

# Mainstream

People Supporting People

2022 - 2023

## Outcomes Management Report



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## LAND ACKNOWLEDGEMENT

We acknowledge the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabe peoples, many of whom continue to live and work here today.

This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish With One Spoon Wampum Agreement.

Today this gathering place is home to many First Nations, Metis, and Inuit peoples.

This land acknowledgement is important: it reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

Mainstream stand with all indigenous peoples, past and present, in promoting the wise stewardship of the lands on which we live.

On our front cover we have pictures of people supported from each of our programs:

1. Passport - Jennifer Shallip at the Tulip Pick Farm, Fenwick
2. Supported Living - Cathy and Steve at the Fawell Man Cave
3. Supportive Independent Living - Carl Rudolph cooking Breakfast
4. Options Niagara - Jordan showing off the character he designed called "Massive Saver".

# A MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR



**Dennis Cheredar**  
Board President



**Margaret Beaupre**  
Executive Director

On behalf of the Board of Directors, it is once again our privilege to provide the opening remarks for Mainstream's 14<sup>th</sup> Annual Outcomes Management Report. We are excited to share the results, stories, and accomplishments outlined in this year's report.

This year has been a year of change and has shown the resilience of our employees and individuals we support. Organizational resilience is the ability of an organization to anticipate, prepare for, respond and adapt to change and sudden disruptions in order to survive and thrive. Mainstream has adapted to the post-covid world, leadership changes, organizational restructuring, and the passing of much beloved persons who we will miss dearly. Throughout all of these changes and many more, Mainstream employees and volunteers have risen to the occasion and have ensured that direct support continued to be person centred and in the best interest of the individuals we support.

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

We continue to forge ahead with our alliance with Gateway. The Board and Leadership is committed to continue to move this alliance forward and create unity. Sharing best practices with each other, create opportunities for joint training and education, syncing policies and procedures as much as possible, and encourage cross organizational discussion on how to best serve the individuals we support. We have continued to work with our community partners to ensure a strong response for populations experiencing vulnerability and marginalization.

We would like to say thank you to our employees and volunteers; your Board and Executive Director could not be more impressed by all of your accomplishments during these changing times. We continue to be impressed with the resilience, dedication, and commitment you bring to your jobs and your willingness to respond to the demanding and ever-changing environment.

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

Thank you,

**Dennis Cheredar** – Board President

**Margaret Beaupre** – Executive Director

## THANK YOU TO OUR BOARD



**Dennis Cheredar**  
Board President

Dennis has been a member of the Mainstream Services Board for over 10 years. He brings years of experience in business and finance to the group.

Dennis has a CPA designation, as well as having a MBA in international finance and non-profit organizations. Dennis is retired and spends his time serving on several boards, as well as enjoying travels with his wife Laurie.



**Jeff Kelly**  
Board Treasurer

Jeff is currently the Finance Director for Vesuvius Canada Inc. where he has worked for the last 20 years.

Prior to this he worked for Saint Gobain for 8 years and Moore Business Forms for 9 years in various accounting roles.

Jeff has served on the Mainstream board for over 25 years.

# THANK YOU TO OUR BOARD



**Dave Coplen**  
Board Secretary

Dave Coplen first joined Mainstream in the early 90's as a member of the Environmental Youth Corps, the Resource Centre and then as a night staff at Geneva and Rykert.

Over the years, Dave has worked as an Architectural Designer, Project Manager for Commercial Construction, Health & Safety Manager, a Government Safety Inspector and currently as a Program Manager for the Ontario Ministry of Labour, Immigration, Training & Skills Development.

Dave served on the Boards of the Housing Help Centre of St. Catharines/Thorold and Gateway Residential & Community Support Services before returning to Mainstream as a Board Member last fall.



**Gary Enskat**  
Board Director

Gary is our Mainstream Treasurer.

Originally from St Catharines, Gary is senior partner at Martin Sheppard Fraser in Niagara Falls where he has worked for 39 years.

“Mainstream is governed by a volunteer board of directors who meet monthly and represent the interests of the organization and the individuals whom we support.”

# THANK YOU TO OUR BOARD



**Deane Cornish**  
Board Director

Deane retired after 46 years in construction management,

For most of Deane's adult life he has been involved with volunteer work to help the community in which he lives, in one form or another.

“ ———

The board ensures that the all financial resources received from our funders and supporters are utilized in a responsible manner and that our programs are meeting the mission, goals, objectives and policies of the organization.

— — — — — ”



**Lynne Blake**  
Board Director

Lynn is a very experienced Executive Director, who has worked over 20 years in both Senior's Care and Community and Social Services e.g. Mental Health Services, Adult Day Programs, Supportive Housing and Rent Geared to Income Programs. She is motivated every day by the following belief: "That service above one's self, is one of life's highest orders and also a blessing".

Lynne finished her service with Mainstream's Board at the end of 2022 - 2023.

# FINANCE SUMMARY FOR 2022- 2023



**Revenue**  
**\$5,158,996**



Workshop



Housing

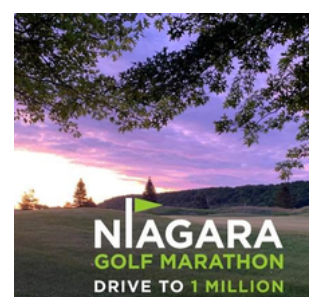
## Workshop Expenditure

Salaries/Benefits	\$152,291
Occupancy Costs	\$120,419
Program Costs	\$685,147

## Housing Expenditure

Salaries/Benefits	\$5,379,374
Program Costs	\$425,018
Occupancy Costs	\$334,019

Our Administrative Cost must fall below 10% as per our Service Agreement.



# NIAGARA GOLF MARATHON

We were extremely fortunate that Mainstream was chosen to be one of the 8 Niagara Region charities that the Niagara Golf Marathon supported in 2022 - 2023.

This event was held at Peninsula Lakes Golf Club on June 26, 2023.



