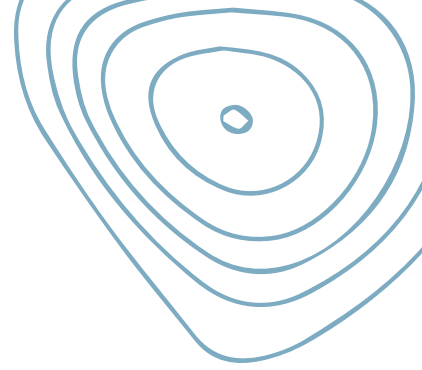


# Annual Report 2019-2020





*“My counsellor has been highly supportive of me. She goes the extra mile to address any issues that I have. I highly recommend Rideauwood to anyone who needs support with any addiction challenges that they encounter.”*







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# A Message from the Board President and the Executive Director

We began our year with exciting plans that included, among others, a focus by the Board on fund development to ensure our long-term sustainability, active participation in the planning and development of two local health teams (Kids Come First/Les Enfants Avant Tout, and the Ottawa Health Team-Équipe Santé Ottawa), program changes, transitioning to a new clinical information system, and continued preparation for our upcoming Accreditation visit scheduled for November.

But with the arrival of COVID-19 in March, this year turned out to be like no other.

To say that COVID-19 has changed every aspect of our lives is an understatement. Some of those changes have been especially challenging for people who use substances. A recent report, from the Canadian Centre on Substance Use and Addiction speaks to the loss of social connection and supports, as well as an increase in isolation, fear and anxiety as a result of the pandemic. “Compared to the general public, they are more vulnerable to the health impacts of COVID-19 and the hardships of physical distancing.” As well, Addiction and Mental Health Ontario and Children’s Mental Health Ontario reported earlier this year that 42% of Ontario’s adults had increased their substance use or gambling since the start of the pandemic.

This generational crisis has occupied all our available resources. We have shifted and adapted to support our clients and our employees, to try to meet the ever-growing need and demand for help. Our already-long wait lists for the Adult Substance Use and Urgent Substance Use Treatment programs continue to grow as does the urgency for action. This is not unique to Rideauwood. Community-based addiction and mental health services need to be strengthened and expanded if we want to ensure that people struggling with substance use, behavioural addictions and related mental health challenges have timely access to quality services.

While the pandemic has forced an unprecedented amount of rapid change, some things have remained unchanged. Day after day, we have witnessed unwavering commitment, dedication and compassion from those who are part of the Rideauwood community. To all of you – Board members, staff, clients, volunteers, partners, donors and sponsors – we offer a message of deep thankfulness. Thank you for being the shining lights that continue to inspire us to go further every day!

We hope you enjoy reading this annual report which highlights some of our achievements and successes during the past year. To learn more about Rideauwood, please visit our website and connect with us on Facebook and Instagram.

