a contract, receive the same rate of pay.

Minimum wage

The minimum wage was increased from \$11.60 per hour to \$14 as of January 1 2018 and to \$15 as of January 1 2019. Mainstream was required to increase the rate of pay for the 4 DSP - Overnight Asleep positions, resulting in an increase of \$24,460/year.

Update: The minimum wage increase also affected people supported. Since January 1 2018, 6 people in Options Niagara lost their jobs. In each instance, they were told that the job cut was a direct result of the increase to minimum wage. Two other people saw their hours reduced for the same reason.



When yesterday doesn't interest you anymore, you're doing something right.

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Person-Centred Thinking A Home of their Own



Adjust the sails

One of the reasons that we spend so much time creating our annual Outcomes Management Report is because it provides us with a good excuse to look up from our daily to do lists and look back at where we have come from. This annual moment of reflection helps put things into perspective, reminds us how much we have changed and keeps us motivated to continue to improve the services that we offer.

When we look back into the not-too-distant past, we see a very different housing model than the one we have today. After the era of institutions, the 24-hour support home truly was a significant improvement. People moved into homes with their own bedrooms, they had much more opportunity to participate in their community and having staff available 24 hours a day ensured that everyone's needs were met.

Over the years, we began to have our doubts as to whether this model really was best support. People who moved to 24-hour homes from institutions certainly saw an improvement. People who moved from their family homes to a 24-hour home often did not. They told us in many ways that this setup didn't work. We learned that not having a choice about where one lives and who one lives with is not ideal. We began to think differently about our 24-hour housing model and ask ourselves if it really was the best we could do.

We asked ourselves if people currently living in 24-hour support actually needed support every hour of every day? Could they not be alone for a period of time? An hour? Could the support be offered from down the street rather than down the hall? Was it possible for people to have a home of their own? When we started asking ourselves these questions we quickly realized that we were taking ourselves off the route that we were comfortably on and heading into uncharted waters.

Adjust the sails - continued

We set ourselves a goal and gave ourselves two years to accomplish it. Four people, all of whom were currently living in a typical 24-hour home, were going to have homes of their own. We weren't sure what it was going to look like, how support was going to be provided or if it was going to be successful. All we knew was that, in order for this plan to have a chance, we were going to have to change the thinking of a lot of people. The people we hoped might move needed to believe that they could indeed live in a home of their own. The staff had to change the very way they provided support; from ensuring that people were safe to supporting them to be more independent, even if that meant encouraging the person to do things that posed a degree of risk. Families had to be helped to understand what this different model could look like and to believe that it would be a positive change for their son or daughter.

Our talented and energetic Person-Centred Thinking team helped move the plan forward. They looked for creative ways to help each person, in their own way, believe that our dream of every person having a home of their own was possible. The staff teams worked very hard with the people they support and their families to ensure that everyone was working together to make it happen. Every decision, right down to how and when each person was told of the actual move date, was made in the most person-centred way possible. In August 2018, 4 people moved from their 24-hour support home into their own apartments. At Mainstream, a new era has begun!

Sometimes it's the journey that teaches you a lot about your destination.



Person-Centred Thinking Team

One of our strategic priorities for the past 5 years was to become a leader in person-centred thinking. A dedicated Person-Centred Thinking team was put into place to help us. The team is responsible for facilitating planning meetings, training new employees and providing guidance and support to everyone at Mainstream.

In 2017-2018 the Person-Centred Thinking team:

- facilitated **106 planning meetings** for people supported by Mainstream programs (up from 73 the year before)

When we first began having planning meetings, they would typically take place at Mainstream. The person would be there and they would be supported to invite the people in their life (family, friends, supports) they wanted to be there. The meeting unfolded in a typical way and everything discussed at the meeting would be documented on large sticky notes and typed up in a report. It worked but we wanted more than that. We wanted something meaningful.

Person-centred thinking wouldn't be person-centred if everyone's planning meeting looked the same would it?

Over the past year, the Person Centred Thinking Coordinator began to notice trends emerging. She saw that planning meetings were evolving from something that simply had to be done every year into a valuable tool. Planning meetings were being done in a variety of ways, in a variety of places, as often as needed to best support the person.

Feedback from other community organizations who attended one of our planning meetings

"We do them but not like this."

"That was really good."

"A lot of information gathered."

Person-Centred Thinking Team - continued

Planning meetings are no longer simply an annual item on everyone's do list. They are now being used for all sorts of reasons;

- gathering everyone together to ensure that they are all on the same page
- goal planning
- helping a person work through a difficult situation at home
- figuring out what to do next

In the past year, planning meetings have taken place in coffee shops, libraries and restaurants. They have happened over a shared coffee or a meal. In one case, the person themselves wasn't comfortable being present. They hovered by the door during their own meeting and came and went as they wanted. In another instance, the person provided input ahead of time but didn't want to be there during the actual meeting. Some people have one planning meeting every year. Other people have many meetings over the same period of time. We support one married couple that had a shared meeting and another that had separate ones.

We don't do what works for us. We do what works for the person.

There are years that ask questions and
there are years that answer them.

Zora Neale Hurston



Andrew's story

Andrew has been talking about going back to his birthplace, Prince Edward Island, for a long time. He especially wanted to see his hometown of Miscouche, as he missed the places and people from his past. This year Andrew was finally able to make his dream come true. He planned and executed a vacation back to PEI for close to a week. He was excited and all smiles on the way there as he talked about all of the great things the Island has to offer.

A few highlights of Andrew's trip:

- spending time in the Miscouche Legion that his father founded and was the first president of
- visiting the Acadian Museum that had a display about the founding of the town, featuring videos and pictures of many of the places and people that Andrew knew while growing up there. There was even a display about Miscouche's first marching band that Andrew played in, his uncle founded, and his brother-in-law was bandmaster of
- saying a special prayer for his parents in the church he attended with his family since he was a baby

While visiting the Legion and other places around Miscouche, he was constantly asking about certain people from his past, many of whom had unfortunately passed. While hearing about the deaths of people he used to know was difficult, Andrew became especially interested in connecting with a gentleman who played in a band with Andrew for 15 years. They hadn't had any contact with each other for over 30 years. Through some investigation Andrew was able to find his contact information and arranged a meetup. A joyful reunion took place and after many hugs and tears, Andrew and Milford sat for hours and played music together, reminiscing about old times.

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Andrew's story - continued

The rest of the vacation was spent touring the Island and seeing places from his past, the whole time talking about how great it was. He could often be heard repeating “I don’t care who you are, Ontario has got nothing on PEI!!” and “I still call it home after all of this time. I always call PEI home!!”.

On the last day in his hometown, arrangements were made for Andrew to rent a keyboard and put on a show in the Legion where he used to play regularly. The Legion advertised it on social media and on their billboard sign. The day of the show, people came from all around to see Andrew play again. After many reunions and hugs, Andrew played in his father’s legion, joy on his face. His show went on for hours with people joining in playing the spoons and singing the afternoon away. The Legion manager said it was the busiest the place had been in weeks. Although sad to leave, and with the hopes of returning again, Andrew came home happy and feeling peaceful. If you have a chance, ask him about his trip, but be prepared for a long conversation.

Submitted by Matt Dierickse (Team Leader - SIL)



From left to right:

- Andrew poses with the medal display that include his father's distinguished WWI recognitions
- Andrew spends time in the church that he was baptized and grew up in
- Andrew reconnects with a friend from 50 years ago, who he has not seen in 30 years, after the initial astonishment hugs and tears flowed, followed by music and memories.

Corey's story

Corey, who lives in St. Catharines, recently started attending coffee club in Niagara Falls called Take it Home. Corey goes with a few people from Mainstream once a week. One of the great things about Take it Home is that Corey gets to hang out with people he wouldn't otherwise have a chance to meet. On Corey's first visit, he quickly connected with another gentlemen named Travis. Travis is a volunteer at Take it Home. Corey does not use words to communicate but it was evident from the start that he and Travis really got along. When Corey sees Travis, his eyes widen and he gives Travis a great big smile. Some days, Corey can be seen laughing and clapping his hands when he is hanging out with Travis. At Take it Home, Corey has also reconnected with a high school friend named Melissa. They hadn't seen each other for years and were able to rekindle their friendship at the coffee club. Take it Home has given Corey an opportunity to develop meaningful friendships with people he enjoys spending time with.

Submitted by Elly Radowsky (DSP - Supported Living)



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Mainstream's Programs



Resource Centre - from Service Life to Community Life

The Resource Centre has gone through many changes over the years. Some of the most significant changes have taken place over the past year. We have gone from a centre-based model to a community-based one. Now, when you come to our main building, you'll notice that there are very few people there. That's because they are busy being part of their community. Gone are the days when people sat in a room and learned about relationships. Now they are out building and experiencing their own relationships! For example, a group of people meet at the Fairview mall each week instead of meeting at Mainstream. They have started building relationships with others at the mall. On a first name basis, they know many of the staff at the mall. They no longer need a paid support staff to be with them and they can fully experience the mall the same as anyone else.

Instead of everyone meeting at Mainstream, getting into a van and driving to where they want to go, people now meet at a planned location and start their day from there. Relationships are beginning to form at these locations and we have noticed that people are becoming more and more independent and are relying less and less on paid supports. One group that meets regularly at the YMCA now know the staff there quite well. They know their routines and rarely need any assistance from the Mainstream staff. Successes like these inspire all of us to continue to look for more places in the community to meet, develop natural connections and build positive relationships.

The person-centred approach we use has helped guide the changes we have made in the Resource Centre and we believe that we are helping people develop the lives that they want. We are working with people supported to help them expand their network of friends to include people from all walks of life.

Build connections, not dependency

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Resource Centre (RC)

How many **men** and **women** attended the Resource Centre in 2017-2018?

- **30 men**
- **31 women**

How **did** people access support from the Resource Centre?

- **33** people used funded spots
- **10** people paid to attend the RC, either with Passport funds or out of pocket
- **18** people from our Residential programs attended

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

- **24** people are between 18-34
- **35** people are between 35-64
- **2** people are older than 65

- Last year **4** new people attended the Resource Centre and **8** people left.
- A total of **980 hours** of support per week were used by people attending the Resource Centre.



Invisible Support

Over the years the supports we offer to people has changed. We believe it has changed for the better. In the next few pages you will read about several people who attend the Resource Centre. You'll notice that many of the pictures are candid photos, taken from afar. This is for good reason. One significant change that has taken place this past year is a shift in our role when we are out in the community. One of the strategies that we use is to support people to develop connections and relationships with other people in the community who share similar interests. By going to the same place on the same day and time, connections begin to naturally develop between people. There is something unique about becoming a “regular”, where everybody knows your name, as the famous song goes. Whether that be knowing the people who work at McDonald's on Thursdays or the lady at the desk at the YMCA, it's nice to be recognized as a familiar face. When I was at the YMCA a month or so ago I truly recognized how I had become invisible in a good way. I was nearby to offer support if needed but neither the people I was there to support nor the YMCA staff were looking for me. The YMCA staff were interacting with the person. The person was interacting with the YMCA staff. I was not needed. Building these relationships has helped many people we support increase their confidence and independence in the community.

Submitted by Louise Fairbairn (Team Leader - Resource Centre)

...sometimes you want to go where everybody knows your name. And they're always glad you came....

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Adam's story

Adam attends the Resource Centre. He has set and met some great goals over the past year. After some initial support from the Resource Centre team, Adam now works independently at Goodwill. Adam learned to walk from his home to Mainstream and back despite great challenges with his vision. Adam has also learned how to safely cross the street after work to get to the Pen Centre. He spends time browsing on his own until his family phones his cell and lets him know they are there to pick him up.

Adam knows that the next step would be for him to take the bus from the Resource Centre to work. Adam approached me to ask about learning how to take the bus. Adam is an example of someone who will talk about what he wants and keep talking about it until he makes it happen. Mainstream supported Adam to learn how to take the bus. Adam obviously takes great pride in his accomplishments, as well he should, and has learned that here at Mainstream we are listening.