Our very own Kevin Berswick, John Osczypko, AJ Heafey and Michael Robertson were golfers who challenged themselves to complete 100 holes in 1 day.

This year, over \$24,025 was donated to our organization.

## DELTA BINGO



**Axel and Traci  
Our Volunteers**

We would like to thank Delta Bingo Sponsors Association of St. Catharines for their financial support. This year, over \$49,261 was donated to our organization.

Through the money raised we have purchased activities and supplies that provide a better environment for the people supported at Mainstream.

Our volunteerism at Delta Bingo, allowed us to continue to support people in our community.

We would also like to thank our faithful Bingo Volunteers for their support.





# HUMAN RESOURCES OVERVIEW OF THE YEAR



We currently have 52 full-time and 22 part-time/casual hard-working employees.

We streamlined orientation to use less paper and transition to an online platform.

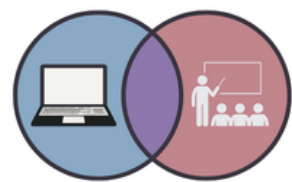


We joined two virtual job fairs with Niagara College and 8 other agencies. From our experience, we learned that the demand for employees in all sectors was very high, and agencies were competing for the same candidates. Our challenge was hiring and retention.

## TRAINING



We implemented hybrid training to provide more opportunities for staff to receive this.



All staff, including board members received Abuse Prevention training in 2022.



All staff were mask fit tested, and this will be an annual event.



We have offered 33 training sessions which included CPR and NVCI.



All managers and supervisors had training to improve their coaching skills.

**Laurie Ryan-Hill**

# MAINSTREAM STAFF 2022 - 2023

We would like to thank our amazing staff for their contribution this year:

Lupita Aleman	Michelle Feron	Carolyn O'Connor
Jim Anderson	Joyce Fretz	Elizabeth Oludele
Tasia Atkinson	Sharon Gower	Shannon Page
Dave Baltus	Madison Guay	John Osczycko
Linda	Tiffiney Gurney	Donna Paterson
Bartoszewski	Brandon Hagadorn	Meagan Porter
Emily Bayes	Alicia Hilimoniuk	Elly Radowsky
Margaret Beaupre	Kristie Holmes	Carlyn Rhamey
Nathan Benjamin	Mohammed Islam	Kristen Rockey
Rachel Birdsey	Nilakantan "Neel"	Laurie Ryan-Hill
Mike Bos	Janakiraman	Tina Sandy
Selena Boulianne	Edvina Kadric	Stefanie Schmidt
Julia Bournier	Deb Kalina-Stranges	Tony Sforza
Christine Bowers	Rachel Kelly	Lorraine Smith
Kelly Brown	Deb Knight	Jenny Steingart
Jim Byspalko	Matt Kobayashi-Himes	Zarin Subha
Debra Couture	Emily Kostecky	Myriam Thomas
Sasha Crawford	Kyle Kuzyk	Julie Topp
Tracie Davis	Monica Laumann	Kyle Unger
Judy DeAngelis	Don Legere	Tammy VanderWier
Katie DeGuire	Samantha Leung	Melissa Vaughan
Madison Dickison	Debbe Liddycoat	Dylan Veenhof
Carly Dixon	Brian Lowderman	Elizabeth Wedderspoon
Tyler Dykstra	Anna Luu	Mikayla Wedderspoon
Stephanie Ede	Diane MacGillivray	Jasmine Winger
Billy Ellis	Bryan MacNeil	Gul Yasmin
Louise Fairbairn	Sam McGibney	
April Falardeau	Krystal Minor	

## HR TEAM

Here are our Human Resources Team:

**Laurie Ryan-Hill** our Human Resources Director

**Mikayla Wedderspoon** our Human Resources Assistant



# MAINSTREAM STAFF YEARS OF SERVICE

At Mainstream we are incredibly fortunate to have team members who have been with us for many years. We want to shine a spotlight on the staff listed below:



**Sasha Crawford**  
5 Years



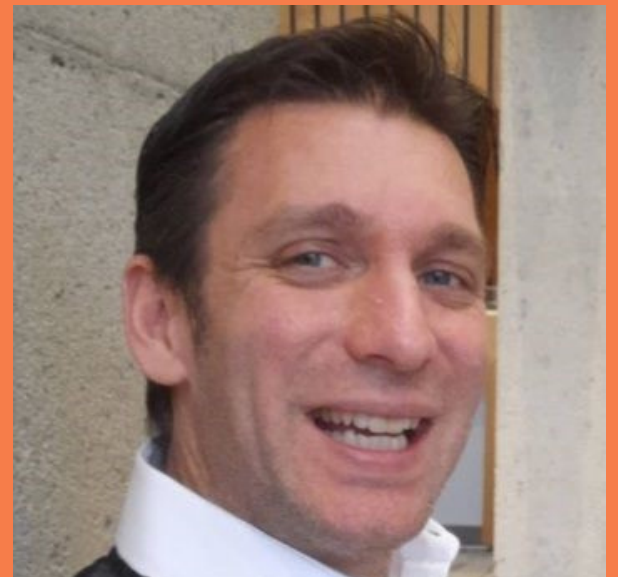
**Brandon Hagadorn**  
5 Years



**Jim Anderson**  
5 Years



**Debra Couture**  
10 Years



**Sam McGibney**  
20 Years



**Tammy VanderWier**  
20 Years



**Dave Baltus**  
25 Years



It takes a great team member to make a difference. Throughout the years you have inspired, motivated, and provided encouragement for staff and our clients. We would like to thank these individuals for their dedicated years of service.

# WELCOME TO MAINSTREAM



**Joyce Fretz**  
Program Director

I began my journey with Mainstream on October 18, 2022 and it has certainly exceeded my expectations. It was quite intimidating knowing that I was stepping into the role that Deb K-S previously held, and expectations of me were quite high.

I soon discovered that there was no need for concern, as I was welcomed into the Agency and soon felt that I had been here for years. Everyone was so warm and friendly and made me feel like I was home – thank you. It didn't take long to discover the many strengths and talents of all of the staff at Mainstream, with the most important being their dedication to the people accessing our services.

