



11th annual Outcomes Management Report

2 0 1 9 - 2 0 2 0



United Way
Niagara



Table of Contents

Message from Mainstream’s Board President and the Executive Director4

Meet Mainstream’s Board of Directors6

Goodbye Kevin8

Our Mission and Philosophy 12

Strategic Plan 2018–202116

Mainstream and Gateway Strategic Alliance22

Mainstream’s Programs23

 - Day Choices—Resource Centre and Options Niagara26

 - Residential Options—SIL and SL40

 - Passport Program.....56

 - Graffiti Removal62

 - Transitional-Aged Youth64

Financial Summary65

Community Events and Fundraising69

Remembering Kris74

“It is always wise to look ahead, but difficult to look further than you can see.”
Winston Churchill

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Table of Contents

Surveys—people supported and stakeholders	77
Mainstream—Agency Updates	81
- OADD Conference	82
- Employee Training Days	83
- Compliance Review	84
- Employee Incidents	85
- Serious Occurrence Reports	86
Employee Wellness	89
- Employee Recommended Workplace Award	90
- Fibits	94
- Make a Change	95
- Wellness Days	96
Employee Rewards and Recognition	99
Mainstream Donors	101
Mainstream Organizational Chart and Employee List.....	102
Mainstream Contact Information	104



Message from Mainstream's Board President and Executive Director

On behalf of the board of directors it is once again our privilege to provide the opening remarks to the 11th annual Outcomes Management Report. We are extremely proud of the results, stories, and accomplishments outlined in this year's report. We are well aware that this past year has been an extremely challenging one for so many reasons. However, in spite of the many challenges and obstacles presented during the year, the following pages clearly demonstrate that Mainstream continues to make significant progress to meeting our mission "to improve the quality of life for people with a developmental difference by providing a supportive environment that strives to empower individuals with the necessary skills and confidence for lifelong learning and growth."

We would like to offer our sincere thanks to all our employees. Your board and executive director could not be more proud of your accomplishments during these difficult and trying times. We continue to be impressed with the commitment you bring to your jobs every day and your willingness to respond to the ever-changing environment and the needs of people we support.

We also appreciate that so many of our employees have taken the time to reflect on the past year to capture moments that make a difference for the people we support. Our thanks go out to all who contributed to the content in the following pages. We believe it provides a true reflection of the efforts all our employees make to ensure Mainstream continues to be a leader in providing person-centred thinking supports and services for people with a developmental difference.

Last but certainly not least we would like to offer our appreciation and gratitude to the Ministry of Children, Community and Social Services; United Way Niagara; and the many families, businesses, and individuals who have supported the efforts of our organization over the past year. The financial contribution and support provided has truly made a difference and improved the quality of life for the people Mainstream is committed to serving. Thank you!

Rob Stinson

Robert Stinson
Board President

Kevin Berswick

Kevin Berswick
Executive Director

Outcomes Management Report

2 0 1 9 - 2 0 2 0

What Is an Outcomes Management Report?



It's hard to believe that we have been producing our annual Outcomes Management Report for eleven years now. Our first Outcomes Management Report, written in 2009, started out much like a report card. We used surveys, numbers, and charts to provide updates on our initiatives, identify what we were doing well, and highlight what we wanted to improve.

As the years went by, our emphasis has shifted from graphs and numbers to stories. We still report on what is happening across the organization but we believe that stories capture the true impact of what we do. Stories tell us how people's lives have changed and are an effective way for us to share the things that we do, which we believe make a difference.



So, in 2020, what is an Outcomes Management Report? It is no longer just a report card. It is also a yearbook and a time capsule—full of photos, and stories, and important moments—so that we remember and celebrate where we came from.



If you have any questions or comments about this report, 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)

There are years that ask questions, and years that answer.



Meet Mainstream's Board of Directors

Dale Boyd

Dale joined the board in May 2019. He brings many years of marketing and customer-relations experience to the board. He is currently employed with First General–Property Restoration Specialists as their business-relations manager.

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. He has also taught accounting and financial planning at Niagara College and Mohawk College.

Kim Demoel

Kim has been a member of the board since 2008 and, prior to that, she volunteered on Mainstream's Golf Committee for two years. She worked in the banking industry for over 25 years before she retired. Currently Kim spends time pursuing a number of interests including teaching yoga, travelling, volunteering, and spending time with her grandchildren.

Gary Enskat

Gary is a partner with the law firm of Martin Sheppard Fraser LLP. He brings his knowledge and experience in legal matters to the board, as well as previous board experience with a number of not-for-profit organizations in Niagara.

Mainstream's Board of Directors—continued

Jeff Kelly

Jeff has been the treasurer of the board for the past 16 years, and a director since 1996. He is an accountant and the financial controller for Vesuvius Canada Refractories Inc. When not working in Welland or travelling for work, Jeff enjoys life in Fenwick with his family.

Michael Robertson

Michael has been a board member since 2007, and has held the position of vice president for the past seven years. Michael recently retired from his work as an instructor at Brock University in the Faculty of Business, 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 six years.

Rob Stinson

Rob has been a board member since 2008. He has a background in construction retail as well as a business owner. Rob has held the position of president for the past seven years.

What Would Kevin Do?

On June 30, 2020, Kevin Berswick retired as the executive director of Mainstream. Kevin has played such an integral role at Mainstream, he is so entwined in the very core of who we are as an organization, that it is difficult to think about one without the other. So much so that, when he retired, members of the admin team talked about getting themselves bracelets that read “what would Kevin do?” Because what Kevin did was to lead us through some rather challenging times and ensure that we were always better today than we were yesterday.

The History

- In September 1990, Kevin was hired as the night guy at Lafayette. According to legend, he got paid to sleep and make tasty breakfasts for the guys who lived there. Kevin has always made it very clear that this was his favourite role at Mainstream.
- In 1991 Kevin began being paid to stay awake and support people during the day. By 1992, he was a residential supervisor; by 1993, he was the residential director; and by 1998, he was our acting executive director, a position made permanent in 2000.



Outcomes Management Report

2 0 1 9 - 2 0 2 0

He Was Our Drummer

During Kevin's time at Mainstream, we have grown from 6 employees to over 60. We have gone from supporting fewer than 25 people in St. Catharines to almost 400 people across the Niagara Region. We moved from Port Dalhousie to our very own building on Pelham Road, and then we bought a second building down the street to make room for everyone. Those are the numbers.

We also became a leader in person-centred supports and services; we transformed our residential program so that more people could have a home of their own; and we earned a reputation as an organization with integrity that supports people to take risks, comes up with creative solutions to difficult situations, and does a lot with a little. Kevin had his own unique style of leadership. He often handed us the reins and encouraged us to find our way. He was our drummer—holding us steady and keeping us focused but allowing plenty of room for improvisation.

Through it all, Kevin made sure that we didn't forget who we were—an organization of people supporting people. Every decision he made, every new project he tackled was measured against that philosophy. Will it make us better than we are today at supporting people? Will people we support and employees benefit?

Kevin, your legacy is too big for this report and the shoes you left are too big to fill.



The **drummer** lays the foundations, provides the pulse and brings the groove for the track, letting the rest of the band express themselves creatively.

What Will We Do Without Kevin?

- “Congratulations Big Kevin. Happy retirement. *thumbs up*. Little Kevin will miss Big Kevin.” Kevin P
- “I will miss you as a boss. You were a good boss. I wish you good luck as you retire. I hope I like the new boss as well as I did you.” Arlene
- “Kevin, thank you for believing in me and for always encouraging me to learn new skills and grow into new roles.” Céline
- “You are a great guy and thank you. It was nice to meet you and to get to know you at Mainstream. Happy retirement Kevin and all the best and thank you. Good luck in the future.” Jordan B
- “Every time we had supper club he came out to see us at supper club every time.” Charmain
- “I really miss you because you were so friendly and helpful when I was at Mainstream and you would always talk to me for a bit. I love you and I miss you.” Jean
- “I like Kevin because he is very kind and he calls people by name. He is very approachable and very friendly.” Traci



Outcomes Management Report

2 0 1 9 - 2 0 2 0

What Will We Do Without Kevin?

- “As incoming ED, I would like to thank Kevin for having the confidence in me to replace him, and my goal is to carry forward in promoting his vision of valuing those supported and in “person-centred” service delivery through the provision of high-quality housing and supports. You have laid a solid foundation for us to build upon. Thank You.” John
- “I’ll miss you Kevin.” Roy
- “Thank you Kevin for everything.” Adam
- “I will miss you, thank you and goodwill blessings.” Steve C
- “He was one of the greatest persons to get to know. I’ve known him for 20 years.” Dave P
- “Miss you and glad to see you’re enjoying your retirement. I hope it’s a good one for you. Thank you for everything.” Steve W
- “Good luck.” Nathan
- “Happy Retirement. I love you Kevin.” John C
- “I miss you a lot and it was nice working with you. Have a happy retirement.” Varsha
- “I miss Kevin. I hope Kevin can visit us at Mainstream when Mainstream opens again.” Nancy
- “Kevin you’re a good guy, you’re going to be missed. Happy Retirement, you deserve it. You’re going to be a great grandpa and you’re just a great person too. I miss your cooking classes.” Ellie
- “Thanks for everything. I’ll miss you.” Jenn
- “It’s been a heck of a term there. I would like to offer you all of the congratulations.” Craig
- “I will miss sharing my photos with Kevin and that I hopefully will win more photo contests.” Wendy
- “I miss you and thanks for helping us out and I’ll miss you a lot.” Erin
- “We’re going to miss you. Good luck in your early retirement. Good luck and God Bless.” Gwyn and Jack





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.



Changing tomorrow starts today.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Strategic Plan 2018–2021



Strategic Plan 2018–2021

We are now halfway through our 2018–2021 strategic plan. Here is a summary of our strategic priorities and goals, and some of the accomplishments to date.

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

- **Form new beneficial cross-sectoral relationships and partnerships.**

- We applied for and were awarded a \$10,000 community grant from Bertie & Clinton Mutual Insurance Co. (BCM). The grant was to help grow Pathways to Success (PTS). Please refer to the Community Events and Fundraising section for details about PTS and how the grant was used.
- Several community organizations were invited to team meetings to share information about their services. All Mainstream employees were welcome to attend these presentations. The following organizations presented in 2019–2020: the DSBN’s GOAL program (Greater Opportunities for Adult Learning), N-TEC, Family Mental Health Support Network of Niagara, John Howard Society, Anchor Rehabilitation Support Services, and YMCA Employment Services.
- Positive Living Niagara, Dual Diagnosis Justice Case Management (DDJCM), and the Niagara Herbalist presented at our annual employee training days.

- **Explore the possibility of a strategic alliance, shared back office space, formation of a Community Hub, and other creative ways to partner.**

- Please refer to the next section of this report for more details about our strategic alliance with Gateway.

Strategic Plan 2018–2021

2. Explore and expand into new ways of doing business.

- We explored a new model of residential support in our SL program. Two women recently moved to Shoreline from one of our other SL locations. We worked with Niagara College to find a student who would be interested in moving to Shoreline and taking on the role of monitor in exchange for free accommodations. The student would not be an employee of Mainstream; instead, they would be considered a housemate and share in the responsibilities of the home.
- In SL, we continue to move away from thinking of the program in terms of separate houses (Geneva, Fawell, Rykert, and Shoreline) and looking for how all employees in the program can support all people in the program. In 2019–2020 we began having joint team meetings between Geneva and Fawell so that the employees from each location could learn from each other and look for opportunities to support people based on their interests and relationships rather than on which house they live in.
- We made several changes to our organizational structure in 2019–2020. The changes were made in anticipation of our strategic alliance with Gateway and the retirement of our executive director. The purpose of the changes was to create a structure that would allow for more opportunities for training and succession planning at the management level.
- The 2019 employee training days were organized for the first time by the team supervisors. Planning these sessions provided them with an opportunity to work together as a team and learn what is involved in developing, coordinating, and running three days of training. For more information, please refer to the Mainstream—Agency Updates section of this report.

“If you want something new, you have to stop doing something old.”

Peter F. Drucker

Strategic Plan 2018–2021

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

- The SIL team has created a WhatsApp group to improve communication on the team since they spend so much time out of the office. This has proven to be a very useful way of communication information quickly.
- A digital clock is being used to help the two women who moved to Shoreline remember to take their medication. The clock has an alarm and a verbal prompt.
- Many people in SIL are now booking their bloodwork appointments on the LifeLabs app. This helps avoid long wait times at the lab. Having an account also makes it easier to check results online.
- At the 2019 employee training days, several apps were presented to employees including St. Catharines Transit, Welland Canal Bridge Status, Driversnote, and LifeLabs.
- Caretrak, an emergency contact system, is being used by a woman who lives at Shoreline. She wears the Caretrak pendant around her neck. The system allows her to reach out to staff, and staff to reach her, at the touch of a button. She can speak directly through the pendant so there is no need to carry a cell phone. In the case of an emergency, it can also send her location via GPS to her emergency contact.
- As the Resource Centre continues to move towards being 100% community based, all employees received a cell phone and a laptop so that they have the technology they need to provide support in the community, rather than from the office.
- More people supported in SL, particularly at Fawell, are learning how to use their cell phones to communicate. Texting in particular is proving to be an effective way to stay in touch and increase independence.
- In Options Niagara, several people supported who cannot read or type are learning to text how they are doing and what they need using emojis.