Submitted by Dianne MacGillivray (DSP - Resource Centre)



Arlene's story

Arlene told us that she wanted to work with seniors. She said that she had been a Friendly Visitor in a long-term care home years before. I was already working on an idea to approach a nearby retirement home see if they would like someone to organize a traveling library. The idea was to have someone load a cart up with books, magazines, word searches and crossword puzzles and go room to room to ask the residents if they would like to borrow something. The local retirement home loved the idea and said that Arlene was the perfect fit. Arlene started by organizing and labeling all the books in the library and, with help from the recreation staff and residents of the home, the library cart was launched. After eight months of

delivering the books and building relationships with the residents Arlene said that she would like to become a Friendly Visitor. Arlene told me that she approached the Director of Care who said she would bring it up at her next meeting. I thought it was wonderful that Arlene felt confident to do this on her own. Arlene asked me if I would help her come up with a list of things she enjoys that she can do with the residents. Writing the list led us to create an introduction of all of Arlene's skills and interests that she could share. Arlene dropped this off to the Director and, within two weeks, Arlene was a Friendly Visitor. Arlene met a friend who also volunteers as a Friendly Visitor on the same day. She and Arlene walk to and from Mainstream on the days that they volunteer. Now Arlene has two volunteer jobs at a place she loves with people she enjoys seeing. Rather than staff walking with her, she walks with a friend. It's a wonderful example of how one truly becomes part of their community.



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Luke's Story

Luke has been coming to the Resource Centre since 2015. He is a young man with lots of energy. We have learned that it is important for him to channel that energy into useful activities that are good for him, such as working out at the gym. Luke has been going with us to the YMCA. We helped him set up an appointment with a personal trainer so that he could learn how to use the equipment properly and safely. Luke received a full workout / weight loss program that he carries when he is working out at the gym. It gives him information about which machine to use, how much weight to lift as well as all of his personalized settings. Luke has also learned how to use the ActiveTraxx system. This system gives him a visual way to track his progress and see how much he is improving. Both Luke and his parents really like the ActiveTraxx system because they can share in his success and work together to help Luke stay engaged in improving his physical fitness. Luke has already noticed improvements in his overall fitness and is proud of the changes he is making.

Submitted by Sam McGibney (DSP - Resource Centre)

Isn't it funny how, day by day nothing
changes but, when you look back, everything
is different?

C.S. Lewis

Erin's story

Through many conversations with Erin and several planning meetings, I knew that Erin really wanted to have a job but that she was having a hard time knowing how to get started. On a whim, Erin and I stopped in at a local restaurant that Erin liked to go to. She was already a regular there and the staff knew her. Erin chatted with Nick, the manager, and there was an immediate connection. Nick made contact later that week and Erin was hired as a hostess/busser. From her first day, Nick became her mentor and helped her learn the ins and outs of working in a restaurant. The rest of the staff team there were very supportive as well. It was quickly evident that Erin had the ideal personality and skills for that position.

Once Erin was working, arranging reliable transportation to and from her job as well as some of her other activities became our next priority. We helped Erin make arrangements with Red Cross and she is now able to get to and from work, the gym and the mall on her own without support from her family or from Mainstream.

Submitted by Stephanie Parente (DSP - Resource Centre)



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Jenny's story



Jenny is a person who loves routine. She spends a lot of time alone, often on the computer, and she can get so caught up that she skips lunch. A group of ladies started meeting once a week. We went to the YMCA, had lunch, and then went to Cat Adoption Centre to volunteer with the cats. Jenny was encouraged to join the group. She agreed to try it and really enjoyed herself. Joining us once a week gives Jenny the opportunity to try something new, give back to the community, meet new friends and get some exercise.

Recently, Jenny and I have started talking about helping with a fundraising event at Cat Adoption Centre. We are hoping that we can use Mainstream as the location and that Jenny could be the co-host. This is not something that Jenny would have wanted to do before but, now that she is making more and more connections and friendships, she is looking for more ways to help out.

Submitted by Stephanie Parente (DSP - Resource Centre)

In a world of hashtags, algorithms and followers, know the importance of true connections.



Supportive Independent Living (SIL)

It isn't easy to describe what a SIL worker does in a day. The group of people that they support is extremely diverse. The supports that the SIL team provides intersect with a number of other sectors including ageing, mental health, poverty, justice, homelessness, family and youth. The youngest person in SIL is 18 and the oldest is 82. It gets a little tricky to fully appreciate what this team does on a daily basis as supports are so individualized and life is constantly changing.

The SIL team works hard to ensure that they are not a person's only support. A big part of their job is helping people to develop natural relationships and access supports that are available in the community. In order to try to give an idea of what types of support this team provides we made a list of the community resources people supported by the SIL program access. Hopefully this will give you a better sense of who is involved in the SIL program and the type of support that the SIL team provides.

- | | | | |
|-----------------------------|--|----------------------------|--|
| • Out of the Cold | • Out of the Heat | • Project Share | • Family and Children's Services (FACS) |
| • Hope furniture bank | • 3 Fires | • Paratransit | • Westview Women for Women |
| • John Howard Society | • Southridge Shelter | • Booth Centre | • Community Support Services Niagara |
| • Safe Beds | • March of Dimes | • Meals on Wheels | • Medical Marijuana Dispensaries |
| • Red Cross transportation | • YWCA | • Lifetime Learning Centre | • Community Care Access Centre |
| • Niagara College | • Probation | • YMCA | • Niagara Centre for Independent Living (NCIL) |
| • Job Gym | • Twin Lakes | • The RAFT | • Dual Diagnosis Justice Case Management |
| • Community Care | • Gateway | • Housing First | • Niagara Regional Housing |
| • Red Cross | • Recipe for Success | • Women for Women | • Niagara Regional Native Centre |
| • Transitions to Employment | • Counseling and Addiction Services of Niagara (CASON) | | |

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Supportive Independent Living (SIL)

How old are the people in SIL?

- 10 people are between 18-34
- 31 people are between 35-64
- 3 people are older than 65

Last year 3 people came into SIL and 0 people left.

How many men and women are in SIL?

- there are 25 men in SIL
- there are 19 women in SIL

SIL is growing again!

In the 2016-2017 report we said that the SIL program expanded and that 2 additional people are now receiving support. In order to accommodate this, SIL hired one additional full-time employee.

In 2017-2018, SIL targets increased again and we are now supporting 3 additional people. A second full-time position was created to ensure that everyone in SIL receives the support that they need.

The SIL program also has 2 Team Leaders now to ensure that the team members have the level of support that they require to successfully meet the demands of their positions.

Kellye and Dave's Story



Kellye and Dave starting dating in October of 2017. They wanted to move in together right away and start their life as a couple. Many people were concerned with how quickly their relationship was moving. Should they live together? Is it too soon? Why don't they just date? At the end of the day it was Kellye and Dave's decision and, after dating for a few months, they moved in

together. Ten months later, they are very happy together. They spend their days the way they want, together in their beautiful home. When I asked them what they wanted to share in this story, Kellye said she's much happier with Dave in her life. Dave said the key to their happiness is, "Kellye is always right". Kellye and Dave are another testament to Mainstream's belief in supporting people to live independent lives so that they can create a life for themselves full of meaning and authentic happiness.

Submitted by Sarah Scott (DSP - Supportive Independent Living)



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Reg's Story

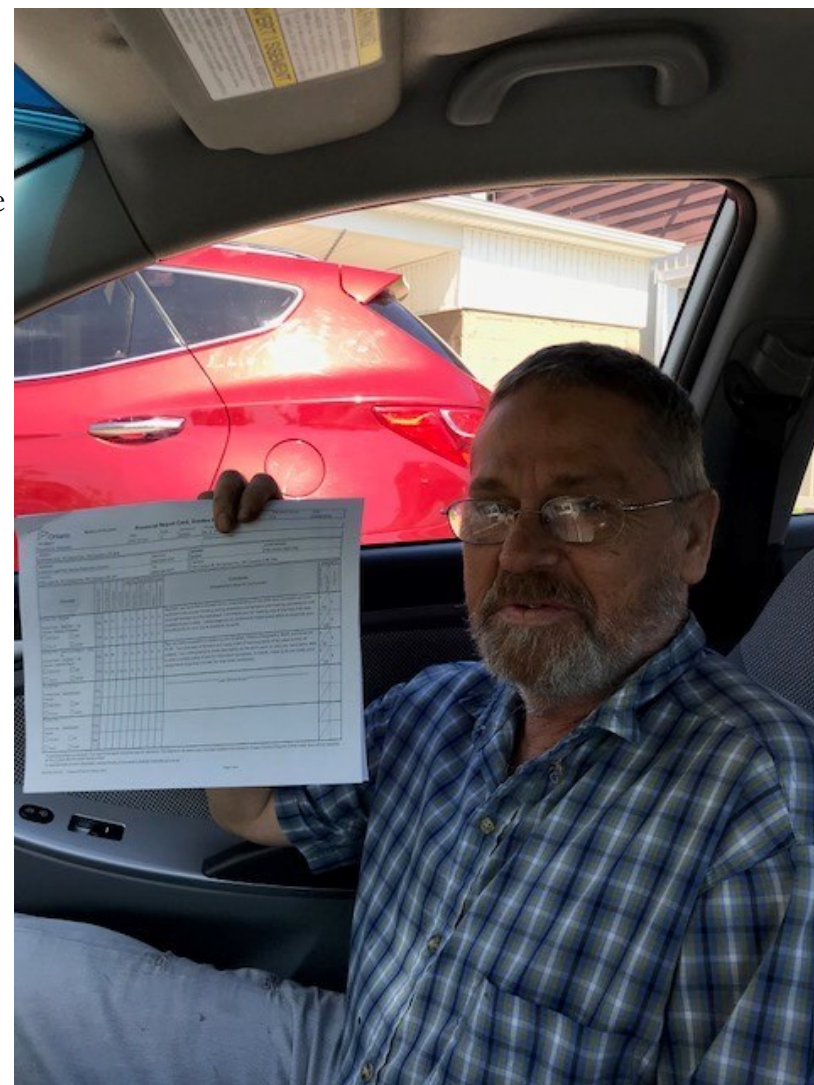
Reg is a man who has always wanted more! For a while now he has expressed that he wanted his life to have more purpose. Life had gotten in the way for Reg and he was never able to obtain his high school diploma. He wanted to change that.

Recently, Reg learned about the Lifetime Learning Centre. He made an appointment with the guidance department and began his journey towards meeting this life-long goal.

From March to June, Reg has taken his studies very seriously. Reg is always asking questions and he seeks help when he needs it. In June he received his first report card and his marks were great! He is very proud of what he has accomplished and is very driven to finish this chapter and begin the next one.

So what does the future look like for Reg? Reg hopes to complete his high school diploma in June 2019. After that, he has expressed an interest in writing a book about his life and going to Niagara College for Social Work or Computer Programming.

Submitted by Deb Couture (DSP - Supportive Independent Living)



Today is a great day to learn something new.

Supported Living (SL)

Some significant changes have taken place in our Supported Living program this past year. We talked about the big move earlier in this report but it is worth repeating here how exciting this change has been. After 2 years of planning and preparing, 4 people in Supported Living moved from their shared homes on Shoreline and Geneva into a triplex on Fawell.

While Fawell is still considered a Supported Living home, the way support is provided there is fundamentally different than anything we have ever done before in SL. More importantly, the people living at Fawell are living more independently and with more privacy and autonomy than they have in years or, in some cases, ever in their life.

It will take some getting used to by all involved but we believe that this change has been a very positive one. Positive for the 4 people who can now say that they truly have a home of their own. Positive for the employees who worked so hard to help make it happen. Positive for everyone involved to see that there are different ways to provide support that can have a much more positive impact on someone's life. Finally, positive because it already has us thinking about how other people living in our traditional 24-hour support homes could also work towards having home of their own in the not too distant future.



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Supported Living (SL)

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

- there are **8 men** in SL
- there are **6 women** in SL

How **old** are the people in SL?