The focus on ensuring that the people supported are front and centre, and delivering service to them that are meaningful to them is truly inspiring.

An amazing thing to discover was everyone's openness to change and growth. Rather than being fearful and stressed, change was welcomed and to some, very exciting. As an Organization Leader, having people working with you to create change for the purpose of improving is certainly refreshing, and energizing.

The theme of the 2022/2023 AGM was **resilience**, which is certainly fitting for the year that has passed. In Supported Living and Supported Independent Living, the resilience shown from the people in our service and the staff supporting them has been incredible. While still technically in a pandemic with restrictions throughout the community lifting, overcoming the fear and nervousness of risking people's safety while at the same time, enhancing people's lives was a very fine balance. Everyone did this with very thoughtful consideration and planning.

The resilience shown with Options Niagara Transitional and Enhanced as they resumed full support of people in service and moved away from the "virtual" world was motivating. Also inspiring was the "spark" in the staff's eyes as they were once again focusing on community inclusion, for the people supported and developing new and creative ways of delivering services and meeting people's personal goals.

Our Passport Program has grown incredibly, and having the ability to increase staffing within this program due to increased demand to utilize Passport funds was definitely a benefit. Developing more structure and organization to this program while still managing the never-ending demands. Another great example of resilience.

Mainstream has faced numerous changes in leadership over the past year and did so with positivity, excitement, and a lot of humour. Mainstream experienced these changes, while also continuing to move towards growth and increasing our alliance with Gateway. The fact that this was done with positive attitudes, thoughtful suggestions, and creative problem-solving shows how resilient Mainstream is, and how incredible an organization it truly is.

I look forward to my future with Mainstream and am thankful every day of the decision I made to join this incredible team.

**Joyce Fretz**

# SUPPORTED LIVING (SL)

SL provides supports to adults with a developmental difference in a home environment.



12 people are supported



32 SL Staff



**Brent  
at Bird Kingdom**

This past year has had its ups and downs. We continued to work through changing covid restrictions geared to congregate living settings. We struggled with the passing of 2 long standing members of SL: Arlene and Jim. We welcomed Brent and got to know this unique man. We said good bye to some long standing SL staff. We had new staff come and some go, causing a lot of flux for people.

Yet through it all, we celebrate the determination and commitment of the SL Team. A team that gave flexibility, acceptance and worked closer together to ensure the people we are here for continued to receive great support, as we adjusted to the “new normal” from Covid. Within this year, activities opened up for in person rather than virtual and people were excited to see their peers face to face!

We can celebrate the many opportunities people had this year: utilizing our Niagara College students, Passport and creative collaboration between teams. People got back to bowling, swimming, eating out at our favourite restaurants and trying some new places. There was farmers’ markets, concerts, car shows, Butterfly Conservatory, Bird Kingdom, Safari Niagara, Performing Arts Centre shows, splash pads, floral design classes, cooking at the main building, friendship, Soul, Special Olympics, dances and so much more.

SL supported each other to move forward. We got more creative around health options, creating our own instant oatmeal packs, chia pudding, protein waffles and pancakes instead of prepackaged items. We saw charcuterie style lunches and snacks and teams cooking full meals or snacks for the other homes, to help when staffing ran short. We shared staff between locations and were supported by other departments when staffing was challenging.



People were once again living lives with value!

# SUPPORTED LIVING (SL)

SL provides supports to adults with a developmental difference in a home environment.



**Tammy with Riley**

Staff were honoured to create opportunities for people to experience, learn, and actively engage in their own life. SL staff are opportunity makers!

We closed off this year welcoming Louise Fairbairn to the role of SL Manager. Tammy took on a new a coordinator role created to focus on staff training and development and to focus on our continuing journey to provide Person Centred supports and and culture at Mainstream.

**Tammy VanderWier**

## SUPPORTED LIVING Geneva

2022 was the year of celebrating at Geneva. Not only were restrictions from the COVID-19 pandemic lessening for people living in congregate care but we had 2 very important birthdays to celebrate! Arlene and Jim both celebrated their 70th birthdays a couple of months apart but they were both ready to PARTY!

Arlene had her guest list ready for months and all she could talk about was her desire to go to Swiss Chalet to eat and see her friends.



**Arlene Cimprich's  
70th Birthday**

I'd like to see anyone else convince a 70-year-old woman to change her mind. We made invitations, sent them by email, mail, and even hand-delivered these groovy 70's themed invitations to ensure Arlene's day was just what she wanted. The day arrived, she had a special breakfast, received a delivery of flowers from her housemates, and headed out to pick up her favourite cake to share with her friends at lunch.

# SUPPORTED LIVING

## A Symphony of Celebration at Geneva

By the end of the day, Arlene could not answer one more email or phone call, she said she was simply too tired and thanked everyone for what she called her best birthday ever.

Now Jim on the other hand: his expectations for his party were a little different. It was his day, but he had no plans.

We talked to his family and decided that 70 was something worth going big at celebrating.



**Halloween at Geneva**

We booked a party room at Cat's Caboose and hunted down all of Jim's buddies (which felt like most of the city of St.Catharines), so Jim could have some pizza, pop, and chocolate cake with his friends, someone may have even snuck him some beer (non-alcoholic of course).

By the time we were wrapping up Jim was over the moon and so excited but he had one thing on his mind... "When's Christmas coming?", this man truly loved any reason to have a party and get presents.

The parties didn't stop there - the staff at Geneva ensure that the house is decked out for every holiday and truly embody the spirit of celebration, sometimes a little competitively.

Have you ever seen the residents of the North Pole go bowling in October? What about a band of hippies hanging out for Halloween? The team and people at Geneva are always ready to celebrate, no matter what the occasion. We've really learned that there is no occasion too big or too small, to not recognize and appreciate.