Strategic Plan 2018–2021

4. Heighten awareness of Mainstream's progressive supports.

- Mainstream's 2019 Pathways to Success vendor fair was held on May 29. There were 78 vendors and approximately 150 people in attendance.
- Three employees presented at the 2019 OADD (Ontario Association on Developmental Disabilities) conference. They spoke about how they helped people prepare to move from group living to supported apartment living. The feedback from their presentation was very positive.
- Two employees presented to Niagara College's EA—SNS (Education Assistant—Special Needs Support) program.
- Two employees attended an employer networking session at Niagara College.
- Several community meetings were held to discuss best support for a couple that we jointly support in Options Niagara and SIL. Three employees attended these meetings, along with representatives from Family and Children's Services (FACS), the Raft, Niagara Region, Positive Living Niagara, Housing Help Centre, and Niagara Centre for Independent Living (NCIL).
- Members of the Options Niagara team sit on various community committees including SEAC (Special Education Advisory Committee), TAY Planning Committee, South Niagara Parent Group, Fort Erie Service Providers, FASD Coalition, Helping Hands Committee, and the French Language Services (FLS) Committee.
- Members of the Options Niagara team went into all high schools in Niagara to introduce themselves, explain the program, and hand out a copy of the Transitional Aged Youth Toolkit and an invitation to Pathways to Success 2019. In April 2019, we printed 2000 copies of the toolkit to be handed out to organizations, schools, families, and youth across Niagara.



“It’s not about what it is, it’s about
what it can become.”

Seuss

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Mainstream and Gateway Strategic Alliance



Mainstream Gateway Strategic Alliance

In June 2018, Mainstream and Gateway Residential and Community Support Services of Niagara (Gateway) undertook a two-year project to explore the possibility of forming a strategic alliance. This project was made possible with an Employment and Modernization grant from MCCSS. During the first year of this process, we developed a shared vision and objectives, completed an alignment report, and created future scenarios for how to share resources. In 2019–2020, we implemented many of the plans developed in the first year.

- In November 2019, a joint HR director was hired. She started at Mainstream immediately and began at Gateway in April 2020.
- Mainstream's finance director is transitioning to become the full-time director of finance for Mainstream and Gateway Shared Services Entity (MGSSE). Gateway's finance director will be retiring in 2021 and is assisting during the transition.
- A finance assistant was hired in early 2020 and will provide support to both Mainstream and Gateway.
- The hiring of a finance assistant and the planned relocation of Gateway's financial files to Mainstream resulted in the need for more office space. Significant construction occurred in early 2020 to renovate existing offices and build several new ones. In all, fifteen Mainstream employees moved offices within the building and construction continues in anticipation of the SIL team moving from 91 Pelham Road to the main building at 263 Pelham Road later in 2020.
- A memorandum of understanding was developed and approved by both boards of directors.
- In November 2019, the executive directors began meeting every two weeks to ensure a smooth transition when Kevin retires in June 2020, and John becomes the joint executive director of both organizations.
- An operations meeting was held in August 2019 to bring our new team together for the first time. In attendance were the team supervisors, managers, new HR director, and all other members of the management team, as well as John Osczyppo.

Mainstream Gateway Strategic Alliance—continued

Throughout the strategic alliance project, we believed that one of the keys to its success would be involving direct support employees as much as possible, and creating opportunities for employees from both organizations to get to know each other and the services that they each provide. Two Knowledge Exchanges were held in 2019–2020.

Knowledge Exchange #1 — 46 Mainstream employees and 20 Gateway employees attended the morning and afternoon sessions. The first Knowledge Exchange provided an update on the strategic alliance project as well as a chance for employees from each organization to get to know each other, and to learn about each organization's programs and services. Employees discovered they had a shared dislike for improv activities and would much prefer to spend time learning about how they can work together to support people who have a dual diagnosis.

Knowledge Exchange #2 — 41 Mainstream employees and 39 Gateway employees attended the morning and afternoon sessions. Employees from each organization worked on case study together. They exchanged information about how their organization would provide support and access resources. After working through the case study, the group also discussed how both organizations could work together to better support people with a dual diagnosis. No improv took place, to the relief of all involved.

These Knowledge Exchanges laid important ground work in connecting staff from each organization, with many people requesting more opportunities like these in the future.



“If you belong to no groups and you decide to join one, you cut your risk of dying over the next year in half.”
Robert Putnam (*Bowling Alone*)

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Mainstream's Programs—Day Choices

- Resource Centre
- Options Niagara



Day Choices—Coming Together

In the spring of 2019, we decided to take the two separate day choices programs (Resource Centre and Options Niagara) and create one large community-based program. This decision was a logical next step in the evolution of supports that the Resource Centre had offered in the past few years. The Resource Centre has evolved from a classroom model to a community-based program. The team had been working very hard to support each person to explore different opportunities outside of our building and in their communities. The goal was to help people find activities they enjoyed or people they wanted to spend time with, and then help them connect to and participate in their communities in a way that was meaningful to them. People took on a variety of new roles in their communities such as co-worker, volunteer, friend, and gym buddy.

We believe strongly that each person has the right to a life that is filled with meaning and purpose, and that it is our responsibility to support people to explore those opportunities and to build relationships as valued members of their communities.

Once we decided to create one program out of two, we did the following:

- We changed the structure of the team to have a manager of day choices (instead of two supervisors), a team supervisor of day choices (instead of two team leaders), and a team of 10 direct support professionals.
- We had a breakaway day with our team to discuss a plan for how we could change our current model to support the people in both programs.
- As part of Mainstream's office construction we created one large office for most of the direct support employees of the program. The offices for the team supervisor and the manager were set up right beside the team office so that everyone could begin working together.

Day Choices—Coming Together

Options Niagara is a regional, transitional program that supports approximately 190 people between the ages of 18–35. The Resource Centre is a St. Catharines-based long-term program that supports approximately 60 people in a centre-based day program. Together, we support 250 people, some on a short-term (7-year basis) and others on a long-term (as needed) basis.

The plan, after our breakaway day:

- Instead of supporting 250 people in two programs, we would be offering 250 individualized community support programs.
- We would work with each person and their support network to help them identify what they want, set life goals, explore different opportunities, and make sure support was in place so that they could live their life as independently as possible.
- We would make use of existing community resources. Our role would be to connect people to what was available in their community rather than have them rely solely on our supports. We believe that a person's life shouldn't stop for a day because an employee is sick or on vacation. Our responsibility was to help ensure that the person had what they needed to live their life, including reliable transportation and natural supports.

How do you know when you belong?

- Are you noticed?
- Are you known?
- Are you missed?



Day Choices—Options Niagara

- In 2019–2020, 232 people received support from Options Niagara.
- We received 30 referrals in 2019–2020. This was down from 40 in 2018–2019 and 42 in 2017–2018.
- Fifty-five people were closed in 2019–2020, up from 11 in 2018–2019 and 18 in 2017–2018.

Why did so many people close in 2019–2020? In 2016, we introduced the on-hold process in Options Niagara to provide more flexibility in the program. When a person is busy or at a point in their life where they do not want support, they have the option of going on hold rather than closing. If they are still on hold after three years and do not want support, their file is closed.

Since 2019–2020 is three years after the initiation of the on-hold process, we had a large number of people who had reached the maximum amount of time they could remain on hold. A few people chose to become active again but many chose to have their file closed. Of the 55 people who closed in 2019–2020:

- 34 closed because they had been on hold for three years
- 3 closed because they received SIL support from Mainstream or another organization
- 10 were new referrals we could not contact or who turned down the program
- 3 moved out of the Niagara region
- 1 had received support for seven years, the maximum amount we are able to provide, and had to close
- 4 decided they were too busy and chose to close rather than go on hold

Day Choices—Resource Centre

- In 2019–2020, 66 people received support from the Resource Centre

Of those 66 people,

- 34 used MCCSS-funded spots
- 12 people paid for support, either with Passport funds or out of pocket
- 20 were people in our residential program who can access Resource Centre support

In 2019–2020, three people who had MCCSS-funded spots left the program and we had two referrals.

How do referrals work in the Resource Centre?

When the Resource Centre was a centre-based program, we would declare a vacancy based on a number of days. We would receive a referral from Developmental Services Ontario (DSO) and meet with the person to discuss what days they wanted to attend based on what our schedule looked like, what activities they were interested in, and how much support the person required.

In recent years, that has changed. When we receive a referral for the Resource Centre, we meet with the person to talk about what kind of support they are looking for. Do they want to meet new people? Get involved in fitness activities? Find a place to volunteer? The amount of support they receive is based on what support is required to help them achieve their goals.



Brando's story—Getting There on his Own

Brando lives in Port Colborne. He had been saying for several years that he wanted to be more independent getting around town. He wanted to be able to go where he wanted, when he wanted. His mother had concerns about him going out by himself and, after many discussions, decided that Brando would be safer if he used a mobility scooter. Brando saved his money for two years and bought himself a scooter.

Once Brando had his scooter, the next step was to learn how to use it. With assistance from his Options Niagara facilitator, Brando learned all about his scooter, including how to charge it, drive it on the sidewalk and on the road, back up, turn corners, and navigate curbs. Brando also learned how to properly park it and lock it once he reached his destination.

When Brando felt comfortable using his scooter, he picked two locations he wanted to learn how to get to: Tim Hortons and Avondale. Over several months, he learned the routes and practiced all of the street-safety skills involved with each of the routes. Now that he has mastered his first two destinations, he has set his sights on two more locations. Both of these locations are still in his community but much farther from home. One of the places he picked will take at least 40 minutes to get to.

Submitted by Lorraine Smith (DSP—Day Choices)

I said to the road, "Where do you lead?"
The road said, "Be a leader and find out."
Cleo Wade

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Holly—an update

Last year we told you about Holly. She had started two successful businesses, including one where she makes bath bombs and body scrubs. In our last report, Holly had been selling her creations at local craft sales and to family and friends.

Since then, Holly continues to make bath bombs and build on her company. She is now making shower melts and body scrubs in many new scents. When the pandemic hit and she could no longer attend craft fairs, Holly moved her business online. This was a very successful move and Holly has been doing well with her online orders.

Submitted by Christine Bowers (DSP—Day Choices)





Brendan's story

Brendan is a young man who has not had much opportunity to try new things and show off his skills. He had recently graduated from high school and he wanted to gain some work experience and increase his independence. He started volunteering at Goodwill in Welland. He wanted to get there on his own so we worked together on learning how to take the city transit. Brendan not only had to learn how to take the bus, but he also had to learn all of the safety skills involved with walking from his home to the bus stop, crossing a very busy road, transferring to another bus, and getting off at Goodwill. Plus, he had to do it all again in reverse to get home.

Learning to do this on his own took some time but Brendan was determined. Now he gets to and from Goodwill on his own. His family could not be more proud.

Submitted by Christine Bowers (DSP—Day Choices)

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Jacob's story—The Jacob Doan Show

Jacob is a creative guy who describes himself as an “old soul.” Back in March, when everyone had to stay home because of COVID-19, Jacob found himself housebound with not much to do. He came up with the idea of hosting the Jacob Doan Show on YouTube. Using his Passport funding, he purchased some audio equipment and began creating short videos on a variety of topics. At last count, he has 16 episodes on his YouTube channel on topics ranging from Top Ten Things to Do During COVID, Fathers Day, on tour in Fort Erie, and What Is an Old Soul? He has also hosted two popular Ask Jake Anything episodes.

Jacob's brother Josh has also been involved in this project. He co-hosted the Ask Jake Anything episodes and is often the man behind the camera. Working together has helped solidify their relationship and given them opportunities to spend time together.

With the release of every new episode, Jacob's audience grows. In fact, several employees from the local Passport office have been enjoying the show and want to use it as an example of creative ways to use Passport funding.

Submitted by Lorraine Smith (DSP—Day Choices)



The Jacob Doan Show Episode 14: “Being an Old Soul Uncle”

51 views • 6 Jul 2020

👍 2 💬 0 ➦ SHARE ≡+ SAVE ...

J's story

J has been coming to the Resource Centre for many years. As we continued to focus on helping people find things they wanted to do in their communities, J wasn't sure what he was interested in. We decided to go on a tour of Niagara College to see what they had to offer. During the tour, J was engaged and interested in what they had to say. On the way back to Mainstream, he asked a lot of questions about the tour, the school, and what his days would look like if he tried it. Together, we booked an appointment to learn more about the CICE (Community Integration through Co-Operative Education) program. During the appointment he learned about the program and was able to ask all of his questions. J even had the opportunity to sit in on one of the classes to see what it was like.



Outcomes Management Report

2 0 1 9 - 2 0 2 0



Most of us struggle with change and J is no different. He liked the idea of the CICE program, but had a lot of questions and concerns about all of the changes that going to college would bring to his life. J liked going to Mainstream and he wasn't sure he wanted to change that. After a lot of thought, J did decide to give it the old college try. He submitted his application and got one of the last remaining spots for the September 2019 start.