- **2** people are between 18-34
- **10** people are between 35-64
- **1** person is between 65-84
- **1** person is older than 90

Last year there were no intakes in Supported Living.

One person passed away unexpectedly in February 2018. Please read more about this gentleman further in the report.

What does the Supported Living Program look like?

- **6** people live at Rykert. Five live together and one person lives in their own apartment downstairs.
- **4** people live together at Geneva
- **4** people live at Fawell. Two have their own apartments, two share an apartment.
- **0** people live at Shoreline. Stay turned next year to find out how that location will be used to help more people we support have homes of their own.



Jean's story

“I want to move out ” a simple but determined statement I heard from Jean one day. My response was pretty simple too: “Okay”. After all it was something I had been thinking about as well.

Jean and I have known each other for many years, I use to be her support worker when she was part of the SIL program. At that time our supports looked much different and the SIL program was much smaller. When I was supporting Jean in SIL I noticed that she started needing more support and was doing less on her own. So when a vacancy came up at Rykert, one of our SL locations, I advocated for her to move from SIL into SL. Jean agreed as she was finding the day to day responsibilities of her apartment hard to manage with the support she had.

Fast forward a few years, and Jean still lives at Rykert and I find myself as the supervisor. During this time, Mainstream had become much more person-centred and flexible with supports. Jean had been content at Rykert for a number of years, but there were many ways in which she was experiencing “service life”. By service life I mean routines and restrictions on her day to day life because of where she was living. Things like locked medication, limited access to money, constant presence of staff, and living with people she did not choose to live with. There are some people who might need staff presence and restricted access to things like medication and money to ensure safety but this was not support that Jean needs.

As the supervisor I didn't like seeing Jean over-supported. As the person who advocated for her to move there years ago I felt even worse. Although I know that when I advocated for that move many years ago things were a lot different, there are still moments where I feel like I did Jean a disservice. It wasn't that Jean's support team was doing anything wrong, they were doing what needed to be done in a 24-hour support location, which is highly regulated by the Ministry, Public Health and the fire department. In team meetings we started conversations about what supports Jean really needed. It was quickly acknowledged that there was no reason that she couldn't be home alone. So the team started looking for, and creating, opportunities for Jean to have the house to herself. We then looked at how Jean was being supported with her money, and realized that Jean was more than capable of doing

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Jean's story - continued

her monthly budget and didn't need staff to support her with this. The team also started to encourage Jean to make her own plans with friends. One of these plans included Jean spending a weekend at a hotel with a friend. Jean started getting more comfortable speaking up about what she wanted and the team was more than willing to listen. Soon I found that I was getting phone calls from Jean about getting her concert tickets or vacations she wanted to go on with friends.

So the day that Jean called and told me she wanted to move it was music to my ears. I had been thinking for some time that perhaps we could figure out a way to support Jean outside of a 24-hour support model, but hearing it directly from Jean made the idea urgent. Jean and I chatted about where she would want to live, if she would want a roommate and what would be important to her if she moved out. I suggested to Jean that she try spending a week on her own in an apartment to see if she enjoyed being alone and so that we could see what kind of help she would need. Jean was all for this plan, I just needed to get the team on board.

I remember the team meeting where supporting Jean to spend a week in an apartment by herself was discussed. I'm not going to lie, I was a little concerned that I was going to need to "sell" the idea to the team and have to have multiple conversations over a number of weeks about people's fears and reassuring them that the risks involved were reasonable. This is not how the meeting went at all. The team was completely comfortable with the plan and excited about it. Other than figuring out some practical logistics, and addressing a few initial fears, there was actually very little discussion. To me this was a true example of how far we have come as an organization in terms of flexible person-centered supports.

With good planning, Jean ended up spending a week by herself in an apartment with minimal staffing support. After Jean did her week alone, someone else Jean lives with wanted to try a week on her own too, which happened successfully. Soon there was a discussion about the two women living together, so they tried a week living together in an apartment. After this week they are more determined than ever to move from Rykert. If all goes according to plan next year's Outcomes Management Report will include a picture of them in their own home.

Submitted by Sara Wardell (Residential Supervisor)

Jen's story

Can anyone volunteer? We believe so.

Jen has never been thought of someone who could have a job. Jen doesn't use words to communicate and needs quite a bit of support to lead the life she wants. Jen has a number of interests including music, swimming and being in the great outdoors, preferably by water. Something else that she really enjoys is being read to or listening to audio books. Taking a look at Jen's interests, and using a little creative thinking, we realized that Jen in fact could be a great volunteer for someone that loves to read to others.

Using Mainstream's connection to Extendicare, a long-term care facility, the team was able to set Jen up with a volunteer job at Extendicare with one of the residents. Patricia, a resident at Extendicare, got true joy and value in being able to read to someone with an eager ear to listen. What a great match for Jen! For several months the two women would meet once a week, Patricia would read, Jen would listen attentively. The two women quickly became very comfortable with each other, which meant that staff could spend time chatting with other people at Extendicare. A win-win for everyone.

Submitted by Sara Wardell (Residential Supervisor)

Life is so ironic. It takes sadness to know what happiness is,
noise to appreciate silence and absence to value presence.



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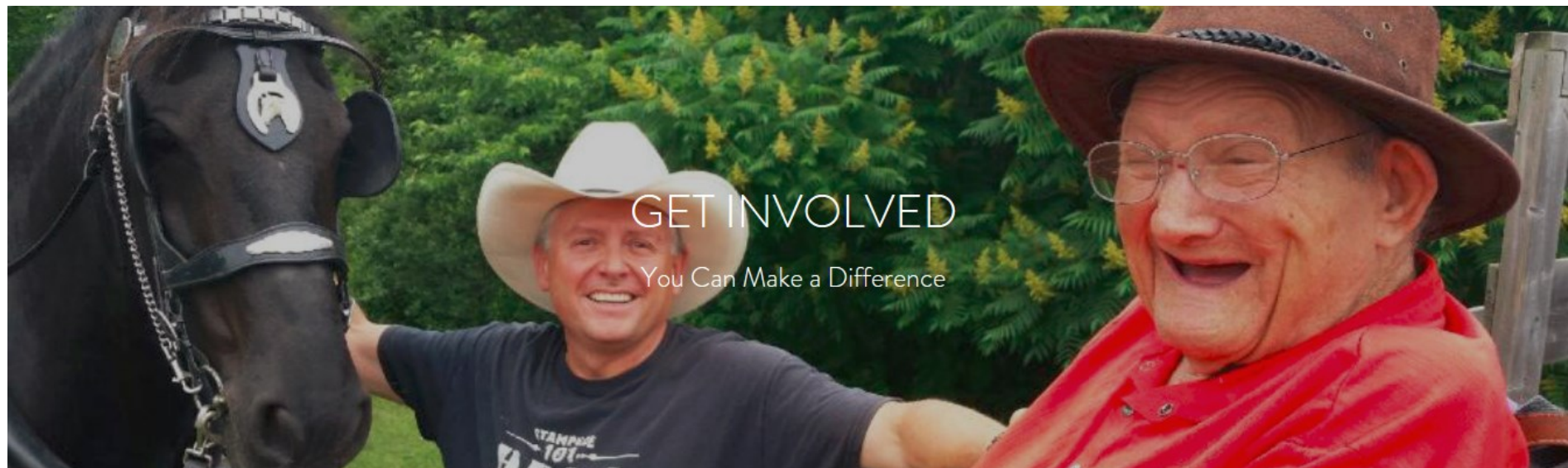
What is on Your Bucket List?

This is a question we don't often ask to the people we support. In the past year we have asked this question specifically to 2 people we support who are likely approaching the end of life. We have always documented people's wishes about funerals but we haven't been as good about helping people identify what it is they want to do or accomplish before dying. No doubt that this can be an uncomfortable and emotional topic to bring up but it is truly important. In going through this process with 2 people in the past year, it has helped supports to stay focussed on including these items into plans, even when it's tough to fit in between medical appointments and with limited time. Having this list and going through the process has helped people to create great memories and ensure their last days are spent how they want. If driving a team of a horses pulling a wagon or getting your home repaired so your wife doesn't have to worry about it when you pass away is important to you, it should happen! It has been exciting for support staff to make these things happen in people's lives and crossing items off the list.

Submitted by Sara Wardell (Residential Supervisor)



Farmer's story



Roy (Farmer) is 90 years old. He has been volunteering at Red Roof Farm for 5 years. When he started volunteering, he was responsible for things like sweeping out the barn, brushing down the horses, feeding the rabbits and barn cats and picking the weeds in the garden.

When Farmer began to rely more and more on his wheelchair, he wanted to continue his volunteering. He couldn't do all of the things he used to do but he still wanted to contribute. He now spends a lot of his time with the animals, talking with them, petting them and brushing them. He loves them and they seem to genuinely enjoy his company too.

Farmer has also formed a close bond with Steffanie, the owner of Red Roof Farm. Farmer considers her his friend and his boss. With Farmer's permission, Steffanie has made him the new "face" of the Red Roof Retreat website. Under the "Get Involved" section you can see a picture of Farmer with Marc getting ready for an accessible carriage ride.

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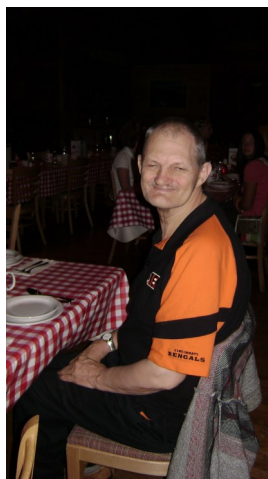
Remembering Dave

Dave passed away on February 4 2018. He had been part of our Mainstream family for 26 years. Dave was one of those unforgettable people who had a way of wriggling his way under your skin and into your heart.

Dave was famous for his love of orange. At the memorial we had for him at Mainstream, it was clear from the sea of orange shirts, hats, jewelry, socks and feather boas who we were there to celebrate. The room laughed loudly and often as people shared stories of how Dave used to sing silly songs over and over and over again. He sure knew how to push people's buttons!

Dave knew what he liked and he liked those things with all of his heart. He had his favourite people and he cared very much for them and their families. He asked how they were doing and listened carefully to the answer. He had a great memory. If you walked in wearing an orange coat 20 years ago, Dave would remember. He would remind you how much he liked, and missed, that coat. Dave also had his favourite things and he was quick to tell anyone who would listen all about them. Anne Murray's 'Four Strong Winds', his monkey, garage sales and flea markets, chocolate milk, coconut cream pie, heading to Avondale for a chocolate bar or having lunch at the Mandarin were the things that got Dave up in the morning.

Dave left us unexpectedly and much too soon. He is very missed around this place.





Options Niagara

In the 2016-17 Outcomes Management Report we introduced the new On-Hold Process in Options Niagara. The On-Hold Process was created in response to an identified need to provide a more flexible, person-centred service.

Rationale: Options Niagara is a short term, transitional program. Young adults between the ages of 18 and 35 are eligible to receive up to 7 years (84 months) of support from Options Niagara. People in the program tend to go through cycles of wanting and needing support and then not wanting or needing support. When someone chooses to go on hold, their 84-month 'countdown clock' is paused and they can save their time for when they really need it. When something changes and the person wants support, we simply resume the countdown. All it takes in a phone call or a text.

Update: The On-Hold process has been in place for two years and it continues to be a very helpful option. Here is an update:

- We have seen a significant [decrease in the number of people who are discharged](#) from the program. There were 47 discharges in 2015-16, 17 in 2016-17 (when the On-Hold process began) and 18 in 2017-18.
- Of the 18 discharges in 2017-2018, 17 of them were people who were never active in Options Niagara. Either we were unable to reach them to initiate service or, when we met them, they decided that the service was not for them.
- In 2017-2018, [51 people went on hold](#). During that same time period, [8 people chose to become active again](#).
- Some of the reasons [why people went on hold](#) include: going to school and not having enough time to meet, having met their current goals and not having anything else they wanted to work on, being too busy with work, volunteering or other activities, or wanting to save their time for when they move out on their own and need more support.
- Some of the reasons [why people came off hold](#) include: finishing school and having more time to work on other things, getting a new job and needing support to learn how to get there on their own or moving out of their family home.