**Brandon Hagadorn**

# SUPPORTED LIVING

## Fawell Breakfast Café



**Wayne  
Cooking Breakfast in the  
Café**

Carl Rudolph had brought back the hot breakfast sandwiches on Wednesdays when the covid restrictions lifted. When Carl landed himself fulltime employment at Cora's, Fawell jumped at the opportunity to step in.

Wayne was supported to keep the breakfast going.

Soon Steve joined in helping to dry and put away the dishes. Now both are supported to create the tasty breakfast that come out in a perfectly wrapped foil package. Wayne stays busy toasting the English muffins and checking the frying bacon. Steve cracks and readies the eggs for baking in the silicone baking sheet that allows 12 eggs to bake in the oven in perfect circles. He then puts it all together with the egg, cheese and bacon. Wayne steps back in to ensure there is a toasted hash brown included before wrapping it all up and delivering it to the hungry staff or driving it out to the other homes. Steve enjoys collecting the money payment but even more so that both he and Wayne receive \$5 for their time.

This little venture has created funds that have been used to benefit all SL. They have been able to host a few BBQs and even a BBQ Music Session with Melody Minds at the Fawell Man Cave. We were able to purchase herbs, vegetables, and fruits to replant the garden beds at the homes.

We have seen how something so simple has helped Wayne be more socially connected, helping him to engage in more conversations. It works well with Steve's desire to help and do for others.

**Kristie Holmes**



# SUPPORTED LIVING

## Rykert - Building on Bonnie's Talent



**Bonnie (left) and Wilma (right) at Sewing Class**

Bonnie enjoys crocheting and has ventured to hemming or adapting her clothing when she felt they needed adjustments. Bonnie's supports chatted with her about sewing and if she had ever used a sewing machine, as that could make her clothing adjustments look more professional.

Research was done to see if her Passport funds would cover the cost of a sewing machine and someone to teach her how to use it. With passport approval we then sought out individualized sewing instructors.

Sewing Classes - Wilma Veldman from Wellandport was found! Wilma has taught children, teens and adults with varied sewing skills for years. She met with Bonnie and the 2 quickly made a positive connection. Wilma doesn't only focus on sewing but on building a personal relationship, she includes life skills, conversation skills, and motivates Bonnie to work at her own pace.



**Wilma (right) and Bonnie (left)**

The 2 are close in age and have bonded over similar advice and learning their Moms shared, as they were growing up.

Bonnie's sewing skills and self-confidence have grown exponentially over her short time with Wilma. She has made her own rag doll, doll clothes, hemmed her own pants and bedroom curtains, and made adjustments to her clothing.

She has also been able to share her skills by hemming the house curtains for Rykert. Bonnie's creativity shines as she plans her next project and picks out fun fabrics to work with. Bonnie's class is only once a week but Bonnie talks and prepares all week long!

Bonnie is thinking about sending her sister Heather something she has made for a Christmas gift.

**April Falardeau**



# NIAGARA COLLEGE STUDENT

## From Student to Employee

### Shannon Page



**Shannon Page**  
Direct Support  
Professional

Shannon was a second-year SSW student who came to us through Niagara College in October 2022. Shannon joined us at a time when SL still had some restrictions in place due to the pandemic, and Mainstream was struggling to fill positions. From the start, Shannon was a natural at supporting people at Mainstream.

For the first half of her placement, Shannon spent a lot of time getting to know people and spending time with them doing things like meal preparation, playing their favourite Wii games, helping them use electronics, and much more.

As restrictions relaxed and she got to learn more about people, Shannon had the opportunity to be out and about with the people we support. She got to do all sorts of fun things with people.

She showed us her skills when she met people at the Pen Centre one day and one lady didn't get dropped off where she was supposed to. This would be a stressful situation for anyone, but Shannon handled this with ease and the lady was found, enjoying her time at Starbucks, completely unfazed by the experience.

As Shannon's placement came to an end, we knew we wanted her to stay on. The timing worked out perfectly as we had a position open at the same time. Shannon applied and was the successful candidate. She is now employed fulltime in our SL program and we are so happy to have her as part of the Team.

**Selena Boulianne**

“

“During my placement with Mainstream, I have learned the importance of patience, persistence, grace, and humility. I was honoured when asked to stay on at Mainstream once I graduated from the SSW program: to work for such an incredible agency and continue to build relationships with the individuals supported. As Direct Support Professionals we provide personal, physical, and emotional support on a regular basis. This profession is more than just a job, it allows you to make a real difference to people's lives. It is a way to help individuals with disabilities have independence and be a part of their community”.

**Shannon Page**

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# SUPPORTIVE INDEPENDENT LIVING (SIL)

## SIL provides support for adults to live independently



52 people are supported



14 SIL Staff



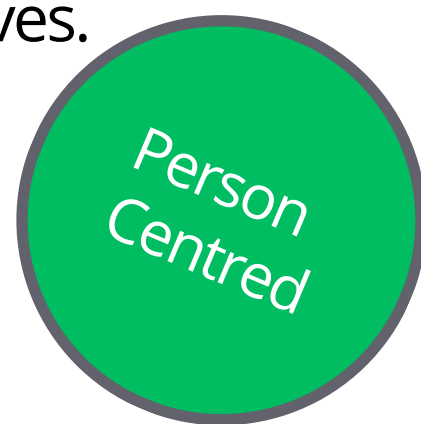
**LeeAnne Priddle**  
Person Supported by SIL

2022/2023 was a year of challenges and accomplishments in SIL. We took on new people to support and sadly lost people we support. One individual moved on to Long-Term Care but remained part of our program in a very limited way.

We saw people moving into their own places when they hadn't ever lived alone before and while they had challenges they also had huge successes.

SIL is always re-evaluating what is working and not working for people and helping people to make positive changes in their lives.

Often time we start working on these things not knowing how it will go and either it turns out amazing or we quickly learn that the best-laid plans don't always work.



Sometimes we make little changes to the way we support someone because we know from our person-centred approach that it's best to support, even when they can't see it, and it works so well that they ask us to make more and more changes. Often times we have happy accidents and learn something about people in the process.