Since start of the program, J's independence and confidence have grown. He has learned how to navigate the campus and his daily schedule. He has met all sorts of new people and made new friends. With help from his teachers, J learned to communicate over email and submit his assignments online. When we asked J for a photo to include with his story, he sent us fifteen of them! They are all photos of J on campus, enjoying the college life, and reminding all of us that change, even though it can be scary, is often exactly what we needed.

Submitted by Brian Lowderman (DSP—Day Choices)

Growth and comfort seldom ride the same horse.



Alanna's story

Not very long ago, Alanna decided to join us when we went to the YMCA. Up to that point, Alanna had not been very active and she did not participate in any form of exercise. Alanna started out in the aquafit classes that, as it turns out, were the perfect choice for her. Alanna enjoyed moving in the water, liked the other participants in the class, and had a lot of fun. Alanna began to feel the benefits of exercise and found that she had more energy to try other things. She learned how to use the recumbent bicycle and joined the gentle fit and Zumba classes. The better she felt, the more she did. The more she did, the better she felt.

As Alanna's health improved, her confidence and independence also increased. Alanna no longer needed support at the YMCA to get ready or to attend the classes she was taking. She knew what to do and she knew where to go. She became a familiar face and began to recognize others from the classes she was taking. Soon, Alanna began to walk up the stairs to the second floor rather than take the elevator. She started weighing herself when she got to the YMCA and learned what the number on the scale meant. She made a point of showing us when the number went down and was proud that her efforts were paying off.

As Alanna got to know the YMCA, they also got to know her. Her efforts and her success did not go unnoticed. The YMCA asked if they could feature Alanna as a success story and she agreed. And what a success story it was. By the time her story was written, Alanna had lost 37 pounds and had gone down several dress sizes. She was stronger, healthier, and happier. Alanna had found a community at the YMCA, a place where she was welcome and where she belonged.

When a flower doesn't bloom, you fix the environment that it grows in, not the flower.

Submitted by Dianne McGillivray (DSP—Day Choices)

Outcomes Management Report

2019 - 2020

Matthew's story

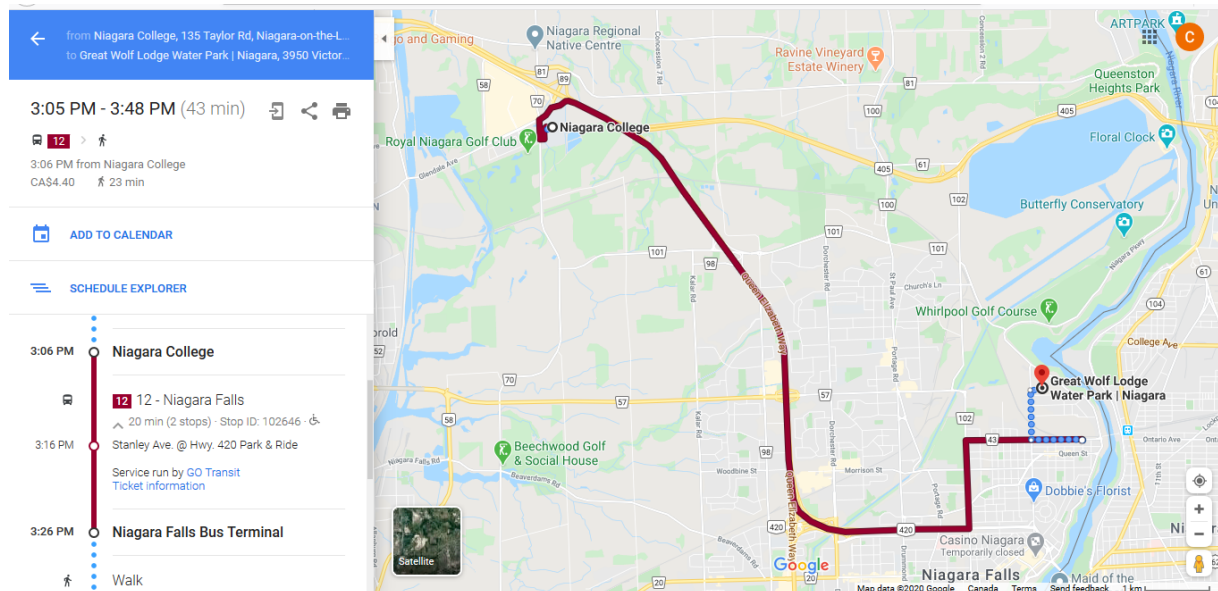


Do you remember Matthew? Last year we included a story about his latte-making skills in our report. We wrote about his college placement at Third Space Café, where he learned how to work the espresso machine and make lattes.

Since then, Matthew completed his co-op and graduated from the CICE (Community Integration through Co-Operative Education) program at Niagara College.

Matthew has also learned how to use Google Maps to figure out new bus routes, and explored other transportation options such as specialized transit and Uber. Matthew now has a job at Great Wolf Lodge. He is very proud of his independence.

Submitted by Karen Howie (DSP—Day Choices)

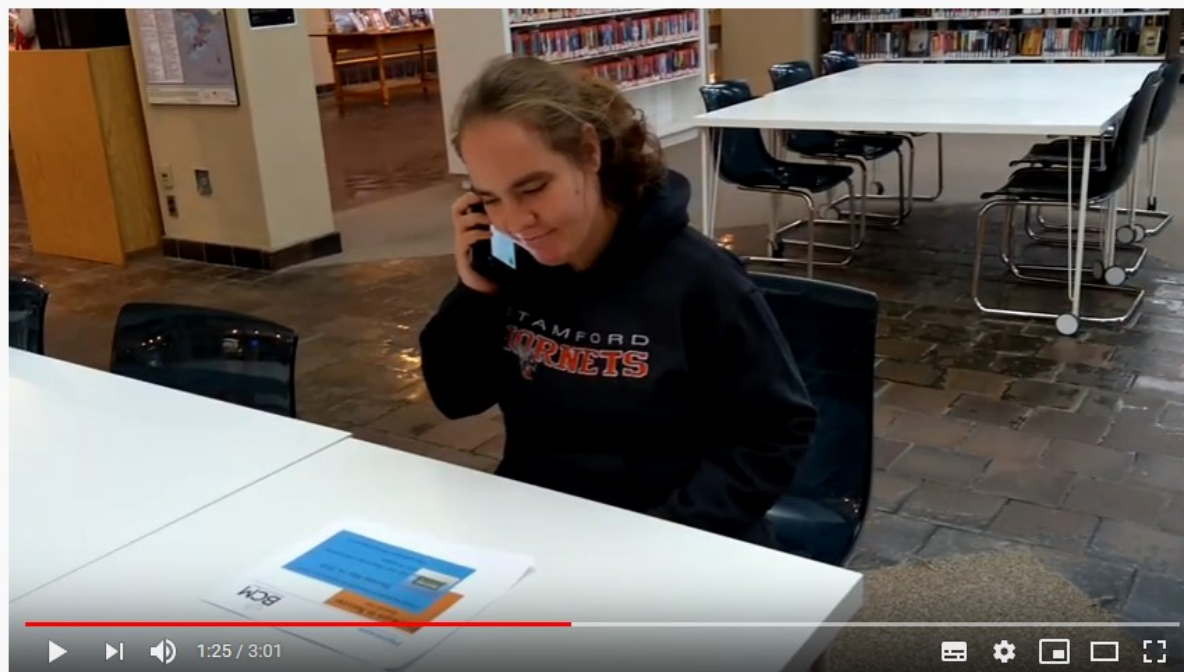


Allison's story

Allison flexed her acting skills to help Mainstream apply for a grant for its annual Pathways to Success vendor fair. Thanks to her help, Mainstream is now supported by a grant from the BCM (Bertie & Clinton Mutual Insurance Co.) Community Grants Program!

Check out our application video here <https://www.youtube.com/watch?v=oUMLXDE4z7A&feature=youtu.be>

And, take a look at our Pathways to Success 2020 website, made possible by the grant <https://www.ptsfair.ca/>



Mainstream - BCM Grant

Unlisted

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Mainstream's Programs—Residential Choices

- Supportive Independent Living (SIL)
 - Supported Living (SL)



Residential Choices—Supportive Independent Living (SIL)

Over the past three years, SIL has focused its efforts on getting people connected to community supports. Many people in SIL are ageing or experiencing medical problems, which means they need more support than they used to. SIL has also been supporting several younger people who are still learning the skills they need to live in the community and maintain their housing. By involving other community resources, people get better support and have the opportunity to make more connections.

Here is a snapshot of some of the community supports people are using, how many people are using community supports, and what they are using them for.

Home and Community Care Services (Hamilton Niagara Haldimand Brant Local Health Integration Network [HNHB LHIN])

- 10 people received Personal Support Services from this program in the past year.
- The supports included transitioning home after a hospital stay, having their home assessed to ensure they had the equipment they needed for safety, wound care, home making, and personal care.
- With this support, people have been able to stay in their own home instead of moving to long-term care, stress has been taken off family and partners who were providing this support to them, and people's physical and mental health has improved by having regular visits with personal support workers (PSWs.)

Community Care / Housing Help

- 7 people accessed Community Care / Housing Help.
- Some people accessed the food bank, others received trustee support.
- 1 person volunteers at this organization.

“Safety is not the absence of threat. It is the presence of connection.” Gabor Mate

Residential Choices—Supportive Independent Living (SIL)

Community Support Services of Niagara

- 3 people accessed this service for low-cost housekeeping and transportation.
- 6 people are on the wait list.

Port Cares

- 2 people accessed their food bank.
- 1 person has the support of the Port Cares trustee.

Niagara Regional Housing (NRH)

- 6 people lived in NRH's rent-geared-to-income housing.

Gateway Residential and Community Support Services of Niagara—Homes for Good and Housing First programs

- 3 people were connected to the Homes for Good / Housing First programs through Gateway, which provided them with rent geared to income and support to live independently.

John Howard Society of Niagara

- 2 people used the Bail Verification and Supervision program this year.

How many **men** and **women** are in SIL?

- there are **26 men** in SIL
- there are **20 women** in SIL

Last year **2** person came into SIL and there was **1** discharge.

How old are the people in SIL?

- **11** people are between 18–34
- **30** people are between 35–64
- **5** people are older than 65



Residential Choices—Supported Living (SL)

Several years ago, we approached SL support in a very methodical way. Employees worked in a specific SL home, people in that home were supported together, staffing levels were based on the needs of each person in that home, and we took the approach that, in a 24-hour support home, people required support for 24 hours a day.

That's not how things roll anymore.

Over the past few years, we have focused on breaking down many of these self-imposed barriers in an effort to be more creative in how support is provided. The goal is to offer people supported a meaningful life full of activities they want to do, people they want to be with, and as much independence as possible.

One of the ways we did this was to look for, or actively create, opportunities for people to have time without paid support. This doesn't necessarily mean that they are alone, it just means that they don't have staff around every minute of their day. Not many years ago, there was no one in SL who spent time on their own. Today, 11/15 people in Supported Living (that's 73%) regularly spend time on their own, with friends, or with a housemate—with no paid support.

This. Is. A. Very. Big. Deal.

Why? It's a big deal because of the positive impact it has on someone's self-esteem, confidence, problem-solving skills, and willingness to try new things. Being without paid support does wonders, often in unexpected ways. We hope you enjoy some of the stories in this report, stories about friendship, resourcefulness, and happy accidents.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Residential Choices—Supported Living

How many **men** and **women** are in the Supported Living program?

- There were **8 men** in SL
- There were **7 women** in SL

How old are the people in SL?

- **2** people are between 18–34
- **7** are between 35–64
- **5** are between 65–79
- **1** is in his 90s

Last year **2** people came into SL. No one left.

What does SL look like today?

Fawell Avenue

- 2 people live in their own apartments.
- 2 people live in a shared apartment.
- All 4 people stay home independently for periods of time.

Rykert Street

- 5 people live together in one home.
- 2 people are able to stay home without staff support.

Geneva Street

- 4 people live together in one home.
- 3 people stay home without staff support for periods of time.

Shoreline Drive

- 2 people live together in one home.
- Both people stay home independently for extended periods of time.
- A Niagara College student also lives in the home. He is a housemate and shares in the household responsibilities.



Residential Choices—Yes, they Receive Passport Funding too!

For the first time since the introduction of Passport funding, all people in SL and SIL now receive at least the minimum annual allotment of Passport funding (\$5000.) Mainstream administers the Passport funding for everyone in SL and almost everyone in SIL. When we administer, it means that the person does not have to pay up front for anything. Mainstream covers the cost and is reimbursed by Passport.

Most people in SL and SIL are on a fixed income. Having \$5000 per year to spend on community activities opens up a world of opportunity that would not otherwise be available to them.

Transportation

Being able to use Passport funding to cover the cost of a bus pass means that anyone who used to pay for one on their own now has extra money in their budget for basic needs such as food, the purchase of a cell phone, or to put into savings. Other people used Passport funding to pay for taxis to visit friends and family members, including those who live outside of the Niagara Region, and attend activities they were not able to get to before.