With gratitude,



**Bruno Carchidi**

Board President



**Johanne Levesque**

Executive Director



# 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



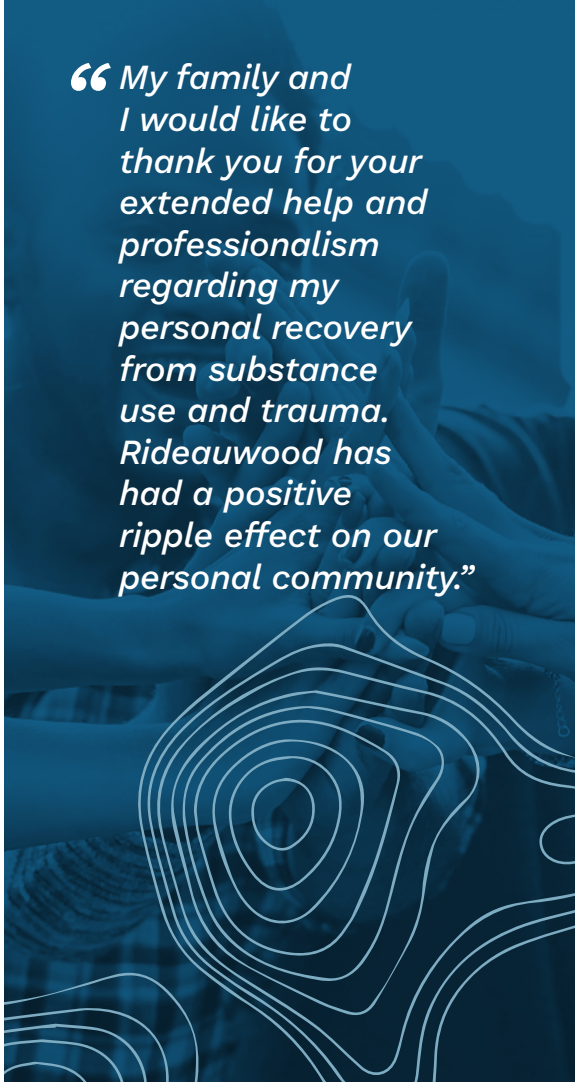


# Year in Review

For over 40 years, Rideauwood Addiction and Family Services has been helping youth, young adults, adults and families who have questions about or are struggling with the role that substance use and behavioural addictions such as gambling, gaming and technology play in their lives. Whether it's a harm reduction, moderation or an abstinence-oriented focus, counsellors work with clients to establish recovery goals that work for them, based on their choice. Rideauwood also leverages services available in the community by working alongside our service provider partners to improve access and transitions in care for individuals living with addiction and for their families. Putting the person first and responding to current and projected needs at the local level in the provision of substance use and addiction treatment are key mandates for the Rideauwood team.

With the arrival of COVID-19 and the threat posed by the pandemic, we refocused our efforts to ensure we did what was required so that services were available to our clients, many of whom were vulnerable and in need of support. The rapid response of the entire Rideauwood team was extraordinary and a testament to the team's adaptability, resilience and unwavering commitment to service excellence and the well-being of clients. In this section of our annual report we are proud to highlight both COVID and non-COVID related accomplishments.

When COVID-19 restrictions were imposed we moved quickly to modify our in-person service delivery. We worked with our clients to determine how best to proceed – phone or virtually, using a web-based video conferencing service. This was accomplished in fewer than ten working days and within a month we had moved to initiate the resumption of groups. The first groups to restart were our Family Spiral and our Concurrent Disorders group. Since September 2020 and with the dedication of the Rideauwood counsellors and support staff, almost all of our group offerings have been adapted to the new virtual reality and have been available to our clients.



*“My family and I would like to thank you for your extended help and professionalism regarding my personal recovery from substance use and trauma. Rideauwood has had a positive ripple effect on our personal community.”*



## Rideauwood welcomes a new Director of Addiction and Mental Health

In March 2020, Colleen MacPhee joined Rideauwood as Director of Addiction and Mental Health. Colleen comes to Rideauwood with extensive experience as a clinician and a manager in mental health and addictions, both locally and nationally. Colleen has been on a planning advisory committee for the Ottawa Police Services, has worked with Ottawa Inner City Health, The Ottawa Hospital Mental Health Crisis Services and has been involved with the local Ottawa Human Services and Justice Coordinating Committee. She has also worked with National Defense and Health Canada. Welcome, Colleen, we're thrilled that you are part of the Rideauwood team!

## Adult Programs

At the time when the pandemic restrictions were imposed, the wait times for the adult harm reduction as well as the abstinence program streams were approximately seven to eight months. Groups, which are the main service delivery modality for the Adult programs, were stopped and moved to remote individual counselling. With the revision of services within the Adult Substance Use programs, the team has moved back to offering all groups virtually with the exception of our intensive day program. Unfortunately, these necessary service changes have led to much longer wait times. Staff has developed and is offering psycho-educational groups for clients on the wait list. We also continue to work with our service provider and funding partners to develop new service delivery models to enable us to meet the growing demands for service.



## School-Based Program

Our school-based counsellors have been working remotely with their school communities since early March. Thanks to the generosity of United Way East, these counsellors have been equipped with smart phones, making it easier for them to connect with youth, a population that prefers the ease and access of text communication. Counselling sessions are still offered remotely by phone or video conferencing, but being able to communicate via text has been an important service improvement for these clients.

Counsellors working with the Rideauwood Prevention and Education Program (RPEP) created and modified their presentations to be delivered virtually to all grade seven and eight students in the Ottawa Carleton District School Board in June. These presentations have continued into the new school year and as always have been very positively received by school staff and students.