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Options Niagara

How many **men** and **women** had support from Options Niagara in 2017-2018?

- There were **120 men** in Options Niagara
- There were **83 women** in Options Niagara

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

- **77** people live in the **St. Catharines/Thorold** area
- **51** people live in **Niagara Falls**
- **17** people live in the **Grimsby/Beamsville** area
- **36** people live in the **Welland/Fonthill** area
- **22** people live in the **Port Colborne/Fort Erie** area

Intakes and Referrals

- In 2017-2018, Options Niagara received **42** referrals. That is down from **83** the year before.
- **Eighteen** people were closed in 2017-2018. Seventeen of the people closed had been referred to Options in 2017-2018 but either could not be reached or decided that the program was not a good fit for them.

What can Options help with?

There isn't much that Options can't help with when it comes down to it. In addition to the ever-popular goals of learning how to take the bus, cook, find a job or volunteer position and study for the G1 test, here is a sample of some of the other goals people worked on in 2017-2018:

- Learn how to ride a bicycle
- Take the GO to and from the Royal Ontario Museum
- Learn how to knit and crochet
- Have a healthy pregnancy and a healthy baby
- Learn to shave
- Find a dentist
- Complete all of the online training modules for their new job
- Use their knowledge of crafts to teach someone else
- Go to the barber and get a haircut and beard trim on their own
- Research missionary opportunities abroad
- Have a friend over to their home
- Get a Nexus card and a Canadian Passport
- Find community places to bring their young son
- Walk their dogs independently
- Learn how to use their phone to book appointments
- Research tiny homes and everything involved with building one
- Learn about internet safety
- Learn about employee and tenant rights



Michael's story

Michael has dreamt of living as a man for as long as he has had memories. You see, Michael was born Michelle in 1996. Ever since he could remember, Michael knew that his body did not match who he really was. After years of emotional battles, living with depression and fear of people finding out how he really felt and who he really was, Michael, with support, bravely reached out. He made connections and decided to share his truth with his family and with others he felt would not judge, ridicule and belittle him.

Michael now belongs to a community of people who accept him for who he is. He was ready, willing and able to connect with several community agencies and physicians who helped him prepare for his journey. With guidance and emotional support, Michael and his family were able to navigate through the transitioning process from beginning to end. His strongest supporter is his mother. Social media continues to play an important role in Michael's life and has given Michael the knowledge he sought and the support he desired. He was able to make connections with people he now calls his friends.

It began with words of acceptance and a belief in his dream. Throughout his journey, Michael's Options Niagara facilitator offered support and a listening ear. Together they worked on having his name and gender identity legally changed and researching funding options for his surgeries. They looked into community connections and forums and reached out to others who had been down this road before him.

Michael is now embarking on the final stage of his female-to-male transition. His body will soon match and fit with his mind and soul.

Submitted by Lorraine Smith (DSP - Options Niagara)

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Stephanie's story

Stephanie moved out on her own this past year. She was on hold with the Options Niagara program at the time of her move. When she was ready, she came off hold to get support with working on living independently. Keeping her space clean is now up to her and she has been working on learning new cleaning skills, such as cleaning the bathroom. Her mom helps her purchase groceries and stick to a budget. Living on her own is not always easy. It has been an adjustment for Stephanie, getting used to being on her own more. It can get quiet and lonely and sometimes she feels anxious. When she is feeling like this she tries to find ways to distract herself. She will call family or friends or make plans with her “girls” for a tv night. Her cat also helps keep her company.

Submitted by Breanne Griffin (Team Leader - Options Niagara)



“Only I can change my life. No one can do it for me.”

Carol Burnett



Breanna's story

Breanna recently graduated from high school. She moved to a new city with her family and, when I met her, she was not familiar with her new community. Since she didn't know her way around, she was not able to go anywhere without someone with her. Breanna told me that she wanted to learn how to get to a few places on her own so that she could be more independent.

Breanna struggles with her memory and has a lot difficulty remembering things. This can make learning how to navigate a new community even more of a challenge. Together we worked on learning the Welland transit system. We began taking the bus from Breanna's home to the library and back. We practiced for many months and, as Breanna learned the route on her own, I slowly did less and less.

Thanks to Breanna's determination, she is now able to take the bus from her home to her favorite place, the library. She now goes on her own, without support, and enjoys telling me all about the books she is reading.

Breanna recently went to London to visit her grandmother. While she was there she encouraged her grandmother to take the city bus with her so that she could practice the skills we were working on together. Now that she is back home again, she wants to learn a new bus route. She has set her sights on learning how to take the bus from Welland to Port Colborne so that she can get there on her own to attend classes that she signed up to take.

Submitted by Christine Bowers (DSP - Options Niagara)

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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, along with 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 2017-2018 fiscal year a total of **32** people were supported by the TAY Placement Facilitator.

13 young adults were supported to transition into Developmental Services in 2017-2018. Here is what happened:

- **8 people** moved into SIL in Niagara (Welland, Port Colborne, St. Catharines, and Fort Erie)
- **1** person remained in their **foster home** and it became a Host Family
- **2** people moved into **Enhanced SIL** placements. One in Port Colborne and one in Fort Erie.
- **2** people were from a different region but remained in Niagara. Their file was transferred to the TAY planner from their home region.

'It takes courage to grow up and turn into who you really are.'

e. e. cummings

Graffiti Removal and Window Washing Programs

At Mainstream we believe that all people [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, receive their salary by direct deposit and contribute to EI, CPP and WSIB.

In 2017-2018 the Graffiti Removal Team was made up of [11 part-time trainees](#): 4 were new members and the remaining 7 were returning. The team is lead by a full-time Job Readiness Coach, funded by the United Way of St. Catharines and District.

Between April 1, 2017 and March 31st, 2018, the Graffiti Removal Team cleaned a total of 485 sites. They cleaned:

- 129 Cogeco Cable boxes
- 142 city parks
- 213 Niagara Region street furnishings
- 1 community site

Mainstream received a total of [\\$21,585 for the work completed](#).

NOTE: The number of graffiti removal sites was down from 634 in 2016-17 to 485 in 2017-18. We believe this is due, at least in part, to the fact that there is less graffiti overall in our community. Oftentimes, the presence of graffiti encourages more graffiti and the lack of it has the opposite effect.



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Graffiti Removal and Window Washing Programs - continued

Mainstream's Window Washing Team is made up of [6 members](#). They are responsible for cleaning the windows at 3 local Tim Hortons.

In 2017-2018, the Window Washing Team completed [48 window washing sessions](#) (they went out 16 separate times to wash the windows at all 3 Tim Hortons)

Mainstream [received \\$1,520](#) for the work completed.

NOTE: all new and returning members of the Graffiti Removal and Window Washing teams were required to complete Mainstream's Pre-Employment Training as part of their 2017-2018 orientation. Please see the following page for more information about the Pre-Employment Training.

The Window Washing contract ended in January 2018.





Pre-Employment Training

In May 2017 Mainstream's Pre-Employment Training began as a pilot project. The training was initially open to anyone supported by Mainstream. Three sessions were offered in 2017-2018.

The goals of Pre-Employment Training are:

- to provide an opportunity for people to start thinking about what employment means and the variety of opportunities that are available
- to reinforce basic job skills that will help to prepare people for their employment journey

What the training involves:

- The groups meet 2 times per week for 8 weeks
- The training consists of both classroom and practical components
- In the classroom component, participants are taught various employment-related skills. They are encouraged to have discussions and reinforce their learning through interactive activities. SmartBoard technology is used to help teach the material.
- During the practical component, the group visits a variety of community locations to experience first-hand what different environments and jobs look like. Some of the locations visited include: Brock University, Niagara Health System - St. Catharines site, Sobey's Glendale Avenue, WP Warehousing, Jobs Niagara, St. Catharines Public Library, Giant Tiger Welland Avenue, and IKEA Fairview Mall.
- People are able to complete the training more than once if they feel it would be helpful

Pre-Employment Training - continued

The numbers:

- The sessions are taught by two facilitators, both of whom are Mainstream employees
- 19 people attended the Summer 2017 session
- 9 people attended the Fall 2017 session
- 6 people attended the Winter 2018 session

What we have learned so far:

- Incorporating a practical component into the training is essential. The first session was entirely classroom-based. The second and third sessions included a practical component and it made a significant difference when people in the training had the opportunity to visit and learn from other community locations.
- The information taught in each session evolved as the facilitators learned what worked and didn't work. The information that is taught is geared to the people in each group and the curriculum changes as needed.

What's next?

- Two Pre-Employment Training sessions will be offered in 2018-2019.
- The sessions will be open to anyone supported by Mainstream as well as anyone from the community whose pre-employment needs match the skills taught in the course.
- Mainstream is currently developing partnerships with employment support providers who have a broad base of employment opportunities in order to help people every step along their employment journey.

Job Readiness Training - continued



Fall Session Celebration



Ikea



St. Catharines Public Library



Adam and Jen (classroom session)



Brock University cafeteria



WP warehousing

Outcomes Management Report

2 0 1 7 - 2 0 1 8

LeeAnne's story



LeeAnne has worked in the Graffiti Removal Program for 3 years. She has always been a good worker, but often required reminders about keeping a positive attitude and being motivated to work. LeeAnne attended the summer and fall sessions of Pre-Employment Training. Throughout the training it was evident that LeeAnne cared about doing well and obtaining a paid job.

In November 2017, LeeAnne interviewed for a paid work position at Wendy's as part of the John Howard Society's Recipe for Success Program. Although this was a big change for LeeAnne, she was ready for the challenge. She was accepted into the 16-week program. Through this program, she attended more pre-employment training where she learned about communication skills, mental health, stress management, building a resume, and job searching skills. Through this work experience, LeeAnne has stated how much having a job means to her. LeeAnne takes great pride in getting paid and having her own money to buy things she enjoys such as a computer and trips. Having a paid job also gives LeeAnne a reason to get out of the house and

meet other people. LeeAnne has acknowledged that sometimes having a job is tough, but that earning her own money and meeting other people has made the experience worth it. Now that the program has ended, LeeAnne is working with other employment agencies and is motivated to find another paid job. The independence and responsibility that LeeAnne has gained through this opportunity is indescribable, and just goes to show the immense impact that paid work can have.

Submitted by Emily Mete (Job Readiness Coach)



Kim's story

Kim was enrolled in Mainstream's Pre-Employment Training program in the summer and fall of 2017. Kim attended the sessions but was often not engaged in the material and did not enjoy the classroom learning component. After many attempts to engage Kim, it was evident that the Pre-Employment Training was not for her.

Kim knew she wanted to work, and throughout her time in the Graffiti Removal Program (April 1-November 30, 2017), her motivation and drive to work was excellent. Kim often took pride in "getting the job done". The Pre-Employment team met with Kim and her support system (her brother and two support staff) to discuss the next steps for Kim. At the meeting, Kim identified that she wanted a job where she could have coffee breaks and feel like a part of a team.

It sounded like Kim would fit well in an office environment. The Pre-Employment team then met with the law firm of Lancaster Brooks & Welch LLP, located in downtown St. Catharines, to discuss a potential position for Kim in their office. Kim met with the leadership group at Lancaster Brooks & Welch LLP and, effective March 2018, Kim was hired as a support assistant. Kim's duties include the cleaning of meeting rooms, some offices, supply rooms, reception area, lunch room, photocopiers, computer screens and other duties as appropriate.

Since Kim began working at Lancaster Brooks & Welch LLP she has been treated as a member of their team. Kim is always greeted with a warm welcome when she arrives at work. She enjoys her coffee break with her co-workers and Kim has also been included in Firm events. When complimented on her good work Kim says, "I am proud of myself. I do good work and I am the best cleaner!" A lawyer at Lancaster Brooks & Welch LLP commented on Kim's impact in the office stating "Kim brings a wonderful spirit to Lancaster Brooks & Welch LLP and her work and presence is very much appreciated".

