



# **OUR FUTURE - A CARING CONNECTED COMMUNITY**

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**ANNUAL REPORT 2018 - 2019**

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**Rideauwood**  
ADDICTION AND FAMILY SERVICES

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“The counsellors are very supportive and helpful. The knowledge that they share is extremely important. As well, I believe our determination is strengthened with their guidance.”



# A MESSAGE FROM THE CHAIR OF THE BOARD AND EXECUTIVE DIRECTOR

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At Rideauwood Addiction and Family Services, we are ambitious for the future.

For more than 40 years, Rideauwood has never lost sight of what counts most: our clients. As we chart our course for the future, they are our source of inspiration and motivation.

Looking ahead, we are excited about the potential of new and innovative ways to work with our clients as they seek answers to questions or concerns related to the role that substance use, behavioural addictions or mental health issues play in their lives.

In the pages of this report are descriptions of the many programs Rideauwood offers – programs we are always improving to meet the changing challenges and pressures our clients and community face.

Our programs share two things in common. First, they are developed and delivered in a culture of deep caring and compassion. Second, they can be tailored to meet our clients' unique needs. For our clients, there is no "right" path – only the path they choose.

This report also includes testimonials from program participants. What shines through is the strength of their empowerment and resilience, and their confidence in meeting the future.

Rideauwood's success could not be possible without our connected network of dedicated individuals and organizations committed to

Rideauwood's mission. We are grateful for the perspective and support of our Board of Directors, including those whose terms are ending this year. We thank our passionate staff for their dedication in delivering Rideauwood's programs every day with genuine caring and compassion. We are indebted to our strategic partners with whom we work to collaborate to provide services to the community. We are thankful for the generosity of our donors and volunteers.

Most importantly, we thank our clients, who place their trust in us to support them on their path to achieving their health and recovery goals.

For all these reasons, the future is bright.



**BRUNO CARCHIDI,**  
**CHAIR OF THE BOARD OF DIRECTORS**



**JOHANNE LEVESQUE,**  
**EXECUTIVE DIRECTOR**

# VISION, MISSION AND VALUES

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## VISION

Healthy Connected Community

## MISSION

To provide person-centred treatment, prevention, and education to those affected by substance use, addiction and mental health issues in Ottawa and the surrounding region.

## VALUES

Quality  
Respect  
Compassion  
Accountability  
Equity and Diversity



“The one-on-one counselling was extremely helpful. My counsellor was attentive and open to hear my issues without judgement and provided very good options for me to consider. The group counselling was helpful in learning about what I am going through.”

# PROGRAMS

Rideauwood Addiction and Family Services has more than 40 years of experience in helping clients find answers to questions or concerns about the role that substance use, behavioural addictions or mental health is playing in their lives.

We have earned a trusted place in the community of Ottawa because we work with our clients to choose the program approach that will best help them achieve their goals. These programs – often delivered with the support of trusted partners – are always evolving and improving based on advances in research and evidence.

At the heart of our services is a culture of caring, compassion and a commitment to empower our clients and members of our community with choices that work for them. Rideauwood's many program options may begin with our self-assessment tool, which helps individuals explore the effect that their substance use or behaviours have on themselves and the people in their lives.

Our programs vary depending on the individual's choice.

## EDUCATION

Our education programs – tailored to different client groups – explore the “hows” and “whys” of substance use, behavioural addictions, and mental health issues. These sessions also offer options for healthy ways to cope.

## PREVENTION

Participants in our prevention programs receive resources and tools to increase resilience.

## HARM REDUCTION

This program empowers clients to set goals to reduce harms related to their substance use and/or their problematic behaviours, and

to enhance skills and knowledge to improve their health.

## ABSTINENCE

Clients who choose to eliminate their substance use and/or other problematic behaviours altogether develop a program path to achieve their goals.



“Without Rideauwood, our loved one would probably be living outside our home. This program definitely helped us help our loved one meet her challenges.”



# ADULTS

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With our many innovative, evidence-based treatment program options, we work closely with individuals to choose the approach that will best help them to achieve their goals.

For our clients, there is no “right” path – only the path they choose.

## OUR PROGRAMS

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### URGENT SUBSTANCE USE TREATMENT

For people with opioid related and other urgent substance use issues, this program provides immediate prevention, education and counselling services.

### CHOICES AND CHANGE

This program is for adults who wish to learn how to moderate their substance use in ways that are safe for them.

### OTTAWA DRUG TREATMENT COURT

Ottawa Drug Treatment Court (DTC) supports clients who have been charged legally as a result of substance use. DTC participants receive treatment tailored to their needs while maintaining other obligations set by the Court.