## Drug Treatment Court (DTC)

The Ottawa Drug Treatment Court Ottawa (DTCO) is a judicially mandated treatment program. This alternative to incarceration is offered to non-violent, repeat offenders who are experiencing problems with substance use and addiction. Participants in this abstinence-based program receive treatment tailored to their needs while maintaining their court obligations. Earlier this year, DTC launched its Early Intervention Drug Treatment Court (EIDTC) pilot program. EIDTC provides an alternative to the regular criminal court process for individuals who are in the early stages of criminal behaviour as a result of their substance use and addiction. The overall objective of the program is to offer these individuals addiction treatment and supports before further criminal behaviour occurs and they become more entrenched in the court system.

While most of Rideauwood's counselling services have been able to be offered remotely, either by phone or online, this has not been a possibility for many clients enrolled in the DTCO and EIDTC programs. DTC staff made the necessary program adjustments while respecting public health directives to ensure that services to their clients continued throughout the pandemic.



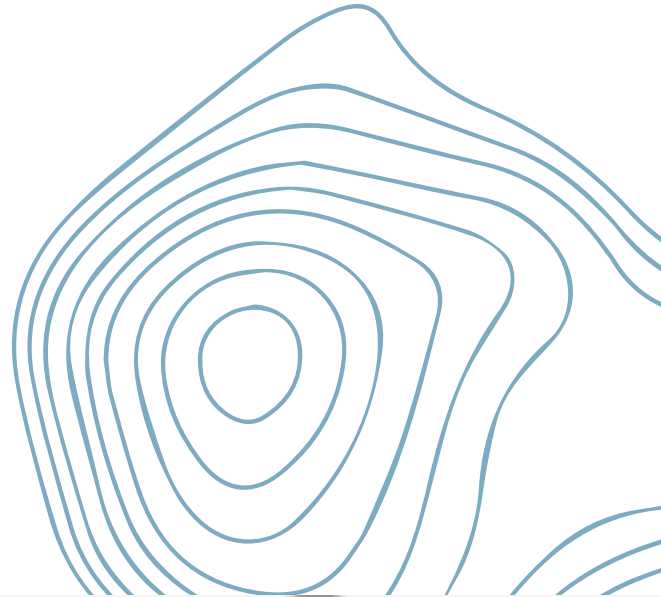
## Learning and Development

We were pleased this year to offer a Trauma Informed Practice (Level 1) Workshop to the entire Rideauwood staff. We were also pleased to be able to make this opportunity available to our service delivery partners and members of the Rideauwood Board of Directors. This interactive workshop provided us with tools and knowledge that now help us assist clients with trauma and understand how trauma impacts the healing process.

Our School-Based and Youth and Youth Adult Teams received their SMART Recovery certificate after taking part in a 92-hour online training program.

## A New Electronic Health Record

Earlier this year, Rideauwood transitioned to EMHWare, a new clinical information system. The new system will improve clinical care for clients by facilitating more effective and efficient clinical documentation for our counsellors. Once fully implemented, the platform will also include a portal to enhance engagement and communication with our clients.



## Rideauwood Information Series

Do you have questions about “Understanding Substance Use” or the link between “Emotions and Substance Use”? Visit our website, where you will find two five-minute video clips, developed by Rideauwood counsellors, on these very important topics.





## Strength in Partnerships: Research

As part of our commitment to excellence in addiction treatment and support, we look for opportunities to contribute to community-based research that will lead to better outcomes for clients. That is why we are very excited to share that Rideauwood has engaged in a formal partnership with the University of Ottawa and will be involved in qualitative research on virtual counselling groups and on our gambling program.

## Strength in Partnerships: Counselling Connect

Counselling Connect (CounselingConnect.org) is an innovative response from the community mental health and addictions sector to the changing environment and growing needs of those most impacted by COVID-19. When in-person counselling services were suspended due to the COVID-19 restrictions, there was a critical need for quick and easy access to virtual crisis and short-term counselling. Under the leadership of the Ottawa Health Team-Équipe Santé Ottawa, an online platform was created where clients self-refer for a same-day or next-day phone or video counselling session. Through a single user-friendly website, individuals can book a counselling appointment with staff from participating agencies that would normally be providing these services. Counselling Connect is available at no charge, in both official languages, across the lifespan, for residents of Ottawa and the surrounding area.

As of September, over 2,000 appointments have been booked since the launch of Counselling Connect on May 14th. Funding from United Way East, in addition to the Ottawa Community Foundation funding, is making this service available until at least March 31, 2021. Rideauwood is proud to be one of the initial 14 agencies that came together to develop and implement this important service.