SIL Supports people in the way that makes the most sense for them in that moment. What we do one day or one hour might be different than the next day or the next person.

We support people on a regular basis with anything from day-to-day activities like cooking, to medical appointments, coordination of support with other services and helping people connect to their communities and other supports.

# SUPPORTIVE INDEPENDENT LIVING (SIL)

## SIL provides support for adults to live independently

Each person we support is assigned a primary DSP but in most cases, the whole team supports each person. There is constant communication around what people need, how and when and whoever is available picks it up.

No one ever says “That person isn’t on my caseload”, everyone steps in and does what needs doing.

We make a difference by treating each person as an individual. There is no one-size-fits-all approach in SIL. We recognize that each person is different. We try to help people build their skills and knowledge so that they don’t need us or only need us for new or unusual situations.

We really strive to connect people with the specialists in all areas they need support in. For example, if someone wants to find a job we will help connect them with employment supports, or if someone needs support finding housing, we help them connect with the right resources to help them find appropriate housing, or teach them the skill to find what they need. Some SIL staff will say they are trying to work themselves out of a job!!

We are proud of their resilience. It has been a difficult time for the SIL team with many changes, deaths and a pandemic but we have persevered and give everyone the absolute best support.



**Jordan Vanscoy**  
Person Supported by SIL

“

I am proud of how everyone steps up, every day. If a person needs help or has to change a plan, 5 people are ready to step in. This team always looks after each other. I also have a blast with this team. I love how we all appreciate a good laugh and story. We all recognize we need this in our day.

**Elizabeth Wedderspoon**

”

# OPTIONS NIAGARA PROGRAM

Options is a person centred, individualized program



**182 people were supported this year**



**11 Options Niagara Staff**



**Furthering Education**

As a person centred, individualized, community based program, Options Niagara worked to help each person live the life they want.

Through building relationships, facilitators gained a better understanding of each person's wants and needs. With this understanding, facilitators were able to work with the people they supported to set up goals that helped the person better connect with their community, build their independence and work on skills they needed to succeed.



Over the past year we saw people succeed in things they never thought they could do. We saw the community open up even more to people we support. We saw people come out of high school and flourish into adult life. Helping people achieve the goals of their choosing, is something Options Facilitators are very proud of.



**Achievements**



**Employment**

Options Niagara is happy to be known as a leader in providing a person centred approach.

**Tracie Davis**

# OPTIONS NIAGARA PROGRAM

## Ride-Along with Sharon



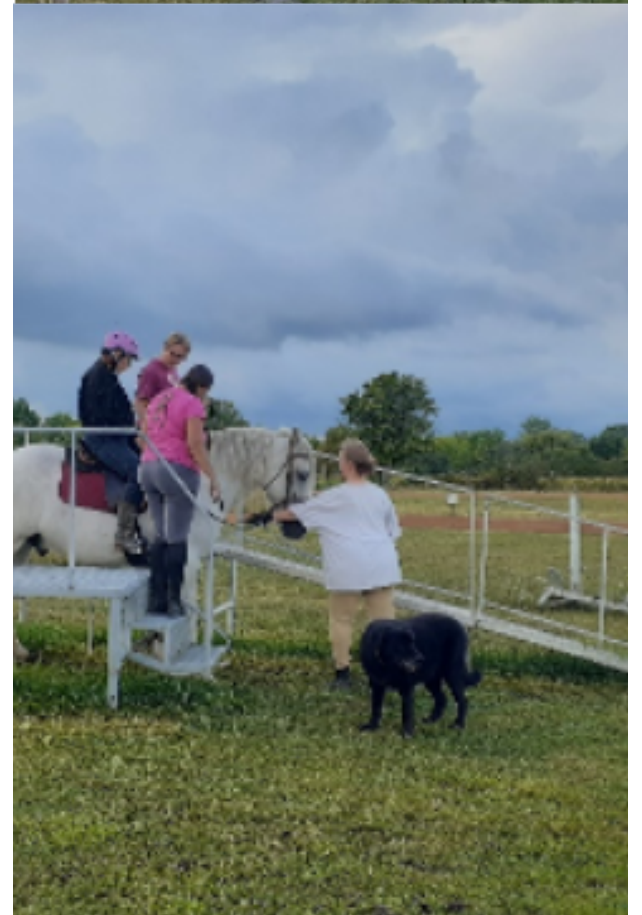
**Sharon at the Windy Acres Stable**

Sharon has always wanted to learn how to ride a horse. It has been a dream of hers for many years now. Due to her Cerebral Palsy, she was always told that she would never be able to go horseback riding because of safety concerns.

However, Sharon was determined to learn how to ride and wanted to try anyway.

Staff reached out to Windy Acres Stable (formerly know as Equine Ability) and spoke with the owner about Sharon's interest in horseback riding. They were able to offer Sharon therapeutic riding lessons, where Sharon would be able to ride a horse on her own with two qualified staff.

Sharon attends once a week where she learns how to groom and saddle up the horses. The staff support Sharon with getting on and off the horse and spot her while riding. Sharon is happy to announce that she has successfully completed her first year of lessons and will be returning for another season.



**Sharon Horseback Riding**

“ Windy Acres Stable provides a place where individuals with various abilities and disabilities can participate in equestrian activities in a safe manner with qualified staff. The overall goal of therapeutic riding is to teach the client how to ride a horse, drive a horse, and learn to care for a horse.

**Windy Acres Stable**



# TRANSITIONAL AGE YOUTH (TAY)



**12 people are supported**

**1 Staff for TAY**



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

The role of the Transitional Aged Youth Placement Facilitator is to work closely with FACS workers, adult developmental service providers and the young person to create a plan for their transition to adulthood.

Sometimes, balancing the dreams of a young person and their vision for their future and the hopes of those around them, can be difficult and scary for everyone involved. One young man in particular comes to mind this past year or so. He was really struggling with his mental health and had frequent visits to the ER for suicide attempts. It was difficult to envision what could keep him safe and supported while allowing him to be fully himself and have control over his future. In the end he was connected to SIL through Mainstream, despite the push for him to live in group living.