In SL, Passport funding means having more choice and flexibility. Instead of relying on a Mainstream employee to drive them somewhere, a person can now afford take a taxi, take a bus or Paratransit, or even pay someone to drive them. One person in SL went to a concert and didn't get home until after midnight. Normally, because of the timing of the event, it would have been a challenge to schedule an SL employee to support the person during the concert and then drive them home afterwards. With Passport funding, the person hired who they wanted to take them, and stayed out as long as they wanted to.

Residential Options—Passport Funding

Recreation

Access to recreational activities and supplies has had a positive impact on people's mental and physical health. It was also a learning experience for us as they started doing things they had never done before, often at times they had never been out before.

- One person plays music as a positive way to manage his mental health. With Passport funding he was able to purchase more instruments and keep them maintained, allowing for a more consistent, healthy strategy to cope on difficult days.
- People began to try a variety of activities they hadn't tried before—going to a sports game, a concert, dinner theatre, etc. If they enjoyed it, they went again and again. In fact, so many people purchased season tickets to the Niagara IceDogs that Mainstream became one of the charities that they donated funds to.
- Many people in SL take evening medication, which isn't always convenient when you're at a concert or a hockey game. So, the SL teams worked with doctors to change medication schedules so that people could go out in the evenings without having to worry about remembering to take their medication.
- Some people we support have special diets or food restrictions. These people were now going to dinner theatre, movies, and restaurants. Employees were encouraged to be creative so that a person could fully participate in the experience, even if it meant bringing a thickener for someone's drink, asking the kitchen to cut the food a certain way or purée it, or even encouraging the person to bring their own food to make sure they had what they needed.
- Thanks to Passport funding, people were now able to go to the movies when they wanted to go, not just when they could afford to go. Gone are the days of everyone from one SL home going together to the same movie. Now movies happen in all sorts of ways. A few people might go to the theatre together, go see different movies, and then meet up in the lobby afterwards. There might be one staff member there to help people get to the movie they want to see, if necessary.



Starla's story—Being Starla for the Evening

Starla is a busy mom of three active boys. She loves being a mom, but it means that she doesn't often get time to herself and rarely has the time or opportunity to do things that she wants to do.

Last year, Starla learned that Avril Lavigne, one of her favourite artists, was going to be in concert. She loves Avril Lavigne, but it took some encouragement before she agreed to consider going. Using her Passport funding, Starla was able to purchase two tickets—one for herself and one for a friend. It worked out well that her friend was able to drive them both to the concert and back.

Starla's eldest son was old enough to watch his younger brother; Starla was able to go knowing that her children were ok. For the first time in many years, Starla was able to be "Starla" for an evening, rather than "mom." She had a wonderful time.

Submitted by Elizabeth Wedderspoon (DSP—Residential Choices)

"It's so hard when I have to, and so easy when I want to."

Annie Gottlier

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Jordan's story—One Step at a Time



I have known Jordan for many years. He's a great guy with a lot of different interests, but he often finds that his anxiety gets in the way of his ability to do some of the things he wants to do.

Jordan decided that he wanted to go to Safari Niagara. It was a big decision for him to make because it involved crowds, waiting in line, unknown people, and an unfamiliar places—all things that can be difficult for someone with anxiety. But, Jordan wanted to go so I was determined to help make it happen.

We talked about it a lot before we went. He purchased his ticket ahead of time using his Passport funding. The day we went was sunny and cool. We waited in line to get in and then Jordan spend about two hours walking around and visiting the different animals. He decided he didn't want to stay for lunch, choosing to stop at McDonald's on the way home instead. He took the day one step at a time and really enjoyed himself.

Submitted by Bryan MacNeil (DSP—Residential Choices)

LeeAnne's story—Cruising Through Europe



Last September, I went to Europe with my mom and my grandma. It was my first trip to Europe, my first time on a cruise, AND my first international flight. I had flown to South Carolina before but that was a short flight. This flight was *so* long!

I wanted to visit Rome and Greece because I'm really interested in ancient history. So, we picked a two-week trip that included a few days in Rome, a cruise to visit some islands like Crete and Corfu, and a few days in Greece before heading home again.

I had money saved so I was able to pay for my trip and still had

extra for shopping. Speaking of money, it was really different in Europe because I had to get used to using US dollars on the cruise ship and euros when we were travelling. I kept having to ask my mom to help me convert to Canadian dollars. Can you believe that a can of pop costs 6 euros at the Vatican?

"Travel opens your heart, broadens your mind, and fills your life with stories to tell." Paula Bendfeldt

Outcomes Management Report

2019 - 2020

LeeAnne's story—Cruising Through Europe

Shopping was interesting. When the cruise ship was out at sea, they opened the stores and we were able to shop duty free. I bought three decks of cards for Debbe. She supports me in SIL and I knew that she loves to collect cards. I had so much fun shopping for her that I almost forgot to shop for myself. Almost.

I thought I would find Greece the most interesting in terms of history. But, once I was there, I decided that I liked Rome much better. The Colosseum and the Forum were so interesting. I would love to go back one day and explore more ancient history.

Submitted by LeeAnne Priddle





Happy Little Accidents

In Supported Living, they talk about something called “Happy Little Accidents.” These are unexpected, and often unpredictable, things that happen, well, by accident.. When they happen, we often learn things about people we never knew before.

Wayne

Wayne usually goes to a community program a few times a week. The days he goes are the same every week. One morning, on a day he usually goes, Wayne wasn’t doing the things he usually does to get ready. The staff supporting him that day didn’t see Wayne getting ready to go, so they forgot it was his day to go. Wayne stayed home. After the afternoon team meeting, another employee went to the program to pick Wayne up. Wayne, of course, wasn’t there.

What did we learn? We learned that maybe Wayne wants a day off every once in a while. So now, if Wayne shows us that he wants to go, by talking about it or getting ready, he goes. If he doesn’t show any interest, we don’t push it. It is *his* life after all.

Lenny

Lenny takes Paratransit home from Mainstream. One week, his ride wasn’t booked correctly and, instead of picking him up after supper club, it picked him up at 3pm. So, Lenny arrived home hours before he was expected. There were no staff there; they were at supper club. The only person there was Nathan, who lives in another apartment in the same house. Nathan knew something was off so he called the staff to say Lenny was home early.

What did we learn? Lenny can get in to his apartment on his own and stay there safely until staff arrive. We also learned that Nathan will keep an eye out for his housemates and let us know if something is amiss.

Happy Little Accidents

Nathan

We tend to have this belief that structure and routine makes things easier for people. When everything is predictable, we know what to expect. The problem is that structure and routine change, more often than we want it to, and usually at the last minute. We tried very hard to provide consistency for Nathan because he found it very difficult when things changed. If Employee A was supposed to work and then it got changed to Employee B at the last minute, that wasn't good. After years of doing everything we could think of to keep consistency, we began to wonder if it might actually be easier if we did the opposite. We began to "schedule change" into Nathan's days.

What did we learn? We learned that Nathan actually finds it easier to manage change when it happens regularly. So, instead of doing the same thing at the same time on the same day with the same staff, he now does different things, at different times, on different days, with different staff. It isn't perfect, but it's a heck of a lot better than it was. And that's progress.

Forget the mistake. Remember the lesson.



Dave and Jim—a Story of Friendship

Jim and Dave have known each other for years. The two of them enjoyed getting together for a chat, especially if it was over a shared meal or a coffee. Not long ago, Jim and Dave had a nice routine going—Jim would go to the mall once a week for a coffee. Dave would meet Jim there, take Paratransit with Jim back to Jim's house, and then stay for lunch and a good ol' chat. Jim is supported in our SL program and his friendship with Dave meant that he was able to spend time without paid support because Dave just naturally helped Jim with what he needed – getting on Paratransit, going up the lift at his house, that kind of thing.

In early 2019, Jim fell and broke his hip. He spent several months at the hospital and in rehab. Dave visited as often as he could, and continued to visit Jim when Jim finally went home. When Jim was recovered enough to start wanting to go out with Dave again (without staff thank you very much) we realized that Dave was the perfect natural support for Jim. Dave knew Jim well, he knew how to help him, and he knew when and how to contact staff for support. The two of them came up with a plan to go to Angel's Diner for lunch, alone. Dave and Jim were dropped off. Dave helped Jim order, ensured that his food was cut up the way he needs it to be, and did it in a way that was natural and comfortable for both of them. When lunch was over, they called staff and asked to be picked up again. These lunches started happening monthly, then they became dinners, and then those dinners began to take place a few times a week.

The way that Dave helps Jim is obvious. The way that Jim helps Dave is less so, but it's just as important. Dave struggles with his mental health and goes through some difficult times during the year. Having Jim in his life, having Jim as his friend, helps a lot during the tough times. They make a great pair.

Submitted by Michelle Haywood (Team Supervisor—Supported Living)

What would you think if I sang out of tune?
Would you stand up and walk out on me?
Lend me your ears and I'll sing you a song
And I'll try not to sing out of key

What Would Len Do?

Len is one of the nicest guys we know. He's one of those people who is always happy and enjoys the company of other people. When he sees you, he will come up to say hello and shake your hand. Len doesn't say much so he communicates how he's feeling and what he wants with gestures and body language. Anyone who spends time with Len soon discovers that the best way to get to know him is to just be with him. There's no pressure to have a conversation, he is just great company. Hang out with him at the movies or on the driving range and you're all set.

Len is one of the four gentlemen who moved into our Supported Living home on Fawell. Of all the men in that home, Len was the person who had spent the least amount of time on his own. Once he moved, the support model at Fawell meant that Len now has much more opportunity to be on his own. We have learned that, with Len, it is best to expect the unexpected. As a support team, we often share tales of Len's latest adventure.

What Would Len Do?

When Len is alone in his apartment, he likes to make himself a sandwich and it's never a plain ham sandwich. Len doesn't shy away from some pretty wild flavour combinations. Two recent combos were peanut butter and teriyaki sauce, and Nutella and mustard.

At dinner time, he always takes out his utensils and a napkin, and whatever condiments he feels like that evening. The choice of condiment is not at all related to the actual meal he is about to eat...or maybe it is. Mustard on pasta? Why not?



What Would Len Do?

Len takes great care to clean up after himself, but the end result is sometimes messier than the start. Len always puts his dishes away, even if the staff haven't actually helped wash them yet. He also likes to clean his room and make his bed. We know he's finished when the broom is laying on the floor, the dustpan is nowhere to be found, and the bed is diagonal because of the effort he made to get the sheets on just right.

When preparing to leave Len home alone staff always make sure he has some paper and his pencil crayons/markers, a movie on, a drink, and a snack. We remind him to stay in the house or back yard. Most times we will return to find a chair in the driveway, sometimes right in the middle, as he was clearly watching for us or someone to come back.

At Len's home there are a variety of routines that happen in the mornings. Len isn't able to tell time so we aren't quite sure how he knows when we are even a few minutes late with his medication. But, if 8am is approaching and we haven't given him his medication yet, he will come find us and say "med" as reminder to get a move on.



Outcomes Management Report

2 0 1 9 - 2 0 2 0

What Would Len Do?



Len is a big fan of rock music, the more drums and guitar the better. He loves to rock out to AC/DC, Bon Jovi, or Def Leppard. His father gave him a headset radio and it isn't unusual to spot Len wearing the headset and playing air guitar.

Len shares his apartment with one other gentleman named Steve. The two of them have developed a really neat relationship. As we mentioned earlier, Len doesn't talk very much. He and Steve have a natural easy way to be together. When one of them gets up to get something, they get two – one for themselves and one for the other person. Sometimes they do things together, sometimes they hang out doing their own thing. But they get along and obviously care about each other.

We are pretty sure Len hasn't offered Steve a Nutella and mustard sandwich yet though. That might change things.

Submitted by The Fawell Team



Passport Funding

Passport is a program funded by the Ministry of Children, Community and Social Services (MCCSS). 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 funding is allocated based on support needs, which are determined by assessments completed by Developmental Services Ontario (DSO). The minimum annual allocation of Passport funding is \$5000.

Passport Funding—continued

One of the biggest changes that took place in 2019–2020 was PassportONE. PassportONE was created by the provincial government and local Passport agencies to streamline the invoice and reimbursement process. It was implemented across the province in four phases, beginning in 2018. Local Passport agencies continue to be the point of contact for Passport funding, but all invoices must now be submitted to the PassportONE portal.

As with any new system, there were some bugs to work out and we ran into some challenges along the way.

- Expenses that had been approved by local Passport agencies were not approved by PassportONE. For example, movie tickets are an approved Passport expense but movie passes are no longer accepted. Taxi receipts are accepted but taxi vouchers are not anymore. This was a challenge for many people who found it easier to have an organization like Mainstream purchase movie passes and vouchers ahead of time rather than having to pay to a movie or a taxi ride and then wait for reimbursement.
- There were also significant delays between submitting receipts and being reimbursed. Organizations like Mainstream who broker Passport funding for over 100 people found themselves in a difficult situation as they waited to be reimbursed for many thousands of dollars.

PassportONE continues to work with local Passport agencies to address these challenges, and they are slowly being resolved. It is our hope that this central processing portal will make things easier and more consistent in the long run.



Mainstream's Passport Program

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

- 158 people had their Passport funds managed by Mainstream in 2019–2020. That is up from 113 in 2018–19, 48 in 2017–18, 28 in 2016–17, and 13 in 2015–16.
- Mainstream received \$53,890 in administrative fees, up from \$43,542 the year before.