### “When Technology Takes Over”...

is a 60-minute presentation for parents and caregivers that addresses questions and concerns about the use of technology for parents and caregivers of youth in grades seven and up. For more information on how your group can receive this presentation please contact [info@rideauwood.org](mailto:info@rideauwood.org).

**“My counsellor’s knowledge and experience have been a big factor in regaining confidence that I thought addiction had taken from me for good.”**

# Impact

In the 2019-2020 survey of the Ontario perception of care tool for mental health and addictions (OPOC-MHA),

**96% 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.”**

## Our Reach

**10,334**

One-on-One  
Counselling Sessions

**18,993**

Attendees in School  
Prevention and  
Education Sessions

**2,976**

Individuals  
Served

**949**

Presentations and  
Education Sessions  
in Schools

**1,184**

Group  
Sessions

**7,821**

Group  
Participants







## Types of Treatment Sought

**81%**

Clients seeking treatment for substance use or problem gambling

**19%**

Family members seeking treatment for someone else's substance use or problem gambling

## Client Age Demographics

**45%**

Clients > 25 years old

**55%**

Clients < 24 years old

# Board of Directors

Rideauwood's Board of Directors is made up of passionate, devoted individuals who contribute their skills, knowledge and expertise and devote countless hours to Rideauwood. We are grateful for the leadership, guidance and commitment to excellence that they bring to their role.

This year we said goodbye to five members of the Board – Colin Wiltshire, Nicole Poirier, Dave Gascon, David Hesidence and Jamie Dunlop. Rideauwood offers its heartfelt thanks for their contributions.

"Although seven years have gone by, I can still remember my first Board meeting at Rideauwood. I was instantly amazed and touched by the work and dedication of the staff and management. I want to thank all the Board members who have served with me during my term for their commitment, collaboration, respect and friendship. I have learned so much. It has been a true honour serving as a director, and I wish Rideauwood continued success."

**Nicole Poirier, Chair of the Human Resources and Governance Committee**

"Rideauwood has helped change countless lives during my term as director, and I'm grateful to have had the chance to see all the hard work that goes into those changes. I am proud to have had an opportunity to bring the voice of a client to the Board. I can't wait to see what comes next for Rideauwood."

**Dave Gascon, Director**

"I have always been very passionate about collaboration and co-design of health services in synchrony with those who use or need these services. I would venture that the Rideauwood Board has the strongest representation of those with lived experience (client or family) of any mental health and addictions organization I have been associated with. This sends a strong sign to the community, to funders and those in need of services that their voice is valued, heard and acted upon. As someone myself with lived experience, I find this incredibly compelling and innovative."

**David Hesidence, Director**

"Being a Board member of Rideauwood was a truly gratifying experience. Having attended Medallion Night, Recovery Day, and the Family Spiral workshop in my early years, it became clear our work was important. Over the years, the issues addressed by the Board were on the edge more often than in the middle. Through this, it was a comfort to be working with wise people on the Board as well as in management and on staff. Rideauwood remains in good hands."

