

Table of Contents

Articles

Introduction: Quality Improvement in Ontario's Developmental Services System	
Lynn Martin and Hélène Ouellette-Kuntz	iv
What Should Service Providers Know When Measuring How They Impact Consumers' Freedom to Make Choices?	
Colleen Webber and Virginie Cobigo	8
Comments on Measuring Belonging as a Service Outcome	
Alyson L. Mahar, Virginie Cobigo, and Heather Stuart	20
Work Preparation and Participation in Ontario for Persons with Intellectual and Developmental Disabilities - A Cross-Region Analysis	
Rosemary Lysaght, Jami Petner-Arrey, Virginie Cobigo, and Hélène Ouellette-Kuntz	34
"You Did Everything": Effort, Motherhood, and Disability in Parents' Narratives of Their Attempts to Obtain Services	
Robyn Saaltink and Hélène Ouellette-Kuntz	44
Family Resilience - An Important Indicator When Planning Services for Adults with Intellectual and Developmental Disabilities	
Hélène Ouellette-Kuntz, Ashleigh Blinkhorn, Julie Rouette, Mary Blinkhorn, Yona Lunsky, and Jonathan Weiss	55
Perspectives of Team Members on Person-Directed Planning	
Lynn Martin and Hélène Ouellette-Kuntz	67
When the Desire to Do Good Makes You Feel Bad: Quality Indicators and Worker Stress	
Robert Hickey	78
Quality Improvement in Services for Adults with Intellectual and Developmental Disabilities: Guiding Principles	
Virginie Cobigo, Lynn Martin, Rosemary Lysaght, Yona Lunsky, Robert Hickey, and Hélène Ouellette-Kuntz	89