How did people use their Passport funds?

Community-based activities and transportation

- A total of \$427,631 was spent on community-based activities and transportation (up from \$350,394 in 2018–2019 and \$176,438 in 2017–2018). Community-based activities 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 costs include city and regional bus passes, GO tickets, and taxi fees.

Wages

- \$111,272 was spent on wages, compared to \$73,827 in 2018–19, \$77,156 in 2017–18, and \$28,600 in 2016–17.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Something New

Passport funding has helped enhance people's lives in ways that were not possible to predict when it first came out. Every year we have highlighted examples of new things people have tried and different ways that Passport has been used to increase independence and build relationships. This past year is no different.

- A Passport worker supported two ladies to try out the Crock A Doodle pottery studio in St. Catharines. They did this once a week for several weeks, but then the Passport worker was no longer going to be attending with them. Oftentimes, despite the best of intentions, activities fall apart when there isn't someone to coordinate them. In this case, that was far from what happened. The two ladies continued to meet at Crock A Doodle once a week. Later they decided to go to Tim Hortons first so that they could spend more time together before going to the pottery studio.
- Another person has used Passport funds to pay for several tandem skydiving sessions. They enjoyed it so much that they are now planning to take skydiving lessons so that they can skydive on their own.
- One of the popular Passport purchases are tickets to IceDogs hockey games. In fact, so many people used their Passport funds to purchase seasons tickets to the IceDogs last year that the team decided to chose Mainstream as one of the charities that it fundraises for. In September 2020, Bones presented John Osczytko, our new executive director, with a \$5300 donation.





To achieve great things you need

- a plan, and
- not quite enough time.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

- Graffiti Removal
- Transitional Aged Youth

Graffiti Removal Program



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

In 2019–2020, the Graffiti Removal Team was made up of [9 part-time trainees](#) (4 new members and 5 returning.) The team was lead by a full-time job readiness coach, partially funded by the United Way of Niagara, and a summer student, funded by the Human Resources and Skills Development Canada (HRSDC) program.

NEW in 2019–2020 was the opportunity to clean all Niagara Region-owned intersections across Niagara, including traffic signal boxes.

Between April 4, 2019 and October 10, 2019, the Graffiti Removal Team cleaned a total of 464 sites.

- 118 Cogeco Cable boxes
- 45 city parks (in St. Catharines)
- 295 Niagara Region sites

They also completed 6 specialized cleaning jobs.

Mainstream received [\\$21,140 for the work completed](#).



Josh's story—Job Experience Works

Josh participated in Mainstream's graffiti removal work experience training program many years ago. He returned in 2017 after some community employment did not work out long term. Josh participated in a pre-employment training class. Since 2017, Josh has developed and practiced many important job skills. He proved to be a reliable and dedicated employee.

After the graffiti removal program ended, an employment opportunity presented itself. Community Living Grimsby, Lincoln, and West Lincoln's Employment Supports contacted Mainstream about a potential job opportunity at a local Tim Hortons in St. Catharines. Josh had experience working at a Tim Hortons in the past, and he was ready for paid community employment. He was a good fit. Josh was nervous about this change, as most people are when starting a new job, but he decided to give it a try.

Josh now works up to three days a week, working four-hour shifts at Tim Hortons. He is responsible for some food preparation, cleaning the dining room, and washing dishes. Josh's story is an example of what can happen when you step out of your comfort zone, with a strong support system to help along the way.

Submitted by Emily Mete (Job Readiness Coach)

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
- are Youth in the Extended Care of the Society (crown wards)

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 2019–2020 fiscal year a total of **10** people were supported by the TAY placement facilitator.

To make a difference in someone's life you don't have to be brilliant, beautiful, perfect, or rich. You just have to care.

7 young adults were supported to transition into developmental services in 2019–2020. Here is what happened:

- **2 people** moved into Supported Living (24-hour support) programs. They were supported by Community Living Welland Pelham (CLWP) and Community Living Grimsby, Lincoln, and West Lincoln (CLGLWL).
- **4 people** moved into SIL or enhanced SIL placements. They were supported by Mainstream, Christian Horizons, Bethesda, and Community Living Fort Erie.
- **1 person** moved home with his family and receives support from Options Niagara.

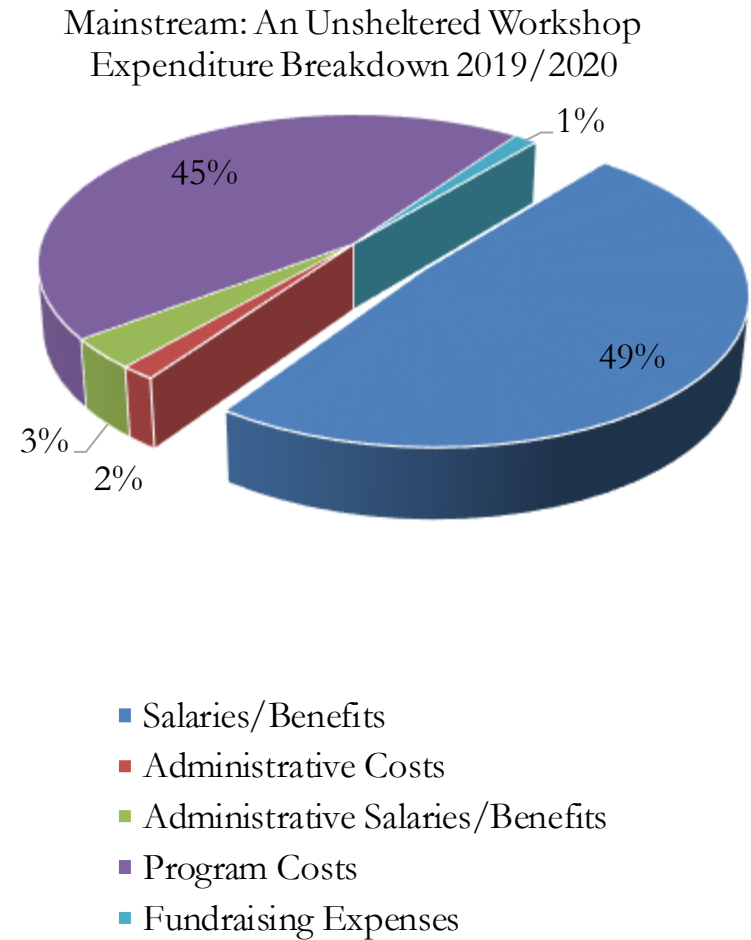
Outcomes Management Report

2 0 1 9 - 2 0 2 0

Financial Summary

Financial Summary—Mainstream: An Unsheltered Workshop

Mainstream: An Unsheltered Workshop	
Statement of Revenue and Expenditures	
Year Ended March 31, 2020	
Revenue	
MCCSS	\$935,541.00
United Way	\$48,096.00
Donations	\$26,970.00
Other (Passport, Graffiti, User Fees)	\$911,437.00
Fundraising	\$75,279.00
Total Revenue	\$1,997,323.00
Expenditures	
Salaries/Benefits	\$923,943.00
Administrative Costs	\$29,781.00
Administrative Salaries/Benefits	\$64,342.00
Program Costs	\$853,394.00
Fundraising Expenses	\$25,897.00
Total Expenditures	\$1,897,357.00
Excess Revenue over Expenditure	\$99,966.00



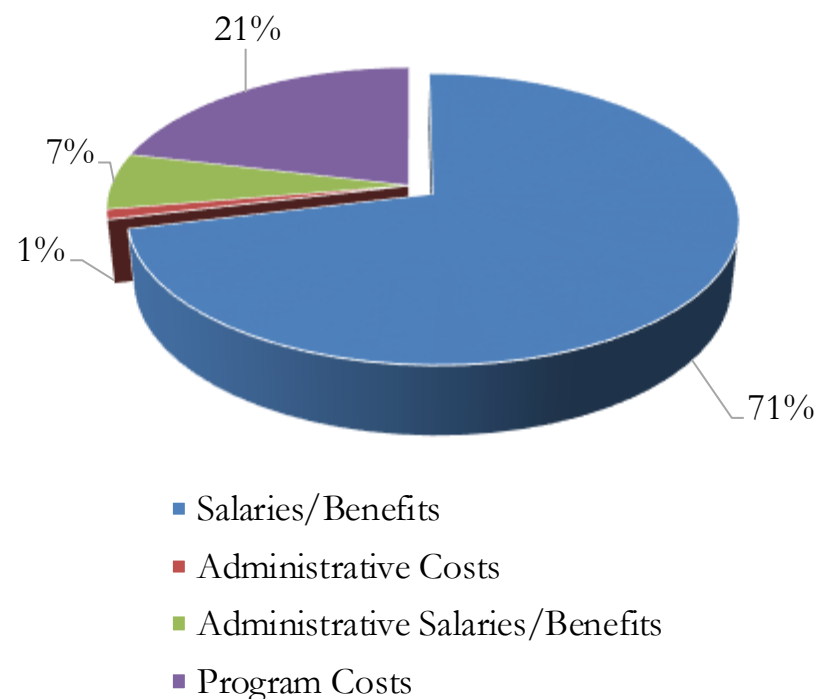
Outcomes Management Report

2019 - 2020

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, 2020	
Revenue	
MCCSS	\$2,158,373.00
Donations	
Other (Resident Income, Rental Income)	\$355,975.00
Total Revenue	\$2,514,348.00
Expenditures	
Salaries/Benefits	\$1,796,211.00
Administrative Costs	\$27,874.00
Administrative Salaries/Benefits	\$161,646.00
Program Costs	\$536,627.00
Total Expenditures	\$2,522,358.00
Excess Revenue over Expenditure	-\$8,010.00

St. Catharines Mainstream Non-Profit Housing
Expenditure Breakdown 2019/2020





“If you want to make everybody happy, don’t be a leader.
Sell ice cream.” Steve Jobs.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Community Events and Fundraising

Pathways to Success (PTS)



PTS is a vendor fair, organized by Mainstream, which connects people to community and community to people. It began in 2012, in response to an identified need. We recognized that people were not aware of the resources available to them in their communities, and community organizations were unsure of how to provide supports to people with a developmental disability. Services were underutilized.

The annual fair connects hundreds of people to over 70 specialized and generic community services. Vendors include employment supports, recreation, financial support, mental health, travel opportunities, and more. It is also a useful networking and educational event for post-graduate students, teachers, parents and caregivers, and other community organizations.

In 2019, Mainstream received a community grant from Bertie & Clinton Mutual Insurance Co. (BCM). We put the funds towards marketing the event. We hired Geddie Advertising, a local company, to design a logo, website, and promotional materials (posters, bags, and postcards.) Please visit www.ptsfair.ca to see our new website.

NOTE: our 2020 PTS vendor fair was cancelled due to COVID-19. Mark your calendars for our next event on

Wednesday, May 5, 2021



Bingos

In March 2015, a 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 2019–2020

- Mainstream volunteers [attended 72 bingos](#) at Delta Bingo.
- We had [over 10 different volunteers](#).
- We received [\\$40,109 in proceeds](#), compared to \$32,520 in 2018–2019, \$43,721 in 2017–2018, \$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 for medical procedures and equipment such as dental procedures, walkers, and pharmacy costs, as well as capital equipment.

Mainstream's 14th annual Charity Golf Classic

Mainstream's annual Charity Golf Classic has grown every year and is now a significant fundraising event. Over the past 14 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 & Country Club, a private club in the heart of the city.

The 2019 event took place on June 3rd.

- 144 golfers played in the event. We were sold out, with a waiting list!
- 22 volunteers helped out during the event.
- the golf tournament raised \$38,000, which paid for two new vehicles for Mainstream.

Thank you!



Outcomes Management Report

2 0 1 9 - 2 0 2 0

Mainstream's 14th annual Charity Golf Classic

Our golf tournament would not be a success without our sponsors and donors.

- 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 8 years.
- We would also like to thank our [major sponsors](#): Middlefield Group, RBC Wealth Management Insurance, RBC Capital Markets, Harvest Exchange Traded Funds, Vesuvius, Brock Builders Inc., Bosak Wealth Management of RBC Dominion Securities, Fidelity Investments, and RBC Global Asset Management.
- We had [27 hole sponsors](#) in 2019: Adriana Katzman RBC Mortgage Specialist, Arthur J. Gallagher (Canada) Group, Baz Paving Co. Ltd., Black & McDonald Limited, Brand Blvd, Buchwald Services Consulting Inc., Courtyard Marriott Niagara Falls, Dr. Parisa Ricciardelli, Edward Jones Investments—Philip Jones CFP, First General Niagara, Future Environmental, Gail's Gourmet Jams, Garrett Insurance Agency Ltd., Hainer's Tire & Auto, Invesco Canada Inc., Lancaster Brooks and Welch LLP, Meridian Credit Union, Mountainview Homes, National Bank Investments, Nicole Henderson Professional Corporation CPA, Partridge Iggulden LLP, PenderFund Capital Management, PIMCO Canada Corp., RBC Dominion Securities—Partridge Wealth Management, Rudolph Law Firm, SunLife Global Investments, and the Rudolph Family
- We would like to recognize the generous [tournament donations](#) of RBC Foundation, BMO Global Asset Management, CFS Canada, Mackenzie Investments, Dean & Susan McCann, David Shapiro, Manulife, Alan Cimprich, Joe Cesnik, and Mary Lariviere
- Thank you to A-1 Flooring Canada, First General Niagara, Gail's Gourmet Jams, Henry of Pelham Winery, Kame & Kettle Beer Works, Niagara IceDogs, and Ratkovsky Wealth Management for their [in-kind donations](#).
- And, a big thank you to the [57 silent auction donors!](#)

Remembering Kris



It is impossible to think about Mainstream's many community activities and fundraising events without thinking about Kris Akilie. Kris came to Mainstream in 2004. She arrived full of energy and great ideas, and the community connections to make things happen. Many of the activities and events that Mainstream is known for (Cooking with Class, the Bullying Hurts and Graffiti: What a Waste productions, the Graffiti Removal program, Mainstream's Charity Golf Classic, and our pre-employment program) were all Kris's creations.