Kim's story - continued

“As a caring and committed community leader for over 136 years, Lancaster Brooks & Welch LLP feel that is important to work hand-in-hand with organizations like Mainstream and with the programs that they provide in the community. Seeing the ability in people and helping them develop is the Firm culture. We feel strongly that as an employee of the Firm, Kim be paid at market rate and included in Firm activities. We see her blossoming, happy and confident in the skills she brings to work. We are proud to include her at the Firm.”

The confidence that Kim has now that she is working at Lancaster Brooks & Welch LLP is beyond measure and is transferrable into her everyday life. Kim's employment journey and her success at Lancaster Brooks & Welch LLP is an example of what inclusive employment looks like.

Submitted by Emily Mete (Job Readiness Coach)



Daniel's story

Daniel applied to join the Graffiti Removal Program this year. Throughout the interview, Daniel said numerous times not to count on him sticking around for this job and that he may not like it. The next big step for Daniel was to attend the mandatory Pre-Employment Training. This meant sitting in a room with 10 strangers in close proximity for an entire day. At the training day, each team member received their first monthly schedule. Again, throughout the day Daniel was cautioning anyone who was listening that this opportunity may not be for him.

Daniel persevered and was ready to face the “unknown” which he feared. At his first Graffiti Removal shift, Daniel was asked to observe his job coach clean the first site so he knew what was required on the job. After seeing the routine and safety procedures only once, Daniel cleaned each site for the remainder of the day. Once he realized that he was doing so well on the job for only his first day, Daniel began to tell stories and joke with his job coach throughout his shift. Since this day, Daniel has reported for every shift, rearranged family cottage weekends around his work schedule, purchased some of his own safety equipment and gained an immeasurable amount of confidence.

All of Daniel's successes in this short period of time is an indication of how well Daniel can thrive when he is ready to take on employment in the community.



Submitted by Emily Mete (Job Readiness Coach)

Outcomes Management Report

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Brandon's story

Brandon began working in Mainstream's Graffiti Removal program 4 years ago. Brandon was a dedicated employee to the point where he even purchased his own personal safety equipment. He was always on time for work and prepared to have a great day with his coworkers. His job coaches and the Graffiti Removal program supervisor knew that Brandon would excel working in the community, however he needed guidance and training on basic employment skills in order to be successful long term. During his time at Mainstream, Brandon worked in all three work experience training programs: Graffiti Removal, After School Program and Window Washing.

In May 2017, Brandon took the mandatory Pre-Employment Training program at Mainstream. At the same time, Brandon partnered with a local employment support agency to begin his job search. By mid-summer, he informed Mainstream that he was successful in obtaining paid employment at Costco. Brandon was trained by a co-worker at Costco as a natural mentor rather than having a job coach shadow him. Costco is a great fit for Brandon as he enjoys spending time at the YMCA and that's something that he can look forward to once his shift is over. Brandon is often found walking around the YMCA wearing his Costco nametag, showing how proud he is to work there. Over the past year Brandon has seen changes in his hours as they peaked during holidays and decreased afterwards. Recently, Brandon was informed that he is going to be working full time hours.

Submitted by Emily Mete (Job Readiness Coach)



Passport Funding

Passport is a program funded by the Ministry of Children, Community and Social Services (MCCSS). 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](#)

Diversity is being asked to the party.

Inclusion is being asked to dance.

Passport Funding - continued

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)

Passport Update

- In February 2018, Passport recipients learned that they would receive an [additional 15%](#) to their annual Passport funding allotment. This increase is to assist with costs related to Bill 148. This brings the annual Passport allotment anywhere from a minimum of \$5000/year to \$40,250/year.
- As of March 31 2018, \$41 million dollars in annualized Passport funding was approved for people in the Hamilton/Niagara Region. Of that total, over \$14.2 million was allocated to 1073 people in Niagara.



Passport Funding - continued

People can choose to manage their own Passport funds or they can ask an agency, like Mainstream, to manage it for them. The way Passport funding works is that costs must be paid upfront and then receipts are submitted to Passport for reimbursement. The advantage of having Mainstream manage someone's Passport funding is that Mainstream pays all costs up front for the person and we can also provide trained Passport workers. We charge a 10% admin fee for this service.

- 48 people had their Passport funds managed by Mainstream in 2017-18. That is up from 28 in 2016-17 and 13 in 2015-16.
- Mainstream received \$34,563 in administrative fees.

How did people use their Passport funds?

Community-based activities

- A total of \$169,790 was spent on Community-based activities (up from \$52,029 in 2016-17). This includes 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 \$6,648 was spent on transportation costs. These costs include city and regional bus passes, GO tickets and taxi fees.

Wages

- \$77,156 was spent on wages to pay Passport workers (up from \$28,600 in 2016-17).

Outcomes Management Report

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Passport Funding

Each person receiving Passport can choose how they use their funds. Here are some examples of how it was used in 2017-2018:

Classes	Events	Employment / Volunteering	
<ul style="list-style-type: none">• Dance fit• English writing• Pottery making• Photography• Sign language / French language• Boxing• Art (painting, drawing)• Craft (sewing, scrapbooking, knitting, crocheting)	<ul style="list-style-type: none">• Elvis festival• CNE• Comic Con• Ice Dogs / Blue Jays / Toronto FC / Raptors / Maple Leafs• Niagara Music Awards• First Ontario Performing Arts Centre (movies, plays, concerts)• WWE in Toronto	<ul style="list-style-type: none">• Taxi to get to employment• Small business start-up	
Memberships	Activities	Conferences and Workshops	Other
<ul style="list-style-type: none">• Legion• YMCA• Personal Trainer• Hockey Team	<ul style="list-style-type: none">• Go carts• Horseback riding• Ladies' paint night• Skydiving• Camp	<ul style="list-style-type: none">• Sotos Syndrome conference• Esteem-building workshop• FASD workshop• Meditation workshop• Yoga retreat	<ul style="list-style-type: none">• Bird Kingdom• Butterfly Conservatory• Toronto Aquarium• ROM• Hockey Hall of Fame• Driver's licence



“After climbing a great hill, one only finds that there are many more hills to climb.”

Nelson Mandela

Outcomes Management Report

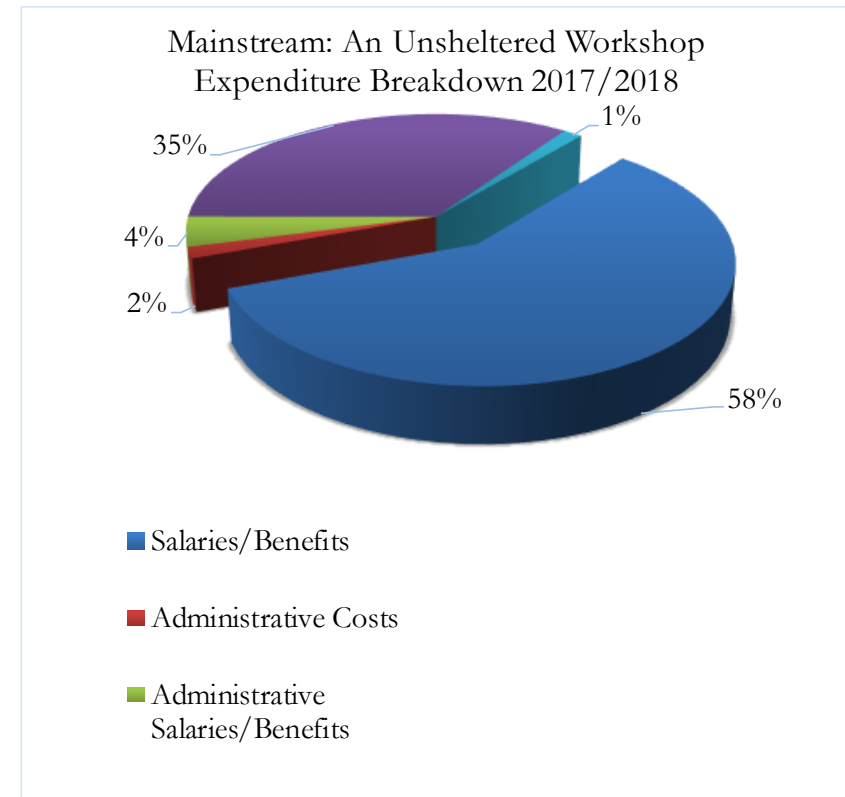
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Financial Summary



Financial Summary - Mainstream: An Unsheltered Workshop

Mainstream: An Unsheltered Workshop	
Statement of Revenue and Expenditures	
Year Ended March 31, 2018	
Revenue	
Ministry of Children, Community and Social Services	\$911,888.00
United Way	\$47,163.00
Donations	\$22,736.00
Other (Passport, Graffiti, User Fees)	\$710,525.00
Fundraising	\$56,908.00
Total Revenue	\$1,749,220.00
Expenditures	
Salaries/Benefits	\$989,750.00
Administrative Costs	\$26,110.00
Administrative Salaries/Benefits	\$69,467.00
Program Costs	\$589,036.00
Fundraising Expenses	\$23,655.00
Total Expenditures	\$1,698,018.00
Excess Revenue over Expenditure	\$51,202.00



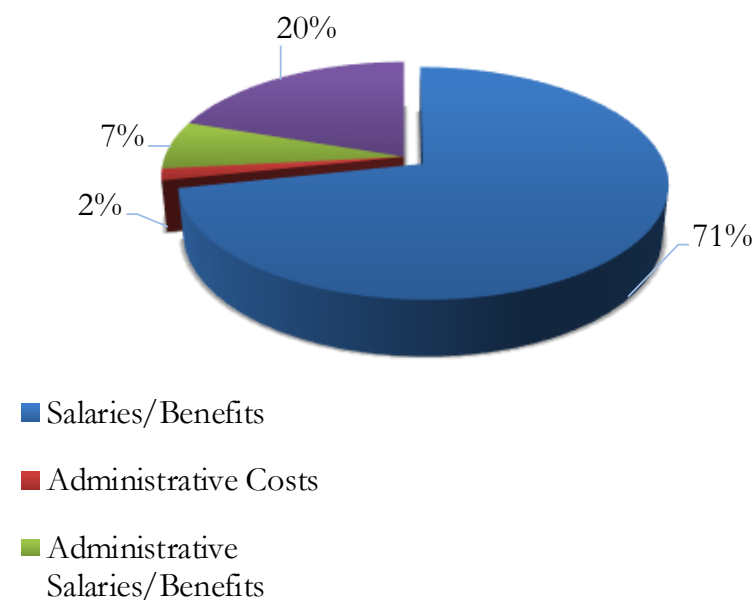
Outcomes Management Report

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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, 2018	
Revenue	
Ministry of Children, Community and Social Services	\$1,934,477.00
Donations	
Other (Resident Income, Rental Income)	\$360,999.00
Total Revenue	\$2,295,476.00
Expenditures	
Salaries/Benefits	\$1,638,355.00
Administrative Costs	\$38,058.00
Administrative Salaries/Benefits	\$157,004.00
Program Costs	\$452,737.00
Total Expenditures	\$2,286,154.00
Excess Revenue over Expenditure	\$9,322.00

**St. Catharines Mainstream Non-Profit Housing
Expenditure Breakdown 2017/2018**





Choice is what enables us to tell the world who we are.

Outcomes Management Report

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Fundraising



Mainstream’s 12th annual Charity Golf Classic

Mainstream’s annual Charity Golf Classic has grown every year and is now a significant fundraising event. Over the past 12 years, our tournament has been held at three different Niagara golf courses. It began at Rolling Meadows and then moved to Grand Niagara. In 2016 we began holding it at the St. Catharines Golf and Country Club, a private club in the heart of the city.

The 2017 event took place on June 5th

- 122 golfers played in our golf tournament
- 19 volunteers helped out during the event
- The golf tournament raised \$35,111

Save the date!