By creatively weaving supports into his life in the way that he needs it most, he is able to have an apartment of his own; control over how he spends his time and chooses to live his life.

Not surprisingly, his visits to the ER decreased drastically, as he found his space and his place within it.

# PASSPORT PROGRAM

Provides support for people to participate in recreation and leisure activities.



160 people are supported



6+ Passport Staff

2022 - 2023 was an extremely busy year for the Passport Team. Here's some "Fun Passport Facts":

- \$740,430 spent
- Group activities included Canada's Wonderland, a Blue Jays game, Clifton Hill
- Kyle K has seen Top Gun Maverick 6 times - it was really good the first couple of times
- Michelle F (who moonlights in Passport) knows every species of butterfly and bird thanks to her MANY visits to both the Butterfly Conservatory and the Bird Kingdom
- Kyle K lost hearing in his left ear for 4 days after a Jet Boat ride with a person supported
- Sharon has a seasonal pass to the Zoo in Fort Erie, how many times can we Monkey around?
- The Hornblower proved to be a big splash, over and over again.

Since the end of the year, there have been a number of significant changes in Passport but we did want to thank Jenny Steingart for her hard work, dedication and vision, in leading the Passport Team over the last few years.

## Sharon Gower

Sharon has been an integral part of the Passport Team for over 4 years now. She loves Passport; enjoying helping people socialize and integrate into the community and make friends and memories. One of Sharon's favourite memories from this past year, are events held at Crock-A-Doodle. Helga, the owner of Crock-A-Doodle, always makes a point of celebrating the seasons and the birthdays of people that attend.



**Sharon Gower**  
Direct Support  
Professional



# PASSPORT PROGRAM

Provides support for people to participate in recreation and leisure activities.

“

Crock a doodle, working on seasonal projects, and Halloween projects are always a real howl.

And the Christmas trees smell pine to me.

**Sharon Gower**



**Passport folk at Crock-A-Doodle**

Often a cake and a round of “Happy Birthday” are something that will make someone’s day.

At Christmas, there are candies and hot chocolate to enjoy – and they paint pottery as well!

The small group enjoy each other’s company and have made friends that they otherwise wouldn’t have.

They are grateful that Sharon has brought them together and will often ask what other group activities are happening.

**Donna Paterson**

My name is Kyle and I have been so fortunate to get to work with some amazing people (staff included). There has been a lot of fun, interesting and truly therapeutic happenings in the Passport program here at Mainstream.

One of my favourite stories coming out of the last calendar year has undoubtedly been the emergence of a new men’s group.

As a Passport Worker, my job is to facilitate the social and leisure needs and wants of our participants.



**Kyle Kuzyk**

Direct Support Professional

# PASSPORT PROGRAM

## The Men's Group with Kyle Kuzyk

We started connecting with like-minded individuals on a weekly basis for a chance to get out, socialize, build friendships, tell jokes, share stories, support one another, cheer each other on, and to compete.

We meet weekly for coffee and chit-chat in the mornings, getting caught up on each other's weekly happenings, then it's off to the nearest bowling alley or mini putt course for some spirited competition.

We have a trophy and guys want to win (although the most common thing I hear is that "hey, I'm having fun, that's all that matters", and that always makes me smile).

Usually after bowling and the awarding of the desired "trophy", we venture out to an agreed-upon location for lunch, getting around to the Niagara Region's top vendors.

Once we finish lunch, we talk about our plans for the week ahead and I encourage everyone to keep in contact and to get ready to bring their "A" game next week.

It's magic really, making something out of nothing, and I am so proud to be a part of the process we all share in. Thanks to everyone.

**Kyle Kuzyk**



Craig enjoys the friendships and the time together. Craig makes it a point to be social.

“ —

It's important to me. Something to do, not just sitting around watching tv. Without this group I would have not done anything on this day. Thanks to Kyle for organizing this, it's not something we could do without his help. I enjoy getting together and joking around with each other.

**Craig Copping** |

**Craig Copping**  
Passport Men's Group

# COMMUNITY PARTNER AWARD 2022 - 2023 SHERYL HULTINK

Our Community Partner Award is given to a group or individual who has given their valuable time and efforts towards people supported by Mainstream and/or the organization itself.



**Sheryl Hultink with Steve, at our Annual General Meeting, where Sheryl received her Community Partner Award.**

Sheryl Hultink has been doing footcare for Mainstream participants for many years. She is always kind, compassionate and thoughtful with the people we support. She cares about our people - remembers things they like, so they have something to talk about at the next Footcare appointment. Sheryl is also a great advocate for our participants.

Please join us in congratulating Sheryl and thanking her for her dedicated service to the People Supported at Mainstream.

# WELLNESS



Our Wellness Committee was formed in the Spring of 2022 - 2023 by like-minded individuals who have a passion for mindfulness and wellness.

The committee members include Melissa Vaughan, Emily Kostecki, Louise Fairbairn, and Donna Paterson. The purpose of the Wellness Committee is to provide staff with information, support and activities to help promote healthy work-life balance.

To date, our Wellness Committee has offered activities and shared information that included:

- The Mindful Minute
- Wellness Wagon – treats/extending gratitude and thanks to all employees
- Candy grams – expressing thanks for one another
- Monthly Wellness Challenges (Gratitude, Steps, Water, Digital Detox etc.)
- Monthly Employee Spotlights (showcasing our amazing employees internally and on Mainstream’s Facebook)
- Wellness Tips
- Employee Assistance Program (EAP) information
- Wellness Survey - seeking feedback directly from Mainstream’s employees on wellness initiatives in the past and moving forward to help guide the future of the wellness committee.

Mainstream believes that health and wellness are essential for a productive and healthy workforce both physically and mentally.