Some of her projects were fundraisers, others were educational, and many were community-improvement initiatives. All were created with one goal in mind—to help people. When Kris was in charge of something, it meant that anyone who participated was going to have fun, learn something, gain new skills, help others, and make our community a better place.

Kris helped Mainstream grow as an organization. Before she came, Mainstream was not well known in the community. We did great work but we were rather quiet about it. With Kris's help, Mainstream became an organization that people were talking about, asking about, and looking to support.



Outcomes Management Report

2019 - 2020

Remembering Kris

Kris was known for finding the positive in every situation, and she often reminded us to be strong and to focus on the good. A world traveller, foodie, impeccable dresser, and wonderful friend, Kris never shied away from an opportunity to teach us a few key life lessons. Love your friends and your family fiercely and with all of your heart, work your butt off, never compromise on the details, and for heaven's sake—wear a bib when you eat so you don't ruin your outfit.

Kris Akilie passed away on July 13, 2019.



Thank you to the Stark family for donating this lovely bench in Kris's memory.

The bench sits right outside our main building and gives a cheery welcome to everyone who visits.



May you have the courage to break the
patterns in your life that are no longer
serving you.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Surveys—from people supported and stakeholders



Surveys—from people supported and stakeholders

Surveys play an important role in our quality-improvement efforts. We send surveys to people supported and stakeholders 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?

“Sometimes the questions are complicated and the answers are simple.” Seuss

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.

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 manager is notified. Otherwise, the surveys are collected over the year and the results are compiled for this report.

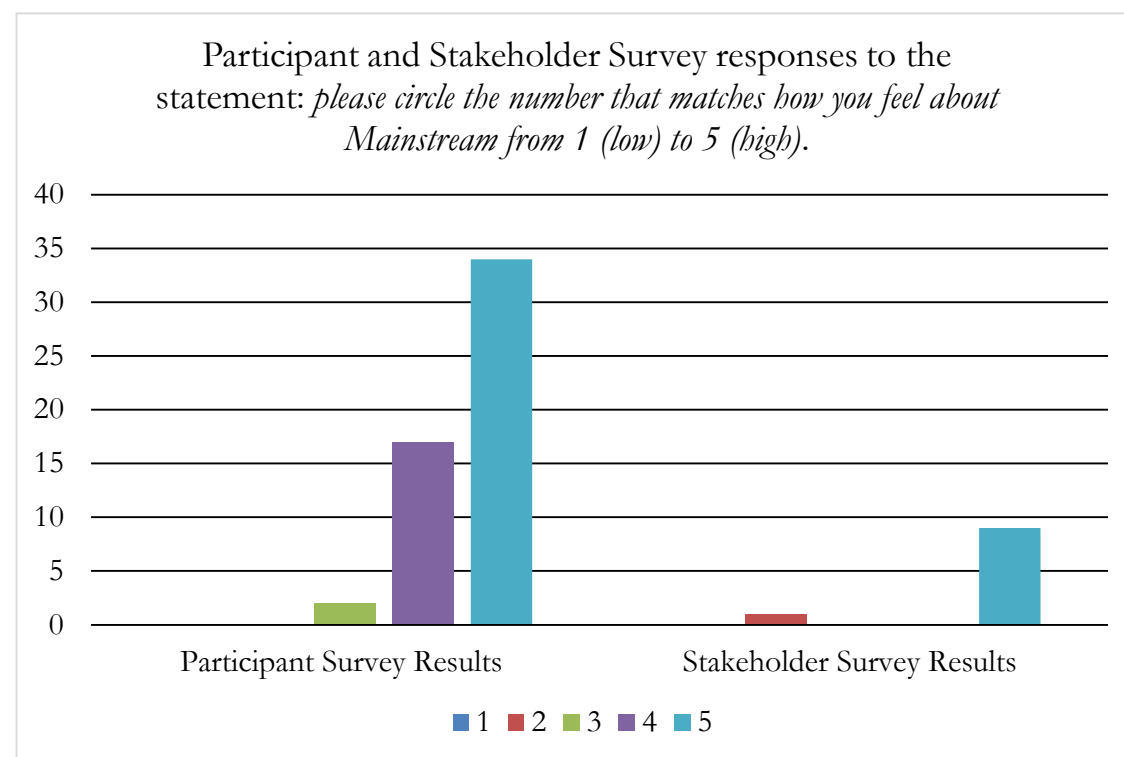
Outcomes Management Report

2019 - 2020

Surveys—from people supported and stakeholders

What happened?

In 2019–2020, we received a total of 54 surveys from people supported (compared to 41 in 2018–2019, 52 in 2017–2018, and 28 in 2016–17) and 10 stakeholder surveys (compared to 17 in 2018–2019 and 22 in both 2017–2018 and 2016–2017). All stakeholder surveys we received were from family members. The chart below shows the results we received on both surveys in response to the statement we asked them to reflect on. Please note that one participant survey was returned with no number circled.



94% of people supported and 90% of stakeholders gave us a 4 or higher, indicating that they were satisfied or extremely satisfied with the services they received.

Some feedback from the surveys:

“The Mainstream team has helped my brother live his best life as he would like it to be.”

“Mainstream is a great organization and makes life easier.”

“Very helpful in a crisis.”

“SIL is SO important for my daughter. Thank you!”

“I think everyone at Mainstream deserves an award because they are all great workers and deal with a lot.”

“The staff, they actually help me out.”

“It’s pretty nice. I have nice furniture in my apartment. I’m just so happy.”



“No man ever steps in the same river twice, for it’s not the same river and he’s not the same man.” Heraclitus

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Mainstream—Agency Updates



The Ontario Association on Developmental Disabilities (OADD) is a professional organization of people working and studying in the field of developmental disabilities in Ontario. OADD holds an annual conference for direct support professionals, managers, and HR personnel, as well as clinicians, therapists and case workers.

On April 9, 2019, Tammy, Monica, and Sara presented at the OADD annual conference in Niagara Falls. The theme of the conference was “Resilience and Creativity in Challenging Times.” The presentation was about Nathan, Steve, Lenny, and Wayne. These four gentlemen all lived in Supported Living and they had recently moved into their own apartments.

During the presentation, the focus of the discussion was on the small practical steps that had to be taken before the move. The three presenters emphasized the importance of thinking creatively about what supports could look like, and how to support someone to try to live independently when they had never done it before. The session was very well attended, with lots of positive feedback. Many people stayed late to ask additional questions.

We do not see things as they are. We
see things as we are.

Employee Training Days

Every year, we organize employee training days. This tradition has evolved over time but the goal is always to bring employees together, away from their regular jobs, to offer training and learning opportunities on a wide variety of topics. For many years, the training days were organized by Tracie, Tammy, Sara, and Céline. In 2019, when we made changes to our organizational structure, we decided to hand over the torch to the new team supervisors: Louise, Matt, April, Selena, Jim, and Michelle.

Their task? Organize three days of employee training, run the sessions, co-ordinate presenters, and get feedback, all while doing their regular jobs. It was a huge task and they did a stellar job.

Some highlights

- Everything about the training days was changed—even the location was new. When they shake things up, they shake'em up.
- They invited local organizations to present on a variety of topics—The Niagara Herbalist, Positive Living Niagara, Dual Diagnosis Justice Case Management (DDJCM), and Gateway. Who better to learn from than the experts?
- Handy apps and computer tips were reviewed so employees could make better use of the technology available to them—sharing calendars, navigating the public transit apps, using Driversnote to track mileage, and even checking out a local bridge wait times app (yes, there's an app for that too.)
- They also made use of a nearby natural area to encourage some self care—nature walk and Tai chi were highlights.

Feedback

- “Relaxed, fun, memorable, feel good, interesting, uplifting, educational, respectful of employees.”
- “The reconnection with co-workers. Makes everyday interactions so much nicer.”
- “Don't be afraid to ask for help. Use your teammates and co-workers. We are all here to help each other. You are never alone.”



Compliance Review

St. Catharines Mainstream Non Profit Housing Project underwent an MCCSS compliance review on May 6 and 7, 2019. The review covered the SIL and SL programs. It did not cover the Resource Centre and Options Niagara programs.

Six employee files, 13 files of people supported, and two behaviour support plans were reviewed. In addition, the health, safety and maintenance records were reviewed; minutes from the board of directors meetings were read, and a physical inspection of one SL home was completed.

Of the 281 indicators that applied to the two programs, there were four issues of non compliance. All issues were rectified within 24 hours, at which point we were found to be in full compliance.

The amount of work that it takes to prepare for a compliance review is significant. We are usually given two weeks notice before a compliance review. During that two weeks, direct support employees, team supervisors, managers, and the program director spend countless hours checking and double-checking that every box was ticked and every date was entered. We would like acknowledge the effort made by everyone to ensure that we meet all of the standards put forth by the Ministry of Children, Community and Social Services.

“Talent wins games. Teamwork and intelligence wins championships.”
Michael Jordan

Outcomes Management Report

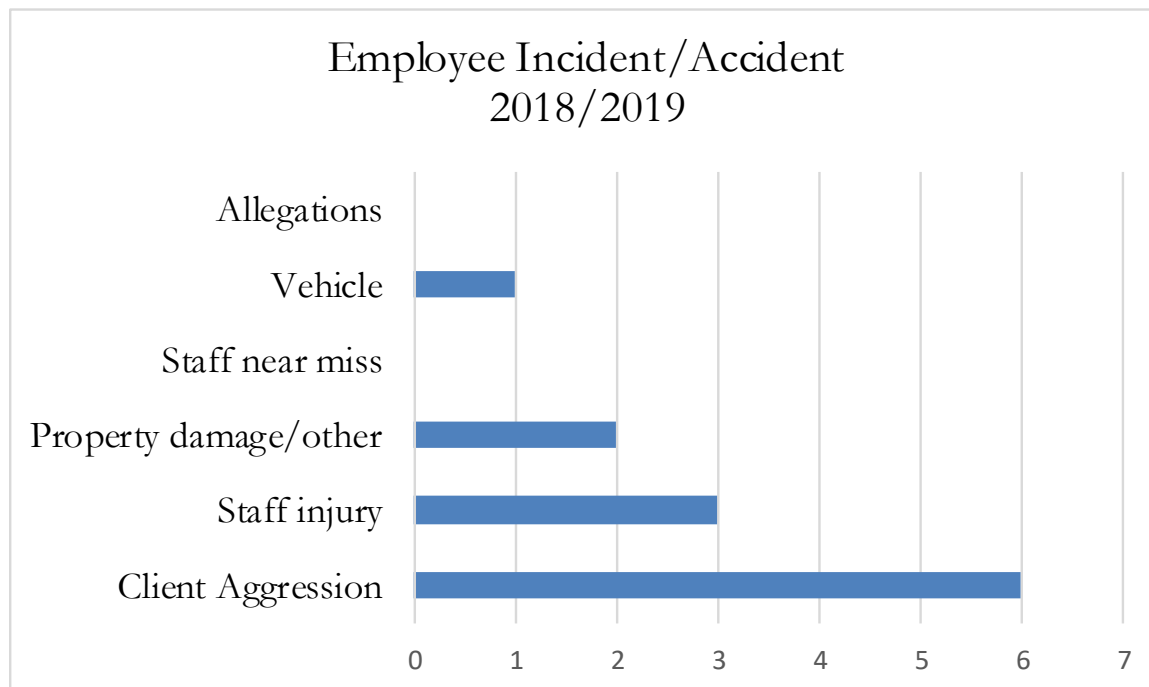
2 0 1 9 - 2 0 2 0

Employee Incidents

Every year we track the number of employee incidents that happen at Mainstream in order to identify trends and make changes to reduce risks whenever possible.

The chart below shows a comparison of the incidents over the past 5 years. In 2019–2020, there was a large increase in all four of the typical incidents we experience at Mainstream. NOTE: allegations and near misses were not included in the report as they have both remained at 0 for several years.