### ADULT SUBSTANCE FREE PROGRAM

This out-patient treatment program is for people struggling with substance use and who wish to live a substance-free lifestyle.

### PROBLEM GAMBLING

This program offers prevention, education and treatment to address problem gambling. It helps people increase their understanding of the nature of gambling to see how it has affected their lives and the lives of others.

### CONCURRENT DISORDER PROGRAM

Rideauwood partners with the Canadian Mental Health Association (CMHA) to provide addiction focused treatment services. This program is for clients who have both substance use and mental health issues.



“Life’s been hard since forever. My parents were high schoolers when I was born. My adopted father abused me. I lived on the street from 13 to 24. Booze saved me. I just got in with a housing program, but I still drink a lot. My program manager told me to try Rideauwood. It’s weird, drinking kept me alive for so long, but now that I have a home, I’ve realized it’s harming me. Rideauwood helped me discover that on my own.”

# YOUTH AND YOUNG ADULTS

This is a challenging time for youth and young adults growing up. Pressure from peers, unrealistic expectations, and the volume of information from social media and other communication channels can make day-to-day living extremely difficult.

Rideauwood recognizes the challenges that youth and young adults face. We provide specialized support and partner with our clients to choose the program path to meet their individual needs and goals.

## OUR PROGRAMS

### SCHOOL-BASED PROGRAM

This program offers students prevention, education and treatment to address substance use, behavioural addictions or mental health issues in and out of school. It is provided in Ottawa to English language high schools and senior elementary schools. Students from any school board may also access this program at our Parkdale site.

### YOUTH JUSTICE PROGRAM

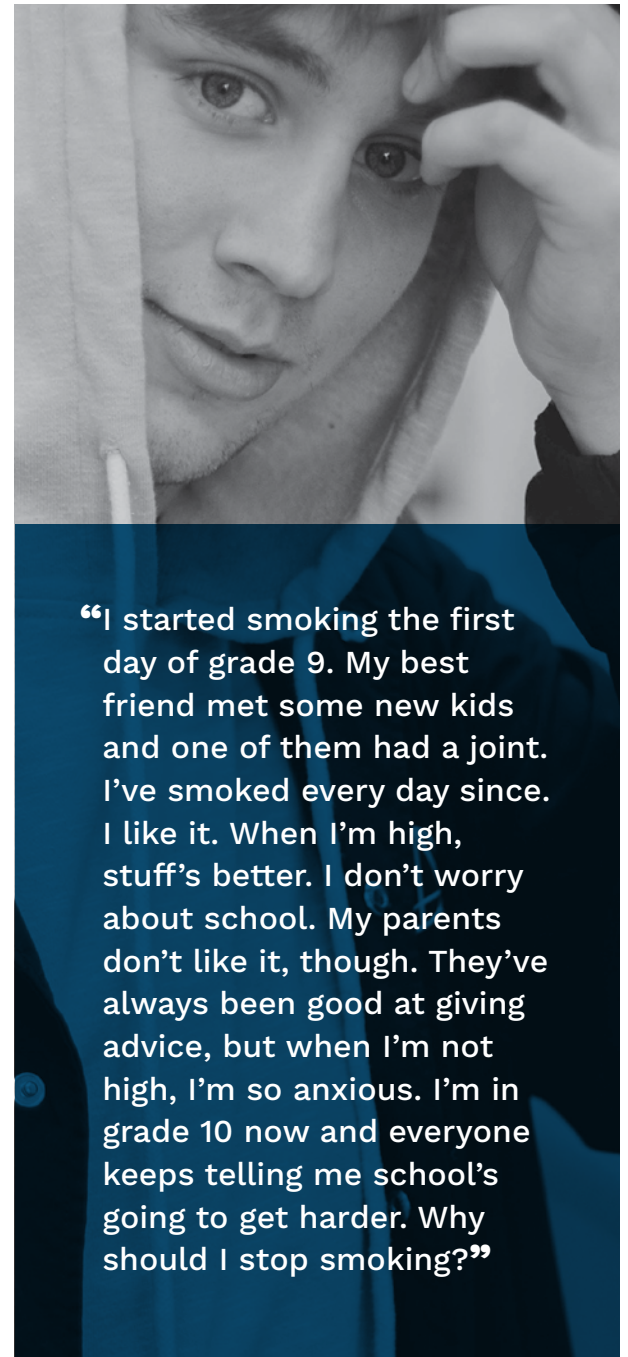
This program is for youth and young adults in conflict with the law and struggling with substance use, behavioural addictions or mental health issues. Education, individual and group counselling services are offered in multiple geographical locations.