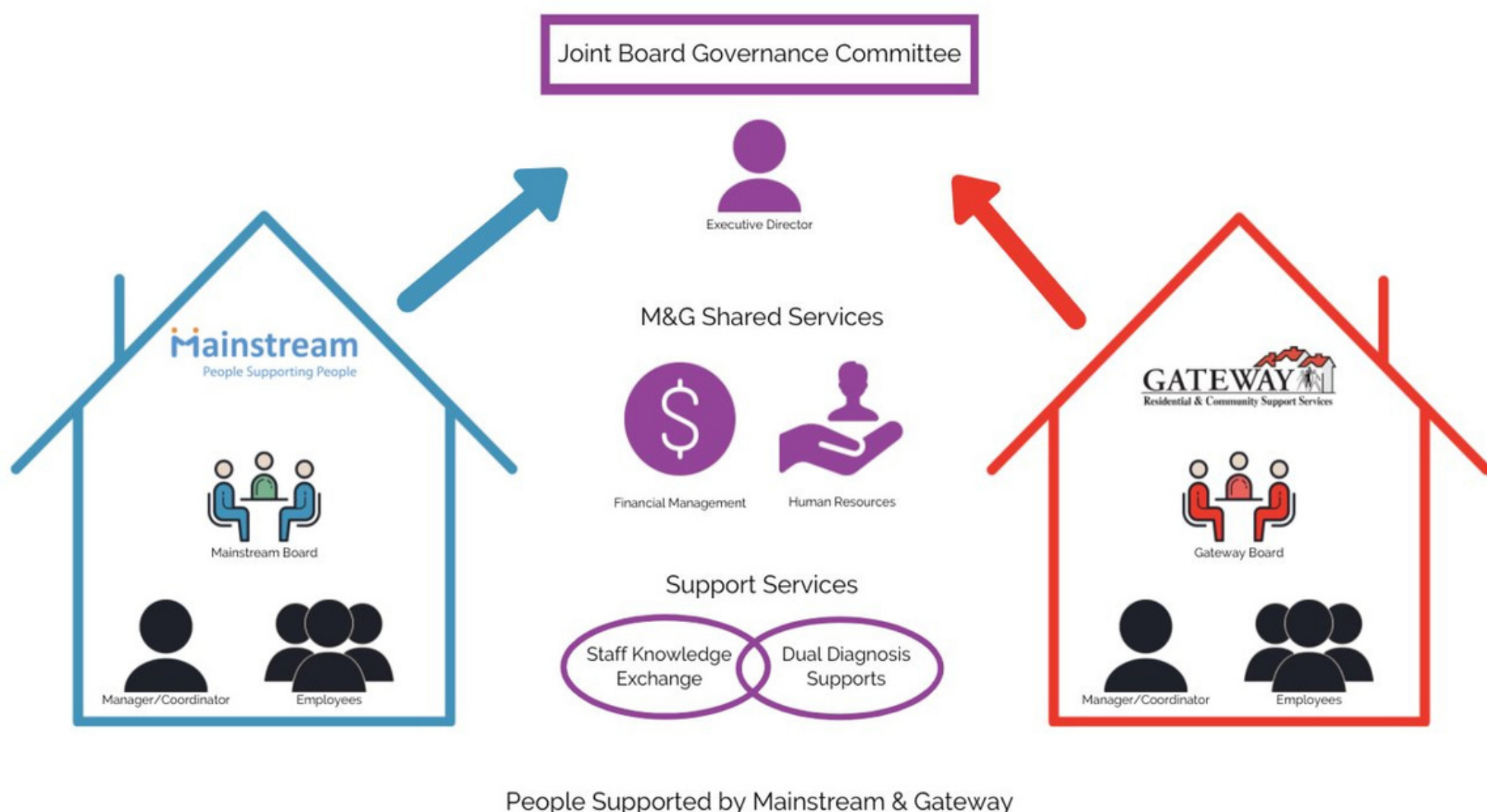
As a committee, our passion is to foster this within each and every Mainstream employee.

**Melissa Vaughan**



Employee  
Empowerment

# 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 June 2020, Kevin Berswick retired and John Osczytko became the joint Executive Director of both Mainstream and Gateway. Since John's retirement in early 2023, Margaret Beaupre has taken on the role as our Executive Director. Mainstream and Gateway have a signed shared Service Agreement.



Tony Sforza an employee of both Gateway and Mainstream, is pictured with Elie Boccia a person supported by Mainstream and Brandon Hall a consumer of Gateway and Passport recipient.

They are pictured at our 160 Ontario Street location - a joint housing initiative.

Photo credit: Rachel Kelly

Both organizations share one Executive Director, one HR Director and one Finance Director resulting in increased administrative and financial support for both organizations.

# IN MEMORY

## Arlene Louise Cimprich April 29, 1953 - July 13, 2022

In July of 2022, a few short months after celebrating her 70th birthday Arlene peacefully passed away. Arlene was a fixture of the Mainstream community for the past 20 years, spending many of her days living at Geneva Street and attending the Resource Centre, before retiring. While she may be gone physically, her memory and spirit are never far away.



Her smile, laughter, quick wit, and timeless wisdom have left an impact on each and every person who had the fortune of meeting her. Arlene had such a keen interest in all those around her and truly appreciated each of her friendships, always making sure to find that perfect birthday card and filling it with just the right gift card for that person. Arlene took such joy in sharing tales and memories from her life with all those around her.

Unfortunately, the pandemic brought a lot of these social activities to a halt but whenever there was a murmur that restrictions had lifted you best believe that Arlene had her shoes and coat on and was ready at the door to see the world or at the very least go out and pick up a coffee. This joy and regard for something as simple as a cup of coffee has left a lasting impression and life lesson on everyone closest to Arlene:

“ ———

Enjoy the little things in life, for one day you may look back and realize they were big things

**Robert Brault** |

————— ”

**Brandon Hagadorn**

# Jim (Jimmy) Decker

## June , 1953 - April 15, 2023



Jim had the kindest heart and a gentle soul - he extended this to everyone he met and accepted each of us just as we are. Jimmy was a fixture within the Mainstream Community for over 25 years. He was passionate about people and cherished his friendships and family above all else. Jim will be remembered for his cheeky smile, his laugh and by his favorite phrases, his descriptive words to acknowledge people before he would finally call you by your name.