Our next golf tournament will be held at the St. Catharines Golf and Country Club on **June 3, 2019.**

Thank you!

- We would like to extend a sincere thank you to RBC Dominion Securities Ratkovsky Wealth Management for their generous support. They have been our title sponsor for the past 6 years.
- We would also like to thank our major local sponsors: Vesuvius and Neighbourhood Pharmacy.
- Finally, we would like to recognize the generous contributions of Daniel Rankin, Tom and Betty Copping, Peter and Marg Conley, and Alan Cimprich.

Mainstream's Trivia Night

How many time zones does Canada have? What is Canada's oldest city? How many oceans border Canada? Bonus points if you can name them all.

If you answered 6, St. John's Newfoundland and 3 (Atlantic, Pacific and Arctic) you could be a winner at our Trivia Night fundraiser.

Mainstream's Trivia Night began in 2013 and is a favourite autumn tradition. Every year, tables of trivia buffs arrive with their snacks, collective knowledge and competitive spirit to see whose heads hold the most trivia tidbits.

Our 2017 event was sold out and, by all accounts, was a fun and informative evening.

- 184 trivia buffs came out to flex their trivia muscles
- 11 volunteers kept things running smoothly
- The trivia night raised \$4,000



Bingos

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 2017-2018:

- Mainstream volunteers [attended 96 bingos](#) at Delta Bingo
- We had [37 different volunteers](#) in total
- We received [\\$43,721 in proceeds](#). That is up from \$40,331 in 2016-2017 and \$24,595 in 2015-2016.

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

How we use fundraising dollars?

Proceeds from Mainstream fundraising initiatives are used to support both operations and capital purchases not funded by the Ministry of Children, Community and Social Services (MCCSS). This year we used fundraising proceeds to support the purchase of a duplex at 35 Fawell. The property provides affordable housing for 3 people supported through our Supportive Independent Living (SIL) program.

Outcomes Management Report

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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 try 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?

‘When you talk you are only repeating what you already know. But if you listen, you may learn something new.’

Dalai Lama

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

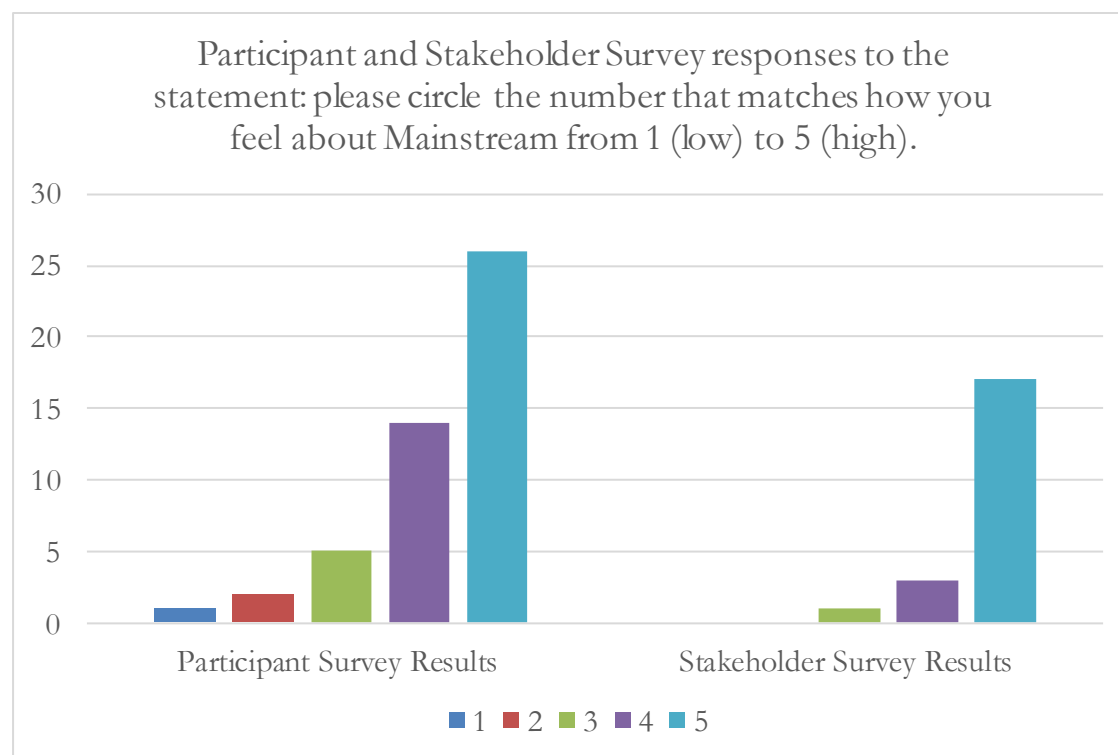
2017 - 2018

Participant and Stakeholder Surveys - continued

What happened?

In 2017-2018 we received a total of 52 participant surveys (up from 28 in 2016-17) and 22 stakeholder surveys (the exact same number that we received in 2016-2017). All stakeholder surveys we received 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 4 participant surveys and 1 stakeholder survey were returned with no number circled.



83% of participants and 95% of stakeholders gave us a 4 or higher, indicating that they were satisfied or extremely satisfied with the services they received.



Praise makes you feel good. Critique makes you better.

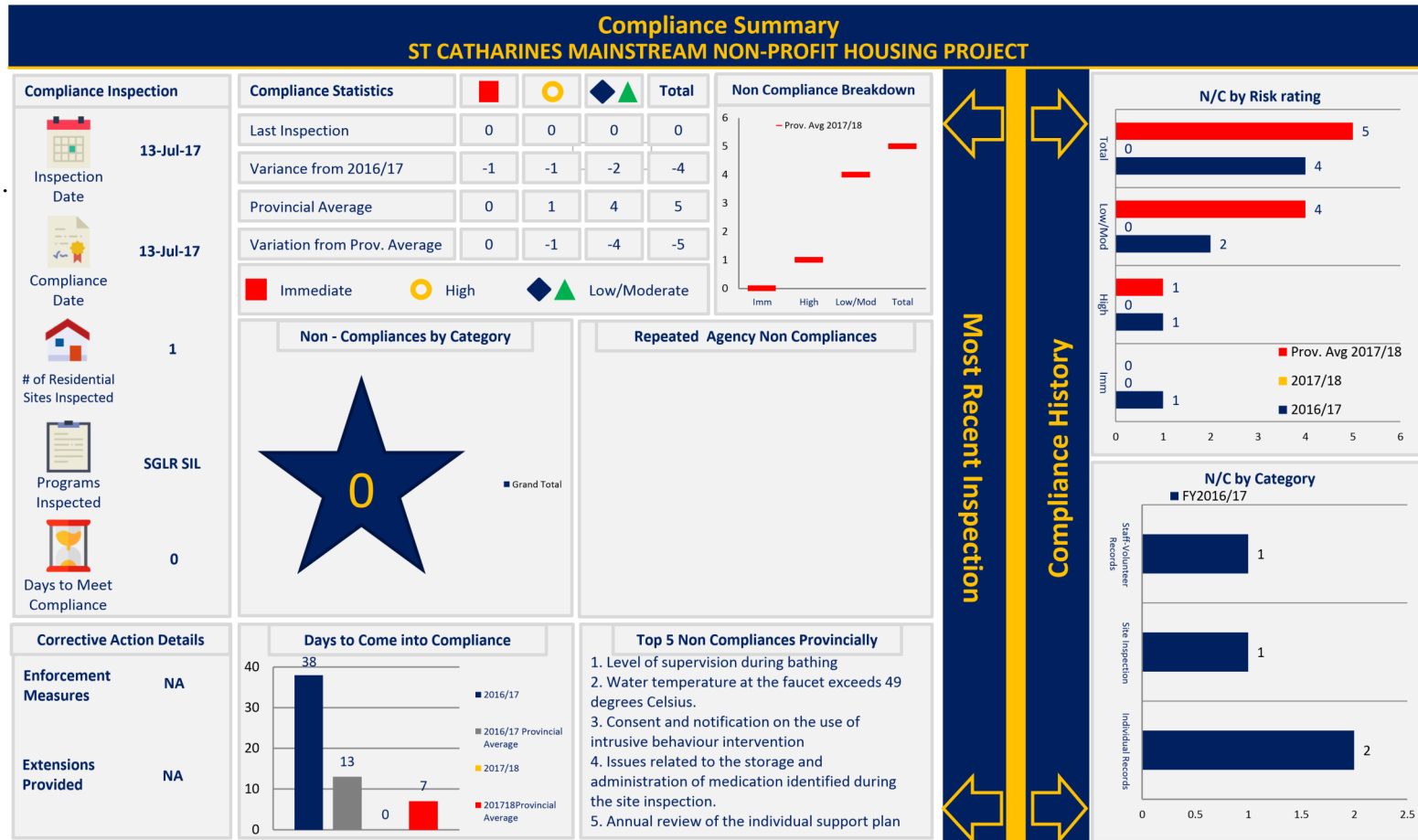
Outcomes Management Report

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Mainstream - Agency Updates

Compliance Review

Mainstream underwent a Compliance Review on June 13 2017. Both Mainstream: An Unsheltered Workshop and St. Catharines Mainstream Non-Profit Housing Project were found to be in compliance. There were zero issues identified. These two pages contain our Agency Compliance Summary for 2017.



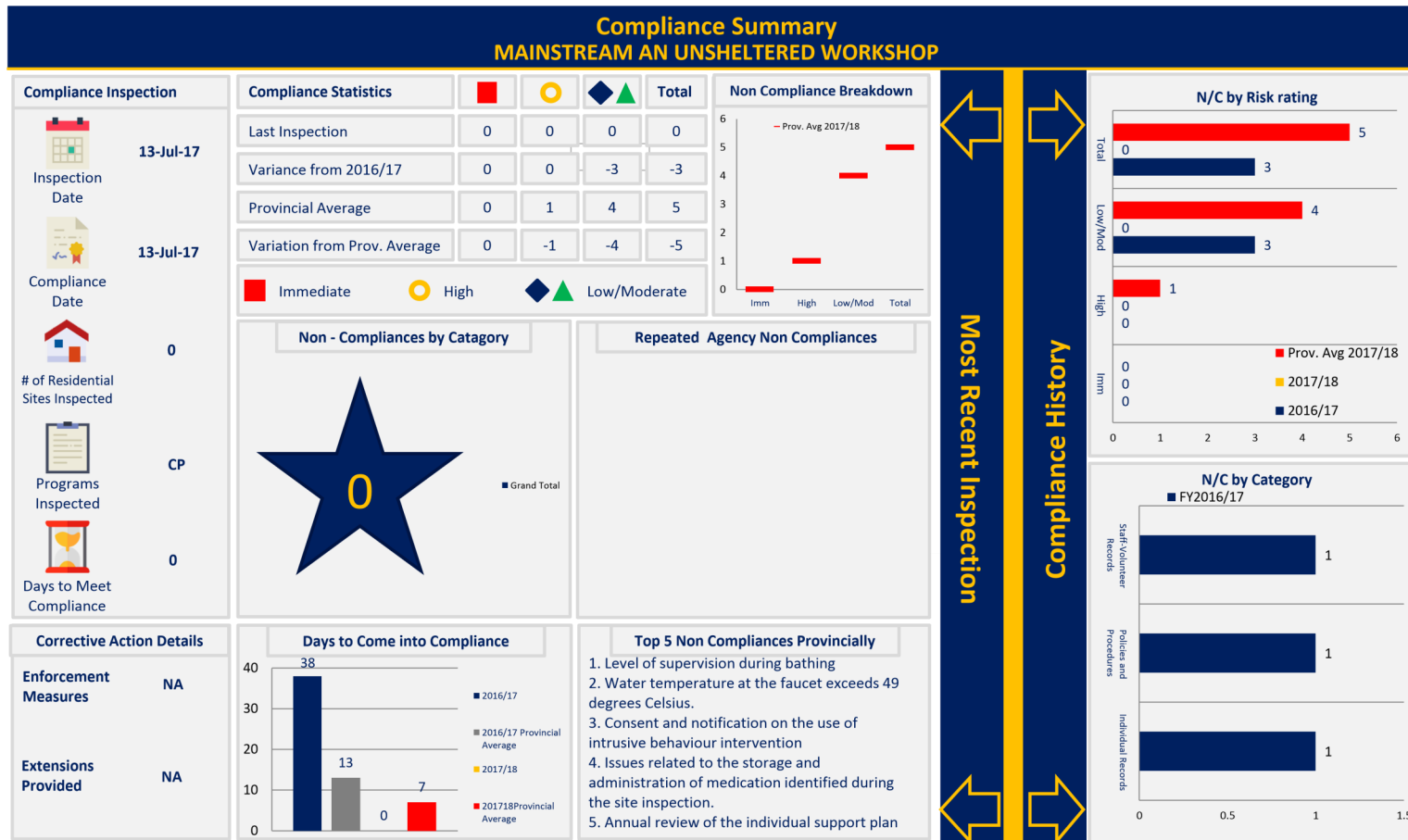
“Ethics is knowing the difference between what you have the right to do and what is right to do.”