**Colin Wiltshire, Director**

## Current Board of Directors

### Officers

**Bruno Carchidi**  
President

**Martin Methot**  
Vice-President

**Brenda Valente**  
Treasurer

**Anderson (Andy) Joyce**  
Secretary

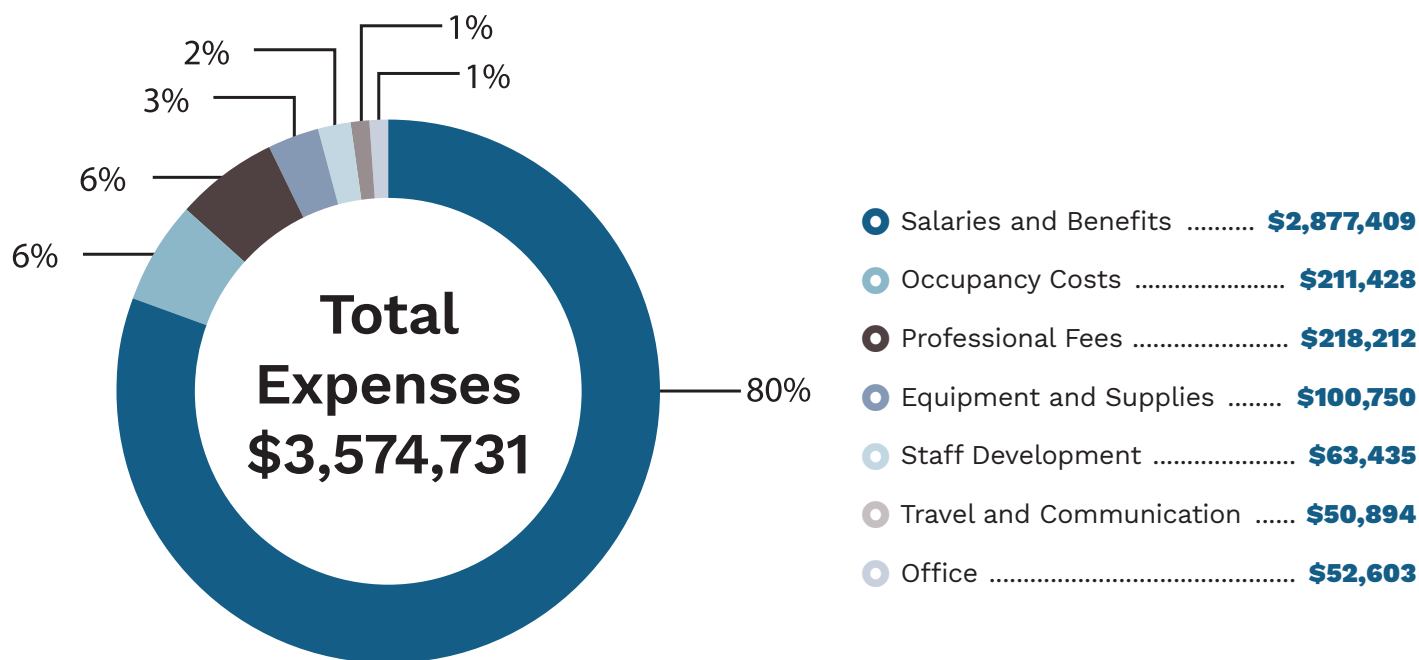
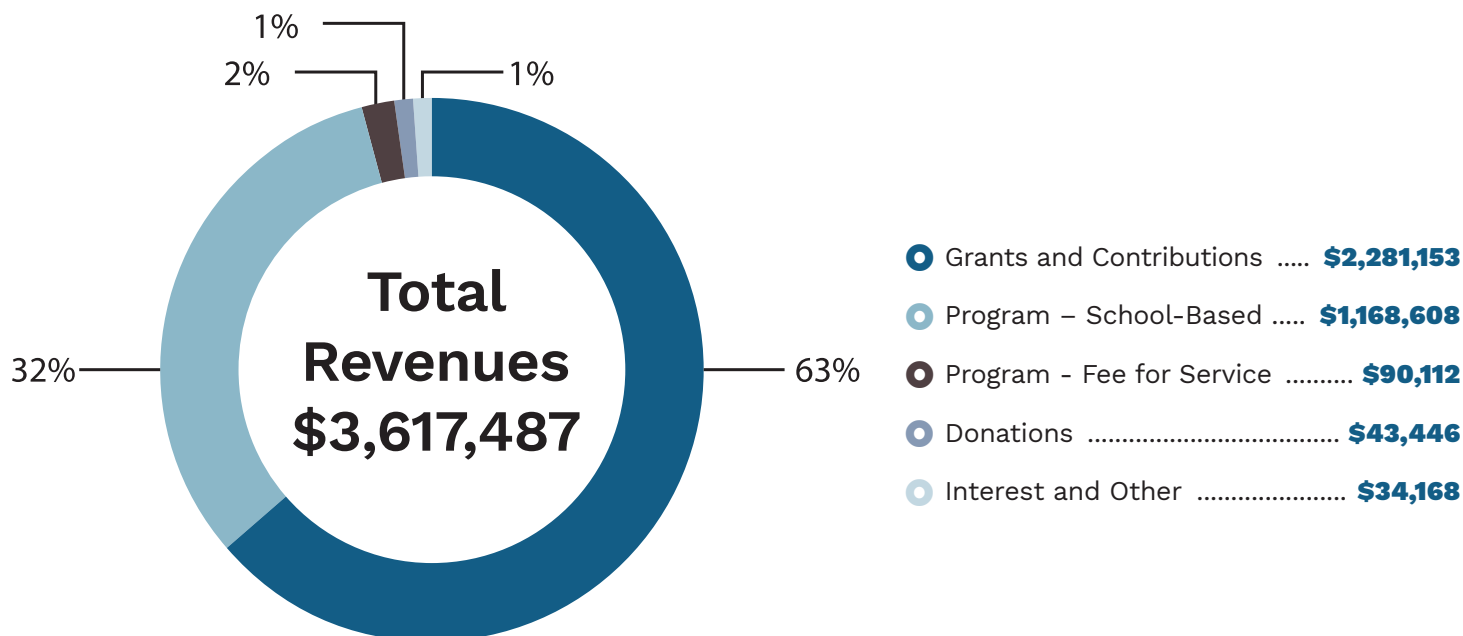
### Directors