### YOUTH AND YOUNG ADULT SUBSTANCE USE PROGRAM

For youth and young adults facing the challenges that accompany substance use, behavioural addictions or mental health issues, our services include education, individual and group counselling and are available in multiple geographical locations.

### PREGNANT AND PARENTING PROGRAM

This program is for pregnant or parenting youth (12-25) and their children experiencing difficulties related to substance use, behavioural addictions or mental health issues. Participants receive counselling and education to empower them to set goals for healthy pregnancy and parenting.



“I started smoking the first day of grade 9. My best friend met some new kids and one of them had a joint. I’ve smoked every day since. I like it. When I’m high, stuff’s better. I don’t worry about school. My parents don’t like it, though. They’ve always been good at giving advice, but when I’m not high, I’m so anxious. I’m in grade 10 now and everyone keeps telling me school’s going to get harder. Why should I stop smoking?”

# FAMILIES AND PARENTS

Rideauwood offers unique programs to help families, parents and support persons learn about substance use, behavioural addictions and mental health issues at play in their lives and how they can reduce their impact. We empower clients to find solutions that will work for their particular situation while also helping the ones they love.

## OUR PROGRAMS

### FAMILY SPIRAL

This is a 2-evening program for family members, friends and support persons concerned about someone with a substance use, behavioural addiction or mental health issue.

### ARCK PROGRAM (FOR FAMILIES, PARENTS AND SUPPORT PERSONS)

The ARCK Program offers 6 weeks of 2-hour group sessions and individual counselling. It provides information on addiction, communication skills, emotions, education, and setting healthy boundaries.

### URGENT SUBSTANCE USE TREATMENT PROGRAM FOR PARENTS AND FAMILY

This program provides immediate prevention, education and counselling services for family members, parents and support persons of people experiencing opioid related and other urgent substance use issues.

### THE FAMILY PROGRAM

This 13-week program supports family members and support persons of people with substance use, behavioural addictions and mental health issues. It includes 4 evening group sessions and a 4-day intensive portion followed by an 8-week after-care session.

### THE PARENT PROGRAM

Rideauwood offers a 13-week program for parents and support persons of people with substance use, behavioural addictions or mental health issues. Following 4-evening group sessions, participants enter a 4-day intensive portion followed by an 8-week after-care session.

### PROGRAM GAMBLING FOR FAMILIES

Rideauwood offers support, counselling, and education for family members, parents and support persons of people who struggle with gambling.



“My son is addicted to video games. Always in his room on his game. I took his computer away once and he actually threw punches at me. My wife and I decided to try Rideauwood. They’ve helped us which means they’ve helped him too.”



# BOARD OF DIRECTORS

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Rideauwood's Board of Directors provides valuable connections and insight into the Ottawa community. We are grateful for their ongoing guidance and support.

## **MARTIN THOMPSON, SECRETARY**

"I am extremely thankful to my fellow Board Directors who, over the years, have selflessly given so much of their time, energy and expertise in ensuring that our organization continues to strive to provide the best treatment services and support for our community.

Rideauwood's success as an organization is the result of collaboration and respect. I want to thank all of you: our staff, volunteers, contributors who are the lifeblood of Rideauwood. It has been an honour serving as a Director. I wish all of you continued health, success and happiness."

## **STEVE BELL, PAST CHAIR**

"I can't thank enough the frontline staff and management team who make the work at Rideauwood possible. The tireless work that you have all done over the past number of years to make Rideauwood a premier treatment facility for people suffering from addictions and their families is nothing short of remarkable.

Thank you to all of the members of the Board of Directors who contributed so much to moving Rideauwood ahead, to ensuring that it was always a place that was progressive and looked to be client-centric. It has been an honour to serve with you for the past 6 years, I have learned so much from all of you."

This year we say good-bye to three members of the Board of Directors who have completed their terms. Rideauwood offers its heartfelt thanks for their service.

## **MARY DONAGHY, CHAIR OF THE HUMAN RESOURCES AND GOVERNANCE COMMITTEE**

"During my 6 years on the Rideauwood Board of Directors, I was proud to witness many positive changes our organization was able to make in the lives of people struggling with substance abuse. The clients and their families are so well supported by Rideauwood.

My proudest moment was when we were able, as a Board, to transition to a new Executive Director and position Rideauwood for the rapidly changing environment."

# OUR IMPACT

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Rideauwood's expertise and leadership in substance use, behavioural addictions and mental health issues have had a significant and positive impact on individuals and families in the Ottawa community for more than 40 years. We are as proud of the results we achieve every day as we are of the clients we support on their journey to achieve their health and recovery goals.