How he would reference trips or events by what he ate there. His trip to Toronto overnight and visiting the Royal Winter Fair was always referred to as “member that place we went one time, member we had peanut butter sandwiches, it was me and my buddy Roy, and you slept on the floor, want to go again?”

His understanding of money and how he referenced the bills by their colour, though he did understand which colour had more value. He could make you feel like the only person that mattered to him even though he would actually ask anyone and everyone to take him for coffee or a meal. Jim loved to show affection and gave such warm hugs and enjoyed a nice slow dance. He was always looking for a woman to marry and offered himself to many.

Jim had a strong work ethic and believed in hard work. Even when he had medical issues that held him back from the traditional yard work, Jim, always did what he could to busy himself: cleaning his bedroom or the kitchen. Jim was loved and respected within the community and made friends wherever he chose to go.

Anyone who met Jim would soon realize that he had taken a small piece of their heart, and it is for this reason that he will be missed.

**Tammy VanderWier**

## Malcolm McPhee June 20, 1969 - April 22, 2023

We have many fond memories of Malcolm from the last 20 years. He was a hard worker and had several volunteer placements, most recently with Community Care. Malcolm also ran a wrestling club at Mainstream for several years.

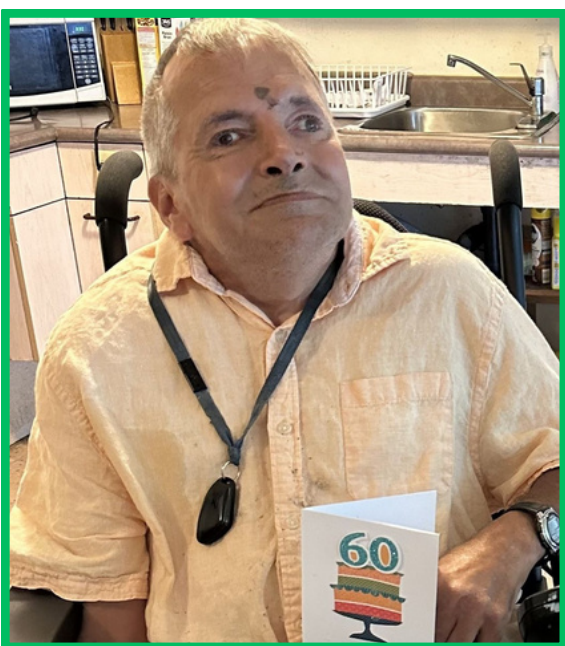


Malcolm loved a good joke, quick chat and to impart his wisdom with many interesting facts. Malcolm was a devoted brother and uncle and we offer our sympathy and support to the McPhee family, as well as his support team.

Malcolm will be missed by friends, family, and the staff at Mainstream.

**Selena Boulianne**

## Erno "Ernie" Szabo July 8, 1963 - August 27, 2023



After a sudden illness, Erno "Ernie" Szabo passed away on Sunday August 27th, at the age of 60. He will be missed by his family from Mainstream as well as his March of Dimes family. Ernie was an active member of his local community and had lots of friends.

He was known for his love of coffee, Crazy 8's, a good home cooked meal and he loved a good joke. Ernie was a kind, sweet and generous man who lived his life on his terms.

Ernie will be missed.

**Debra Couture**



# MISSION, VISION, AND PHILOSOPHY

## OUR MISSION:

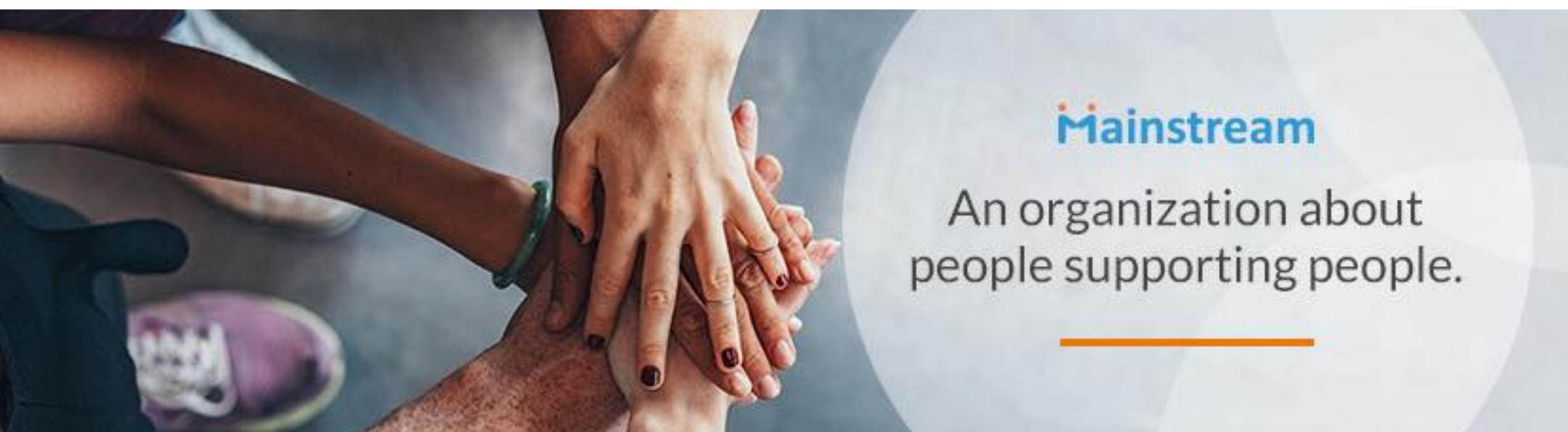
To improve the quality of life for people with a developmental difference by providing a supportive environment that strives to empower individuals with the necessary skills and confidence for lifelong learning and growth for citizens.

## OUR VISION:

Our aim is to provide the necessary tools that will enable individuals with a developmental difference 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 as well

## OUR PHILOSOPHY:

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



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