**Shanika Abraham**  
**Rolf Baumann**  
**Stephan Desbiens**  
**Jennifer Ellis**  
**Gord Garner**  
**Lois Graveline**  
**Mark Patterson**  
**Vera Reifenstein**





# Financial Statements



**Rideauwood is grateful for its funding partners:**





Band leaders include John Sicard of Open Channel D (white shirt), Kevin Ford of The Sons of Buckingham (yellow shirt), John Jastremski of Faux Confessions (black t-shirt) and Jim Harmon of The Dead Pennies (plaid shirt).

# Rideauwood Bands Together

By work day, Jim Harmon is a Managing Partner at Boyden Canada, an executive search firm. By weekend, he's the leader of The Dead Pennies, a local Ottawa band. To Rideauwood Addiction and Family Services, he is the initiator of a major fundraising event to support people struggling with substance use, behavioural addictions and related mental health issues.

It all starts with the music. Jim explains that there is a subculture in Ottawa of business leaders who are also musicians, talented enough that they could have chosen music as a career path. "Instead, we're in local bands – we're in it for the music not the business." Jim's band, The Dead Pennies (everyone in the group is 49 years old and up... and remember when the penny retired back in 2013?), performs at local bars, weddings, and other private functions.

While Jim says it's not a new concept, it's not one he has seen in Ottawa before: bring "business bands" together to put on a concert in support of a good cause. No one missed a beat. Kevin Ford (CEO of Calian) with his band The Sons of Buckingham; John Jastremski (CEO of MDS Aero Support) with Faux Confessions; and John Sicard (CEO of Kinaxis) of Open Channel D all said yes to Jim's proposal – especially when they heard that the cause was to be Rideauwood Addiction and Family Services.

Rideauwood Executive Director Johanne Levesque was thrilled when Jim approached her about fundraising on behalf of the organization. Building a community that bands together to help people struggling with addiction is something she believes is important. "There is a lot of

stigma that surrounds addiction, so it's very meaningful when local business leaders stand up to that stigma by supporting an organization like Rideauwood." And thus, Rideauwood Bands Together was born.

Jim was confident that the business community would welcome a fundraiser that they didn't feel obliged to attend, but would want to attend. It would just be a fun night out with friends and a great concert. And was he ever right: within six hours, the sponsorship slots were filled! It didn't take long for the 300 concert tickets to sell either.

*"Addictions defy social stratification – it doesn't matter if you're homeless or well-to-do,"*

"There are a lot of corporate people who are grateful to Rideauwood for all the good the organization does. Rideauwood Bands Together is a channel to express that gratitude. The generosity from the band leaders and sponsors has been incredible."

Even with the pandemic causing the postponement of the concert that was originally planned for April 3, 2020, Jim remains optimistic. When it's safe to do so, the event will be rescheduled. Ticketholders still have their tickets and sponsors are still keen. "Many people I've talked with tell me that going out and live music are what they're missing the most with the pandemic. So when the day comes that we can put on our leather jackets and come together to rock out, it's really going to be something!"



Thank you to *Rideauwood Bands Together* sponsors:

boyden

The Right Leadership. **Worldwise.**



KELLY SANTINI LLP|SRL  
lawyers | avocats



Marcil Lavallée





# Building a Healthy Connected Community

**At Rideauwood, there is a place for you to help individuals and families recover from addiction and live well.**

**Making a financial gift, following Rideauwood on social media, sharing your Rideauwood story with us and volunteering your time are all ways to have a positive impact.**

**Please join us in building a healthy connected community today!**

**Contact Us:**

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Ottawa ON  
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613-724-4881  
[www.Rideauwood.org](http://www.Rideauwood.org)  
[info@rideauwood.org](mailto:info@rideauwood.org)

 **RideauwoodOttawa**  **rideauwoodottawa**

  
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ADDICTION AND FAMILY SERVICES