D. H. Lawrence

Outcomes Management Report

2017 - 2018

Compliance Review - continued



Emphasize ethics rather than rules.



Serious Occurrences

All providers of services that are funded, licensed or operated by the Ministry of Children, Community and Social Services (MCCSS) 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 MCCSS 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

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Serious Occurrences

A total of 24 Serious Occurrences were reported to the Ministry of Children, Community and Social Services (MCCSS) during the period of April 1 2017 to March 31 2018.

Category 1 - Death of a person - One person in our Supported Living program passed away.

Category 2 - A serious injury to a person receiving services - There were 4 serious injuries. All 4 were accidental. Three required stitches and one required a cast.

Category 3 - Alleged, witnessed or suspected abuse or mistreatment of a person receiving services - There were 4 abuse allegations: 1 in Supported Living against a Mainstream employee and 3 in Options Niagara, against community members. In all four situations, police were involved. No charges were laid.

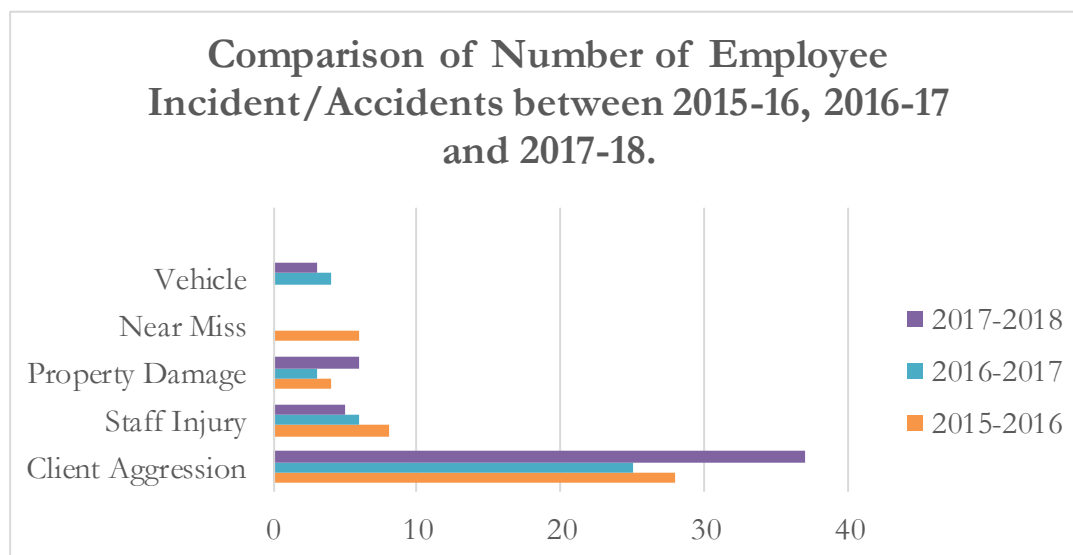
Category 7 - Complaint or other

- There were 13 events that were classified as 'other' and 2 were classified as 'complaints'.
- 3 incidents involved hospital/emergency visits. One of the hospitalizations was for attempted suicide. As a result, Mainstream provided in-depth suicide intervention training to all Options Niagara and SIL employees as well as all Team Leaders, Supervisors and the Program Director.
- 7 incidents were incarcerations (of 2 different people).
- 1 incident was from a concerned citizen. The Mobile Response Team was sent to the person's home. As a result, the person registered with the Autism Registry.
- 1 incident involved a social media post . The person about which the post was written was given education and support.
- 1 incident involved a person reporting that they had been assaulted.
- 2 incidents were complaints. Both were investigated. No changes were made

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](#).

- Client aggression went up in 2017-2018. There were 37 incidents in 2017-2018 compared to 25 in 2016-2017 and 28 in 2015-2016.
- Property damage also went up. There were 6 incidents in 2017-2018 compared to 3 in 2016-2017 and 4 in 2015-2016.
- Vehicle incidents went down slightly. There were 0 incidents in 2015-2016, 4 in 2016-2017 and 3 in 2017-2018.
- [Staff injuries were down to 5](#) in 2017-2018 from 6 in 2016-2017 and 14 in 2015-2016. All but one injury was minor in nature. There was one Workplace Safety and Insurance Board (WSIB) claim.



Outcomes Management Report

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Employee Wellness

Employee Recommended Workplace Award

The Globe and Mail, in partnership with Morneau Shepell, created the Employee Recommended Workplace Award. The award is given to employers who put the health and well-being of their employees first.

How does it work?

In November 2017, Mainstream employees were asked to complete an online survey. The survey is based on four pillars: work, life, mental health and physical health. Employee's wellbeing is scored based on their responses and an aggregate of their responses is used to determine an employer's score.

How did we do?

- 62 Mainstream employees were sent the survey
- 76% of Mainstream employees completed the survey
- Employees who completed the survey received personal report with feedback on their total health as well as suggestions for how to improve it
- Based on our total score, Mainstream met the minimum statistical threshold to earn the distinction of being named an [Employee Recommended Workplace](#)



On March 20 2018, Mainstream was [one of 53 employers across Canada](#) that were celebrated at an awards ceremony at the Globe and Mail Centre in Toronto. Our Executive Director was on hand to receive the award.

Satisfied employees are there to get.
Engaged employees are there to give.

Outcomes Management Report

2017 - 2018

Employee Recommended Workplace Award - continued

Here are some of the aggregated results from the survey. Below is the risk profile for Mainstream employees. Understanding the risk allows us to target our efforts to support high risk employees and keep healthy employees engaged and productive.

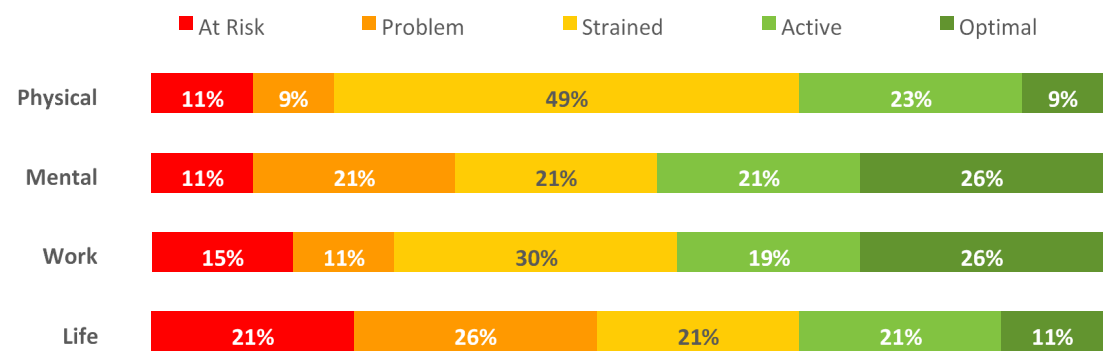


Optimal Health	Employees in this category are doing well in balancing the demands of life and work. Their total health (physical, mental, work and life) is fine. There is no risk at this time and this group's priority focus is sustainability.
Active Health	Employees who fall in this category are doing okay. They have more good days than bad. Their total health is not an issue. However, there are areas to focus on that can help improve the employee's overall quality of life.
Strained Health	Employees who fall in this category are currently experiencing some level of strain in one or more of the four total health areas. The challenge typically associated with being in this group is an inability to cope with demands of work and home that, if not addressed, can have a negative impact on their total health and productivity.
Problem Health	Employees who fall in this category are typically experiencing some physical, psychological or financial symptoms that are having a negative impact on their total health and productivity. Employees in this group typically require support to make changes that improve their total health.
At Risk Health	Employees in this category are at risk of having significant health issues - physical, mental, work or life. These employees are often off work or on the verge of being off work. Access to support services such as an employee assistance program is essential to get them back on the right track.



Employee Recommended Workplace Award - continued

Below are the scores on each of the components of Total Health. These scores provide insight into areas where health is strong and where it needs improvement.



Strengths

The table below shows the two greatest strengths in each of the four areas based on the survey results.

Component	Strengths	Score
Physical	Your employees have minimal pain medication use, and/or take pain medication as prescribed.	89
	The number of hours your employees sleep per night is within the recommended range.	86
Mental	Your employees are confident in their problem-solving abilities under pressure.	80
	Your employees are able to keep emotions under control at work.	77
Work	Employee pride in working for your organization.	86
	Employees would recommend organization as a great place to work.	86
Life	Employees have strong support networks outside the workplace.	90
	Employees have strong and healthy relationships in the workplace.	80

Outcomes Management Report

2017 - 2018

Employee Recommended Workplace Award - continued

Opportunities for Improvement

Below are the two greatest areas for improvement in each of the four areas, again based on our survey results.

Component	Opportunities for Improvement	Score
Physical	The number of steps your employees take per day is within the recommended range.	46
	Your employees spend minimal time in sedentary activities each day.	53
Mental	Your employees are able to get through difficult times with little stress.	50
	Your employees rarely leave work feeling mentally and/or physically exhausted.	51
Work	Minimal negative gossip about the workplace.	43
	Employees believe recognition and rewards are directly related to their work success.	44
Life	Employees maximize their contributions in your organizational retirement/savings plans.	10
	Your organization offers a retirement/savings plan.	35

What's next?

Improving the Health and Wellness of employees and people supported is one of our strategic goals for 2018-21. We are committed to:

- Reviewing the findings from the Globe & Mail Employee Recommended Workplace results and identifying and acting on areas where improvements can be made.



Employee Health and Wellness

Mainstream employees receive 3 Wellness Days per year (1 day every 4 months). Employees are encouraged to use these days to do something that improves their physical or mental health. They are not intended to extend vacation time or be used as sick time.

Let's look at the numbers (note: Wellness is calculated in hours rather than days because employees receive a different number of Wellness hours based on their weekly schedule)

- 55 = the number of full-time and part-time employees at Mainstream who received Wellness hours in 2017-2018
- 1028.65 = the total number of Wellness hours allocated in 2017-2018
- 1008.65 = the total number of Wellness hours used in 2017-2018
- 98.06% = the percent of Wellness hours used in 2017-2018

Most people have no idea how good their body is designed to feel.

Make yourself a priority.

Employee Health and Wellness

Employees were asked to give us some examples of how they used their Wellness Days. Here is a sample of some of the creative ways they were used:

- to finish my Christmas knitting on time
- to play in a ladies' golf event
- attended a full day food and wine event in NOTL
- staycation - full day movie marathon at home
- attend a Brock event at Grape & Wine
- spend the day with my granddaughter
- clean my house
- spa Day (on my own or with my sister)
- visiting my mum
- taking my mom to her medical appointment
- spending the day at the beach
- thrift store shopping
- getting a massage
- turning off my work phone and email
- going to my daughter's equestrian show
- taking my daughter canoeing
- attending a daycare trip with my granddaughter
- spending the day with my daughter
- going to the Bird Aviary and Safari Niagara with my daughter
- volunteer with Hospice Niagara at the Teen2Teen: My Grief Story, 1-day retreat
- go out for breakfast, shopping, massage and a nap!