We are optimistic about the future and the continued confidence our clients place in us. We also welcome opportunities to explore new and innovative ways to work with program partners to improve how we deliver caring and compassionate service.

Rideauwood's commitment to delivering superior service to the Ottawa community includes monitoring and assessment of our services. We are pleased to share results of some of our recent evaluations and outcomes.

## OUR REACH

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**11,098** ONE-ON-ONE  
COUNSELLING SESSIONS

**3,133** INDIVIDUALS SERVED

**1,441** GROUP SESSIONS

**6,935** GROUP PARTICIPANTS

**743** PRESENTATIONS AND  
EDUCATION SESSIONS  
IN SCHOOLS

**9,540** ATTENDEES IN SCHOOL  
PREVENTION AND  
EDUCATION SESSIONS

## CLIENT AGE DEMOGRAPHICS

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**54%**

UNDER AGE 24

**46%**

AGE 25 AND OLDER

## TYPES OF TREATMENT SOUGHT

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**77%**

ARE CLIENTS SEEKING TREATMENT FOR  
ALCOHOL OR DRUG USE, OR GAMBLING

**23%**

ARE FAMILY MEMBERS SEEKING  
TREATMENT FOR A LOVED ONE'S  
ALCOHOL OR DRUG USE, OR GAMBLING

## SURVEY RESULTS

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**90%**

IN THE 2018-2019 SURVEY OF THE  
ONTARIO PERCEPTION OF CARE TOOL  
FOR MENTAL HEALTH AND ADDICTIONS  
(OPOC-MHA), 90% OF CLIENTS WHO  
RESPONDED AGREED OR STRONGLY  
AGREED THAT "THE SERVICES I  
HAVE RECEIVED HAVE HELPED  
ME DEAL MORE EFFECTIVELY  
WITH MY LIFE'S CHALLENGES."

## WAYS TO GIVE

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Our service delivery depends on the generosity of our donors.

Rideauwood asks for your support so we can reach more individuals and families to support them as they find answers for their substance use, behavioural addictions and mental health issues.

Our clients need our help, and we need yours.

Please consider financial donations, sponsorship or volunteering your time.