- Client aggression—there were [28 incidents of client aggression](#) last year. Most of them involved one person in SL but, in total, 8 different people supported were involved in incidents of aggression towards employees. There was no lost time as a result of any of these incidents.
- Staff injury—there were [17 staff injuries](#) in 2019–2020. All but one staff injury was minor in nature. One incident resulted in a WSIB claim and lost time.
- Property damage / other—there were [16 incidents of property damage](#) in 2019–2020. All damage was repaired as needed. No changes were made as a result.
- Vehicle—there were [9 vehicle incidents](#) in 2019–2020. The majority were minor incidents such as flat tires and dents but there were also several serious incidents such as an employee hitting a pedestrian (who walked out in front of the moving vehicle), and another employee driving over an object lying on the highway. [No incidents required employees to redo our driver training.](#)





Serious Occurrence Reports (SORs)

In 2019, MCCSS introduced SOR-RL (Serious Occurrence Reporting and Residential Licensing). SOR-RL is a secure, web-based tool that was developed to ensure secure and timely communication between a service provider and the ministry. Service providers can submit SORs, keep track of the status of each SOR, and provide updates to the ministry all on this platform.

Service providers across Ontario participated in online training sessions to learn how to navigate SOR-RL and, beginning in November 2019, all SORs had to be submitted through this system.

SOR-RL—what changed?

With SOR-RL, SORs are now deemed to be Level 1 (inform MCCSS immediately and complete the SOR within 1 hour) or a Level 2 (submit the SOR within 24 hours).

The serious occurrence categories also changed with SOR-RL. There aren't any new categories per se but they are organized differently than they used to be and there is a clear difference between what is a Level 1 and what is a Level 2.

SOR-RL—what happens after we report an SO?

Once a SOR is submitted via SOR-RL, we receive a response from MCCSS. If the serious occurrence is deemed to be resolved, our reporting responsibilities are finished. If follow-up is required—say, the person was admitted to the hospital and is still there—we are responsible for providing updates at minimum every 7 days until the incident is resolved.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Serious Occurrence Reports (SORs)—continued

Twenty-two Serious Occurrence Reports (SORs) were submitted to (MCCSS) between April 1, 2019, and March 31, 2020.

10 SORs were submitted between April 1, 2019 and November 18, 2019, under the old way of reporting.

- 2 accidental injuries—one person fell and broke his hip, another cut her finger and required 4 stitches.
- 2 allegations of alleged, witnessed, or suspected abuse—both were reported to the police. One charge resulted in an arrest.
- 6 others (didn't all under any other category)—one person, who was already in the hospital, went into distress and was transferred to ICU; another person was admitted to the hospital; one person in Options Niagara and two people in SIL were reported to the police (one for domestic assault, one for a public disturbance, and another for two different incidents involving harassment and inappropriate computer use.)

12 SORs were submitted between November 19, 2019, and March 31, 2020, using SOR-RL.

- 1 serious injury (Level 1)—1 person in SIL fell while going up the stairs and broke his hip.
- 2 serious illnesses (both Level 1)
 - 2 different people in SIL were taken to the hospital with serious illnesses. Both were admitted.
- 8 serious individual actions (all Level 1)
 - 1 person was arrested and charged with assault.
 - 2 different people were taken to the hospital because they were suicidal and considered to be at high risk. One person went once, the other went twice.
 - 1 person was taken to the hospital due to drug use.
 - 3 SORs involved the same person (once for being evicted, once for going missing, and once for domestic abuse).
- 1 service disruption (Level 1)—we closed the Day Choices programs (Options Niagara and Resource Centre) in March 2020 due to the COVID-19 pandemic.



“The content of your character is your choice. Day by day, what you choose, what you think and what you do is who you become.”

Heraclitus

Outcomes Management Report

2 0 1 9 - 2 0 2 0

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?

- Mainstream employees are asked to complete an online survey. The survey is based on four pillars: work, life, mental health, and physical health.
- Employee wellbeing is scored based on their survey responses.
- An aggregate of employee responses is used to determine an employer's score.
- Employees who completed the survey received a personal report with feedback on their total health as well as suggestions for how to make improvements.

Mainstream employees were asked to complete the survey in 2017, 2018, and again in 2019. The participation rates were

- 76% (2017)
- 86% (2018)
- 76% (2019)

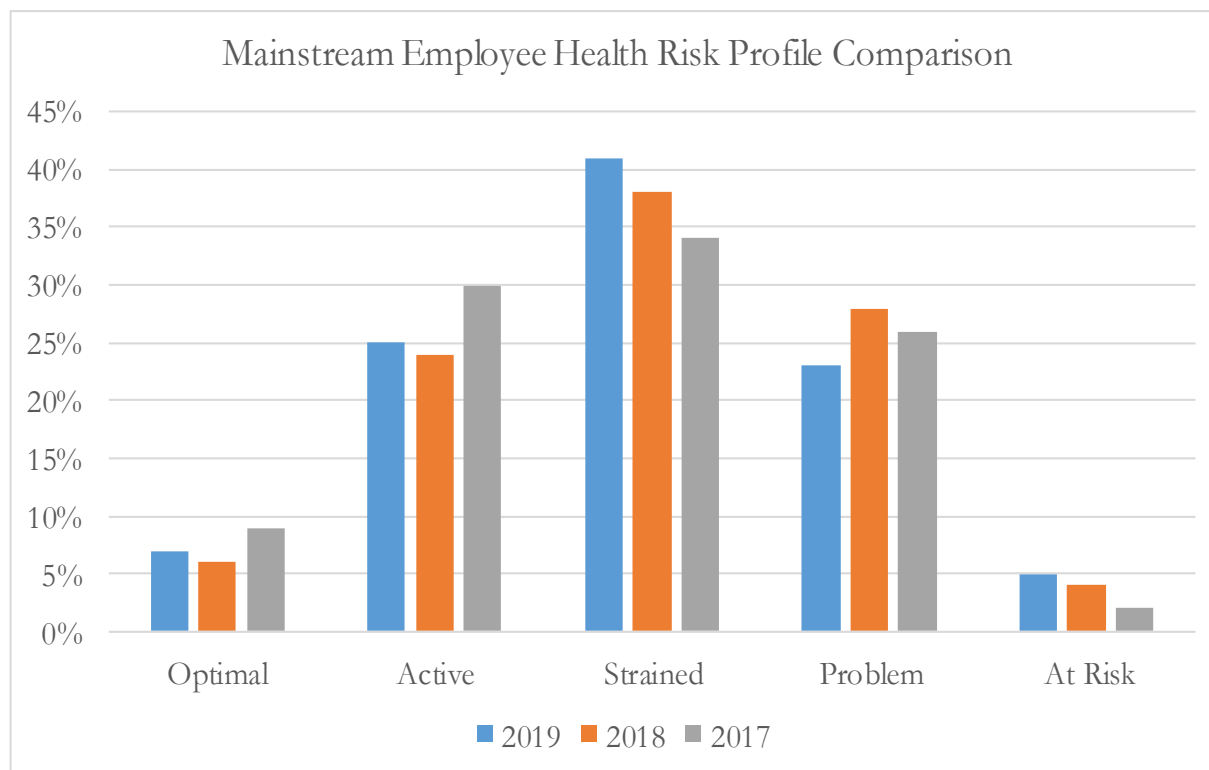
Based on our total score, and how we performed compared to other organizations, we were named an [Employee Recommended Workplace](#) in 2017 and again in 2018.

Outcomes Management Report

2019 - 2020

Employee Recommended Workplace Award—continued

Below is a comparison of the health risk profile of Mainstream employees for the past three years. On the following page you will find an explanation of the health risk categories.



When we compare the results from the past three years we saw

- a **decrease** in the percent of employees in the problem category
- a **consistent increase** in the percent of employees in the strained and at risk categories
- an **overall decrease** in the percent of employees in the optimal and active categories

We would like to see 40% of employees in the optimal and active categories. In 2017 we were at 39% but it went down to 30% in 2018 and up slightly to 32% in 2019.

On the next pages you will read about some of the decisions we made based on the results of the surveys.



Employee Recommended Workplace Award—continued

The chart on the previous page showed what percent of employees fall into each of the health risk profile categories. Below is an explanation of each of those categories.

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.

Outcomes Management Report

2 0 1 9 - 2 0 2 0

Employee Recommended Workplace Award—continued

Mainstream believes that it is important to support employees to improve all aspects of their health—physical, mental, work, and life. We recognize that there are things we can do as an organization to improve employee health and wellness. We also believe that the biggest impact comes **when employees themselves take responsibility** for making changes and take advantage of the supports available to them.

In 2018, we encouraged employees to reflect on their health and wellness. We asked them to think about changes they could make in their own lives to reduce some of the stress they were feeling, to take care of their mental health, to improve their physical health, and to find a better balance. We also asked them to identify all of the things Mainstream already does to support employees and reminded them how to take advantage of those supports.

In 2019, we focused on one of the opportunities for improvement that was suggested based on our survey results. The category was the **number of steps per day** that employees take. Our score in the past three years was always between 41 and 46 and we felt that this was an area where we could help employees.

We made a decision to purchase a large number of Fitbits Versa Lites. All employees were offered a Fitbit or, if they already had a Fitbit or something equivalent, they could submit a request to purchase something else for their health and wellness, up to a maximum of \$136.

The decision was an immediate success. We had 49 employees request a Fitbit and another 8 employees request other items such as running shoes, an exercise mat, headphones, hiking boots, and a gym membership.

“Doctors can’t make you healthy. Teachers can’t make you learn.
Trainers can’t make you fit. Coaches can’t make you rich. Your
growth is your responsibility.”

Jay Shetty



Did your Fitbit Help you Make a Difference?

We asked employees who received a Fibit to let us know if they experienced any positive results from wearing it. Here is what they said:

- “Yes. I check my sleep patterns every morning and try to determine what I need to do to get the most rest.”
- “It shows me how many steps I get in a day and motivates me to get moving.”
- “I am wearing my Fitbit and I do believe it motivates me to get more steps in. I have a little game I play with my Fitbit that when I am out on my normal walk at some points it will record my walk as ‘Elliptical’ so I try to get at least some elliptical time in per walk.”
- “I also compare with my different family members our number of steps per day, which can be fun.”
- “I’ve also enjoyed how it tracks my sleep. This has helped me to notice patterns and respond accordingly to have better overall outcomes.”
- “Yes I did get a Fitbit in March, I already had one but needed to upgrade it to track my daily steps and exercise better. I like that this one tracks my sleep patterns. It has helped me make myself go to bed at a better time to get a better score.”
- “The first week of using my Fitbit actually showed me statistics on how poorly I was caring for myself. I had been barely sleeping, and when I was it was irregular, and I was eating very poorly without realizing. I used my Fitbit and the app to set goals for myself and ensure I was getting the sleep I needed and avoiding easy-to-access unhealthy snack options. Since using the Fitbit I have only had one migraine! I strongly believe this is because of the healthy changes I made because of the Fibit given to me. I get excited to be given a star on my app for a good night sleep, and am proud of these changes, which have built my confidence both at work and outside of work!”

Outcomes Management Report

2 0 1 9 - 2 0 2 0

We Also Asked: Did you Make a Conscious Effort to Do Something for Yourself?

- “I quit drinking alcohol, I make more time for friends/family, I spend more time outside.”
- “I’m learning how to eat healthy.”
- “Increase physical activity, walking, yoga, spinning classes, mindfulness classes.”
- “For the past two years, I focused my efforts on paying down any debt that I had. By April 1, 2020, my debt was paid off!”
- “I quit Facebook. Just do it folks, life is too short to scroll away your time
- “More focus on self care (you can’t pour from an empty pot!)”
- “I’m trying to leave work at work.”
- “I walk every single day a minimum of 30 to 60 minutes to reach 10,000 steps and beyond daily.”
- “I have made an effort to pay more attention to my overall health in general. I have been trying to eat and sleep better, as well as started to do my physio again in order to stay fit and healthy for work. I was getting migraines that had caused me to miss shifts at previous jobs and knew I needed to spend more time on me to prevent that from continuing.”
- “As far as improving something in my life for my wellness, I have been trying new things and hobbies to unwind after work, also due to COVID I’ve been forced to work less, so unintentionally I slowed down my workload but that has been nice for my wellness.”
- “I have been incorporating a daily walk in my routine. This ensures that I get outside every day, even in the winter.”
- “I have started living a low carb, no refined sugar lifestyle. I feel the best I have in 15 years. I was then able to increase my activity level with ease.”
- “I applied for a new position so I could work in a different environment and develop a more consistent routine.”



Wellness Days

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. These days are not intended to extend vacation or be used as sick time.

We asked employees to tell us some of the ways that they used their wellness days in 2019–2020. Here is what they said.

- “Family camping trip”
- “Volunteering”
- “View houses”
- “Spend time alone with spouse, massage, go out for lunch with a friend, sleep in, book an overdue appointment to take care of my health, spend time with my dog (walk/cuddle), spend one-on-one time with one of my children wherein they have my full attention.”
- “Spent the day with my sister”
- “Booked a hair appointment”
- “Spent time with my Mom (at an appointment; but nevertheless, together!)”
- “I used all of my wellness days to be off with my daughter to spend the day together. Most of them were enjoyed playing outside, at the beach or cuddling watching movies in our PJs!”
- “I used one of my wellness days to attend a Raptors game in Toronto.”
- “A lot of family time. I am walking much more. My house has been de-junked and cleaned.”
- “I used my wellness for working on my house and going to appointments.”

Get Up! Stand Up!