Committed to Mainstream

There is a bit of a joke around Mainstream: once you are hired, you never leave. We mentioned earlier in this report that Mainstream received an Employee Recommended Workplace Award. It is with good reason. We truly are a unique place to work - a place where employees are encouraged and supported to explore their interests and their passions and a place that puts more emphasis on people's skills and interests than on job descriptions. We don't post our names and job titles on our office doors - we post our one-page profiles and thought-provoking statements. People supporting people is our tagline and we take it seriously.

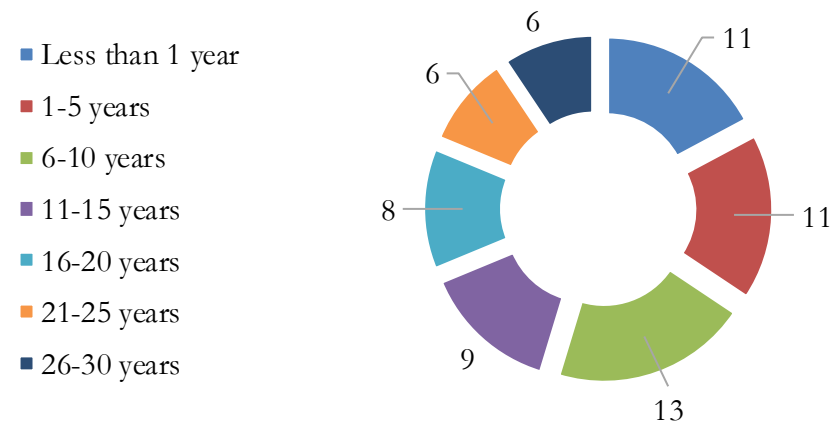
This year we decided to take a look at whether or not the office joke is actually true. Do employees really tend to stick around once they experience what working at Mainstream is all about? Here is what we found:

- 64 = the total number of employees, as of March 31 2018 (this includes Passport workers and relief staff)
- 45% of our employees have worked at Mainstream for over 10 years
- 31% have been with us for over 15 years.

It looks like the joke may be true - we are a good place to be.

The grass isn't greener on the other side. It is greener where you water it.

Years of Service as of March 31 2018 and the Number of Employees in Each Category



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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. Our Fall 2017 training days focused on the idea that [we don’t know the truth - we know a truth](#). Sessions encouraged employees to self-reflect on their priorities and how those can impact the way that they support others as well as how they work within their teams.



Employee Training

All Mainstream employees are required to attend certain mandatory trainings. These include training provided during Mainstream's annual training weeks (see previous page for more information) as well as other required training such as AIMS training, abuse training, rights training, medication administration and van training. Employees are encouraged to seek out and attend non-mandatory training that will help increase their knowledge and improve how they provide service.

Here are some examples of non-mandatory trainings that employees accessed in 2017-2018:

- Living with FASD - Finding a Purpose
- Caring for Patients with Opiate Use Disorder
- Improving Fire Safety for Vulnerable Ontarians
- Sexual Assault and Survivors with Disabilities
- Cultural Sensitivity - Working with Indigenous People
- Empowering Ability
- Motivational Interviewing
- From Presence to Citizenship
- Claiming Full Citizenship
- How to Stay Motivated and Energized in Challenging Times
- Things not to say to People with Tourette's
- How to give Feedback that Drives Engagement
- Conscious Care and Support
- Understanding and Supporting Sensory Processing Challenges in ASD
- Mental Health First Aid
- ASIST - Suicide Intervention Training
- Good Grief - the impact of working with grief and loss
- Art Therapy
- Contaminating Workplaces - Solving Toxic Behaviour
- Attended the Bereavement Ontario Network Conference
- Attended the OASIS conference - from surviving to thriving
- Safe food handling

Personal growth is not a matter of learning new information, but of unlearning old limits.

Employee Training - feedback

Below is some of the feedback we received from employees about the training they attended.

Living with FASD (Fetal Alcohol Spectrum Disorder) - “I attended this workshop with a woman I support who has FASD. I learned strategies to help people with FASD to continue to learn and grow while dealing with sensory and stress overload which can have a big impact on their daily lives. She got to hear how someone else has successfully dealt with situations she encounters and struggles to deal with. It gave me a better understanding of her experience.”

Cultural Sensitivity – Working with Indigenous People - “The parallels between the histories of how Indigenous People and people with developmental disabilities were treated by our government and society gave me a greater understanding and appreciation for the impact history has on people and systems. Learning about people’s histories doesn’t stop with just knowing what has happened in their lives. The historical experiences of people from a shared culture or community can have a great impact on people’s present experiences. Learning about and understanding those experiences and the impacts they have can help me to provide more informed support to people and help me to appreciate where people are coming from.”

Good Grief – the professional and personal impact of working with grief and loss - “Supporting people through difficult times in their lives can have an impact both personally and professionally. There is a lot of talk about self-care in your personal life but not as much about how to build it into your professional life. I have worked at finding ways to build self-care that makes sense for me into both aspects of my life which leads to better resiliency when being with someone experiencing something difficult. It also expanded my idea of what self-care is. It has to be activities that make sense to the person which looks different for each person. I try to help people I support explore ways to build self-care and coping skills into their lives in ways that work for them.”



Employee Training - feedback - continued

Understanding and Supporting Sensory Processing Challenges in ASD (Autism Spectrum Disorder) - “The thing I really took from that training was when they talked about firm touch and how helpful that is for some. I use that with someone I support when he is very excited and wants a hug I’ll squeeze a little tighter.”

Claiming Full Citizenship - “The presentation was based on person-centred thinking. The presenter has a son with a developmental disability and could really speak from experience. He spoke to our philosophies at Mainstream. We talk about supporting people to become more connected to their community but full citizenship is taking it a step further. Full citizenship, which most of us take for granted, is having the opportunity to vote, owning a passport, paying property taxes etc. He started the day by asking us what “citizenship meant to us”. I try to keep this in mind when facilitating planning meetings with people. For some it may mean being connected to their community by creating opportunities to get involved and be present and participating. For others it could mean taking a step beyond that such as learning about the electoral system or taking responsibility for signing their own documents such as leases or consent forms.”

Safe Food Handling - “I learned a lot about food temperatures, storage and cleaning. I share this information frequently when helping someone learn how to cook or clean.”

Motivational Interviewing - “I learned how to apply motivational interviewing to help individuals who are ambivalent about change or who are ‘stuck’. I learned that it is important for a person to find their own personal motivation to change. They are in charge of their life and don’t want someone to tell them how it should look or what they should do. This may take some time and they may need support to find their voice but it is key if someone wants to move forward and take the steps to be successful and maintain the change.”

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Employee Rewards and Recognition

Employee Rewards and Recognition

On June 20 2018, Mainstream held their annual Employee Rewards and Recognition Night. As it had been the year before, 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:

Debra Couture	5 years
April Falardeau	10 years
Jim Byspalko	15 years
Karen Howie	15 years
Sam McGibney	15 years
Tammy VanderWier	15 years
Dave Baltus	20 years
Céline Parent	20 years

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

No matter what happens in life, be good to people.



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Thank you to all of our donors

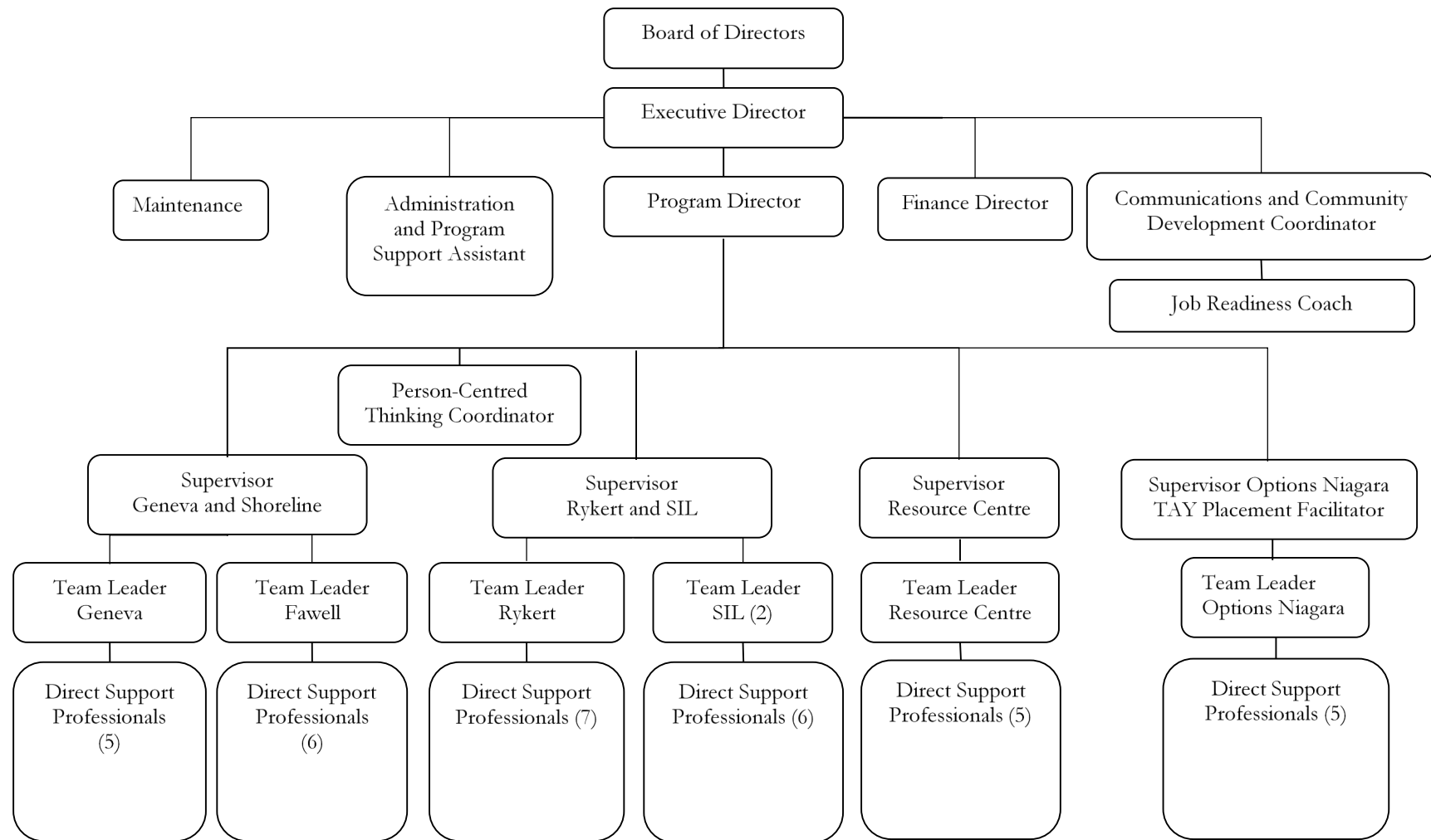
Mainstream is fortunate to have many individuals and businesses offer their support to our fundraising efforts. This year we received a total of **\$22,736 in financial contributions and sponsorships**. This support goes towards enhancing the programs and equipment available to the individuals we serve.

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

RBC Foundation	Dennis and Laurie Cheredar	Neighbourhood Pharmacy
Pete and Margaret Conley	Cathy Lutes	Investors Group
Alan Cimprich	Debbe Liddycoat	Paul Clark
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D. Ruggerio	Bradley and Evelyn Davidson	Daniel Rankin
Jacob Dunkley	Wayne and Alaire Tucker	Jennifer Schwenker
Mr. and Mrs. Arvind Bhide	Peter and Margaret Kaupp	
Marlene McLachlan	Virginia D'Agostino	
Doug and Sue Melville	Alan Rankin	

The meaning of life is to find your gift. The purpose of life is to give it away.

Mainstream - At a Glance



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