# 1 in 5

**CANADIANS EXPERIENCE A MENTAL ILLNESS OR ADDICTION PROBLEM.**

# \$1 → \$0.85

**FOR EVERY DOLLAR YOU DONATE,  
85 CENTS GOES DIRECTLY INTO  
TREATMENT SERVICES THAT  
SUPPORT CLIENTS IN NEED.**

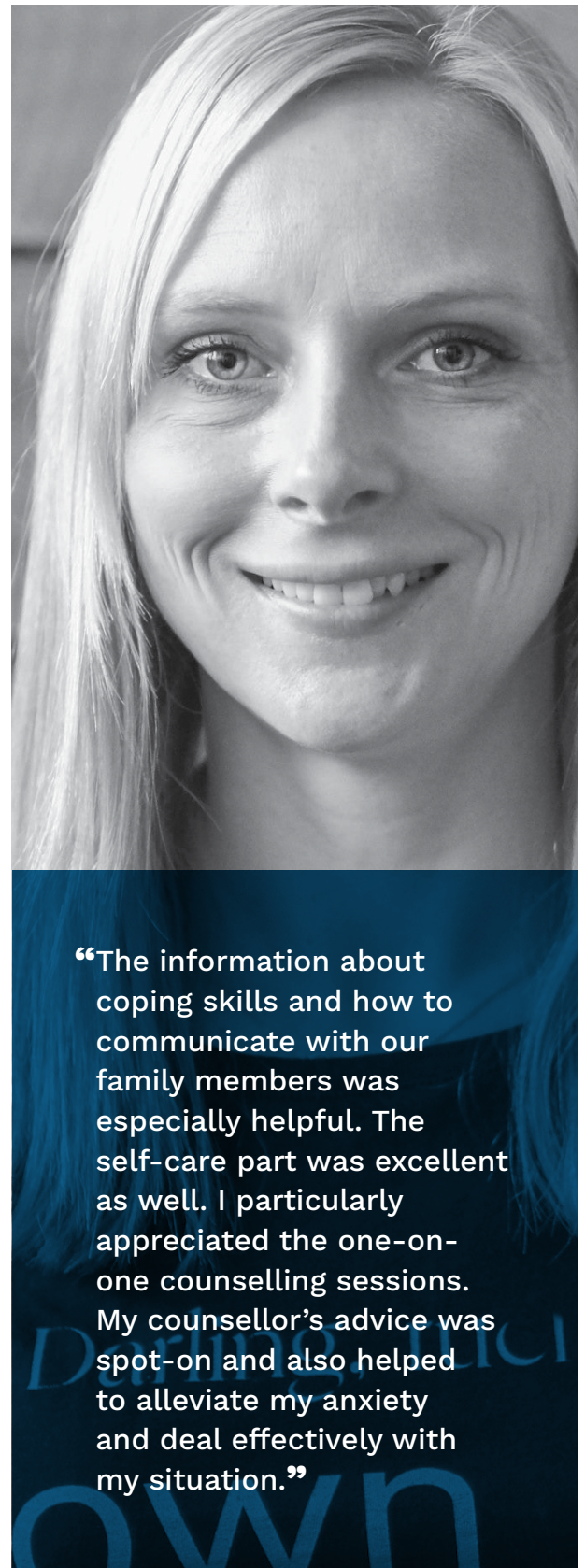
## CONTACT US

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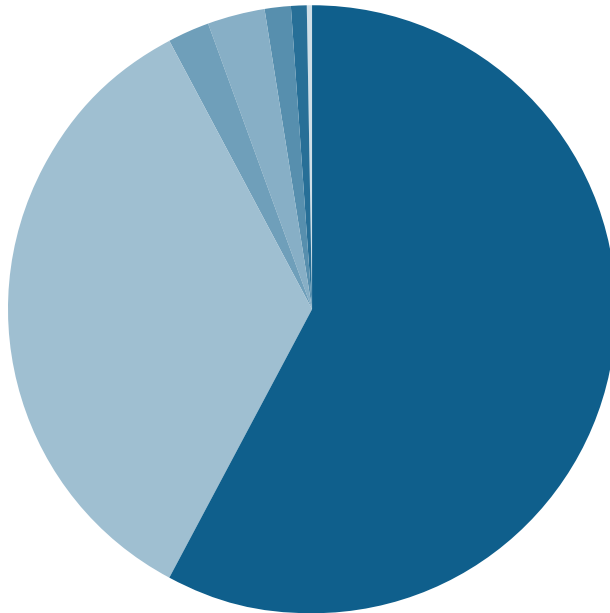


“The information about coping skills and how to communicate with our family members was especially helpful. The self-care part was excellent as well. I particularly appreciated the one-on-one counselling sessions. My counsellor’s advice was spot-on and also helped to alleviate my anxiety and deal effectively with my situation.”



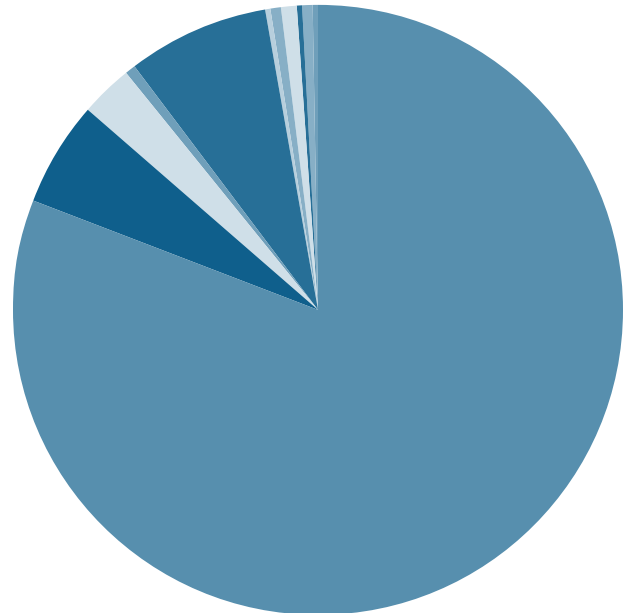
# FINANCIALS

## REVENUES



<b>58%</b>	■ Government grants
<b>34.48%</b>	■ Program - School Based
<b>2.25%</b>	■ Program - Fee for service
<b>2.84%</b>	■ Non government grants
<b>1.60%</b>	■ Donations
<b>0.78%</b>	■ Interest and other
<b>0.10%</b>	■ Amortization of deferred funding of property and equipment

## EXPENDITURES



<b>81%</b>	■ Salaries and benefits
<b>5.43%</b>	■ Occupancy
<b>2.84%</b>	■ Office
<b>0.56%</b>	■ Staff development
<b>-%</b>	■ Program expenses
<b>7.38%</b>	■ Professional fees
<b>0.41%</b>	■ Telephone
<b>0.60%</b>	■ Amortization
<b>0.67%</b>	■ Equipment
<b>0.27%</b>	■ Insurance
<b>0.55%</b>	■ Travel
<b>0.25%</b>	■ Advertising