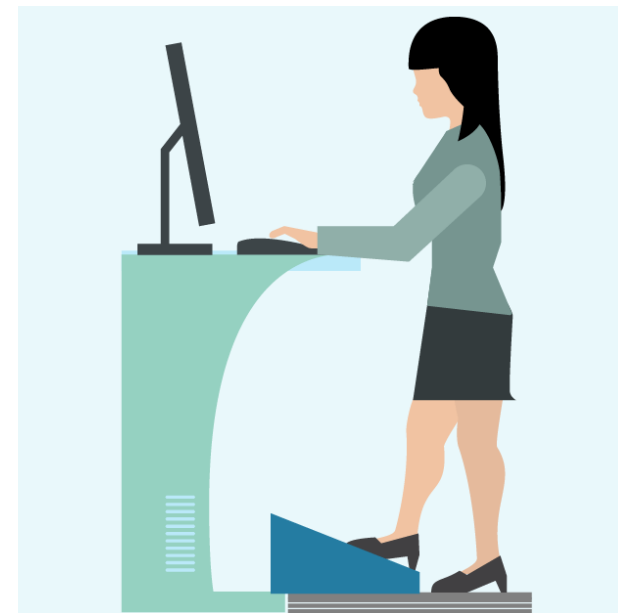
Five years ago, there was only one employee at Mainstream who used a standing desk.

Over the past few years, more and more employees working out of our main office, have asked for a standing desk.

We recognize the health risks of sitting for long periods of time so, at the end of the 2019–2020 fiscal year, we made a point of asking employees in sedentary roles if they would like a standing desk.

Many took advantage of the offer and we purchased six more desks (we now have more than ten.) Some are used by one employee, others are shared among team members.

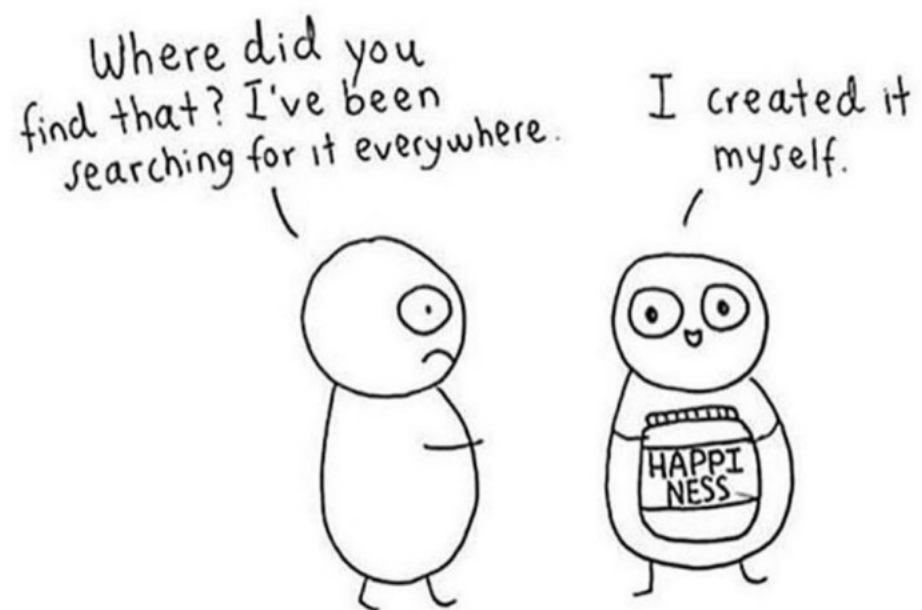
The feedback has been overwhelmingly positive. Some people stand all day, others alternate between standing and sitting. Either way, they see and feel the difference it makes when they don't sit all day long.



The Mayo Health Clinic summarized the [risks of too much sitting](#). They report that:

“Those who sat for more than eight hours a day with no physical activity had a risk of dying similar to the risks of dying posed by obesity and smoking.”

“Too much sitting at a desk, while driving, or in front of a screen shows a clear link to obesity and a cluster of conditions—increased blood pressure, high blood sugar, excess body fat around the waist, and abnormal cholesterol levels.”



Outcomes Management Report

2 0 1 9 - 2 0 2 0

Employee Rewards and Recognition

Employee Rewards and Recognition

Every year, we present service awards to employees who have worked at Mainstream for 5, 10, 15, 20, 25, and even 30 years. This year, due to the COVID-19 pandemic, we were unable to hold our annual Rewards and Recognition night. We presented service awards on an individual basis to the following employees:

Tasia Atkinson	5 years
Emily Mete	5 years
Carlyn Rhamey	5 years
Lise Walton	5 years
Edna Ayres	10 years
Linda Bartoshewski	10 years
Julia Bournier	10 years
Emily Kostecki	10 years
Tim Mosley	10 years
April Falardeau	15 years
Mike Jacobson	15 years

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

"A group becomes a team when each member is sure enough of himself to praise the skills of others."

Norman Shidle



Outcomes Management Report

2 0 1 9 - 2 0 2 0

Thank you to all of our donors

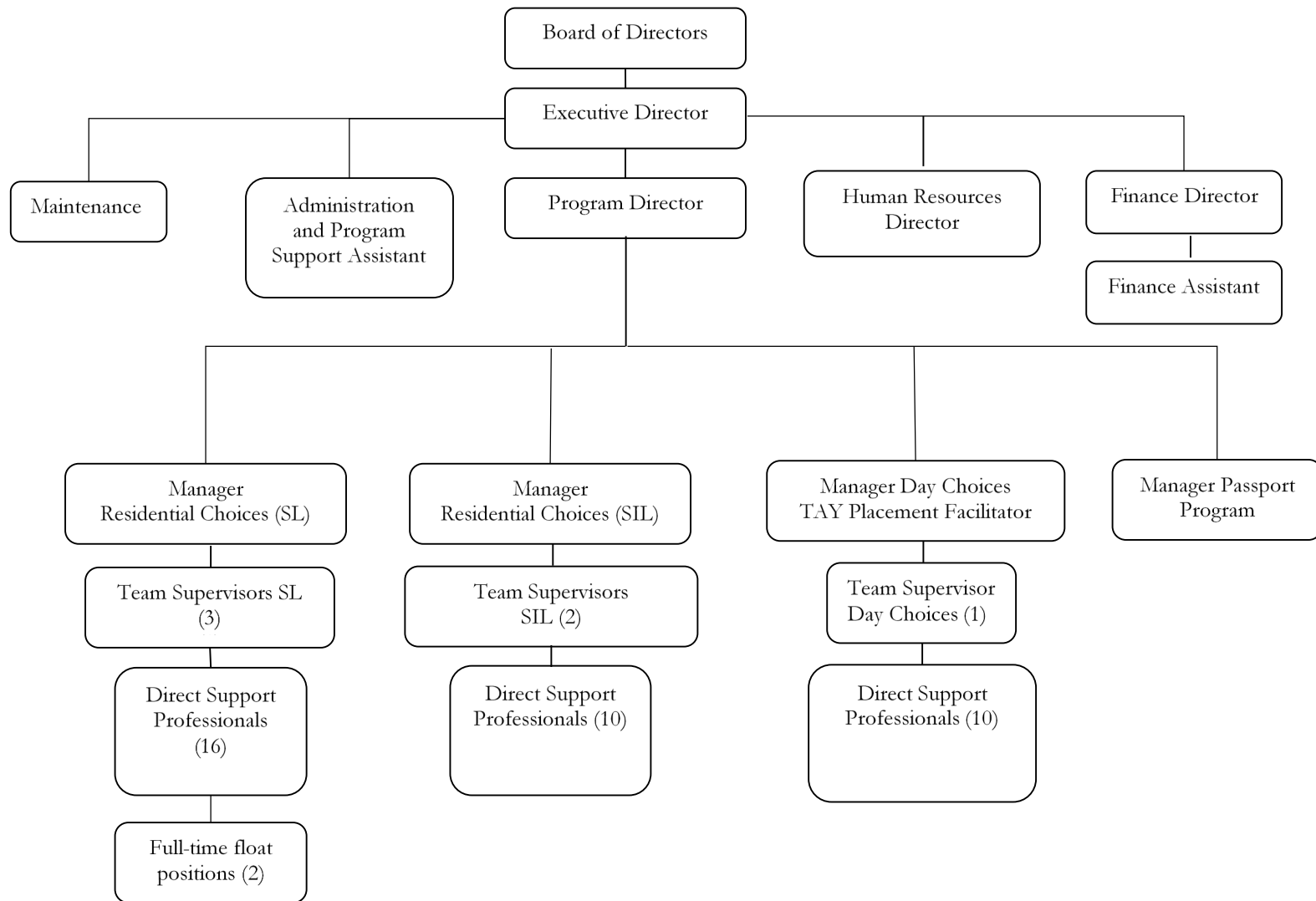
Mainstream is fortunate to have many individuals and businesses offer their support to our fundraising efforts. This year we received a total of **\$26,970 in financial contributions and sponsorships**. This support goes towards enhancing the programs and equipment available to the individuals we serve.

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

Pete and Margaret Conley	Valerie Stark	Katherine Kerley
Stephen and Susan Borg	United Way	Jane Walker
Alan Cimprich	Jill McKenzie	Heather McKean
David Shapiro	Jerry Kostandoff	Michael Robertson
Richard and Barbara Mawhood	Joe Kostandoff	Dean McCann
Cathy Lutes	Al Allendorf	CFS
Doug and Sue Melville	Emily Mete	Jennifer Jaques Estate
Dennis and Laurie Cheredar	Peter Mete	Marlene McLachlan
Debbe Liddycoat	Mr. and Mrs. Arvind Bhide	RBC Capital Markets
Graham Lowe	R Henderson	Jim Bradley
Trish Teeter	R Gibson	Frances Dennis
John Barr	Lois Siegner	R McGarr
Alvin Stark	Calvin Poon	Andrea McLean
Helen Stark	Jennifer Cremieux	Steve and Paula Ratkovsky
Richard Stark	Meaghan Lamothe	Adam Ratkovsky

“Unless someone like you cares a whole awful lot,
nothing is going to get better. It's not.” Seuss

Mainstream—At a Glance



Outcomes Management Report

2 0 1 9 - 2 0 2 0

Meet the Day Choices team

Julia Bourner
Julie Bourner
Christine Bowers
Stephanie Ede
Louise Fairbairn (Team Supervisor)
Brandon Hagadorn
Karen Howie
Brian Lowderman
Dianne McGillivray
Sam McGibney
Lorraine Smith

Meet the other folks who make things happen

Maria Hekkert (Administration and
Program Support Assistant)
Don Legere (Maintenance)
Emily Mete (Job Readiness Coach)
Donna Patterson (Finance
Assistant)

Meet the Residential Choices team

Tasia Atkinson (SL)	Edvina Kadric (SL)
Edna Ayres (SL)	Deb Knight (SL)
Dave Baltus (SL)	Emily Kostecki (SL)
Linda Bartoshewski (SIL)	Monica Laumann (SL)
Selena Boulianne (Team Supervisor)	Debbe Liddycoat (SIL)
Kelly Brown (SL)	Bryan MacNeil (SIL)
Jim Byspalko (Team Supervisor)	Andrew Mosley (SL)
Debra Couture (SIL)	Tim Mosley (SL)
Sasha Crawford (SIL)	Elly Radowsky (Full time float)
Katie DeGuire (SL)	Ellyn Ralston (SL)
Matt Dierickse (Team Supervisor)	Jenny Steingart (SIL)
Carly Dixon (SL)	Andrew Thompson (SIL)
Marissa Dixon (SIL)	Elizabeth Wedderspoon (SIL)
April Falardeau (Team Supervisor)	Gul Yasmin (SL)
Michelle Haywood (Team Supervisor)	
Kristie Holmes (Full time float)	
Desiree Homolka (SIL)	
Mohammed Islam (SL)	
Mike Jacobson (SL)	



Contact Information

Mainstream 263 Pelham Road St. Catharines, ON L2S 1X7

Executive Director (July 2020)	John Osczytko	905-934-3924 x 226	josczytko@mainstreamservices.com
Program Director	Deb Kalina-Stranges	905-934-3924 x 233	dkalina-stranges@mainstreamservices.com
Finance Director	Margaret Beaupre	905-934-3924 x 240	mbeaupre@mainstreamservices.com
Human Resources Director	Laurie Ryan-Hill	905-934-3924 x 229	lryan-hill@mainstreamservices.com
Manager—Residential Choices	Sara Wardell	905-934-3924 x 223	swardell@mainstreamservices.com
Manager—Residential Choices	Tammy VanderWier	905-934-3924 x 238	tvanderwier@mainstreamservices.com
Manager—Day Choices	Céline Parent	905-934-3924 x 245	cparent@mainstreamservices.com
Manager—Passport Program	Tracie Davis	905-934-3924 x 231	tdavis@mainstreamservices.com

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

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

Outcomes Management Report

2 0 1 9 - 2 0 2 0

In late March 2020, the COVID-19 pandemic hit. We closed our Resource Centre and Options Niagara programs, re-deployed employees to essential programs (SIL and SL), and learned a slew of new words and expressions like donning and doffing, social distancing, hand hygiene, and flatten the curve.

The 2020-2021 report will be chock full of pandemic stories and lessons learned. See you then!

