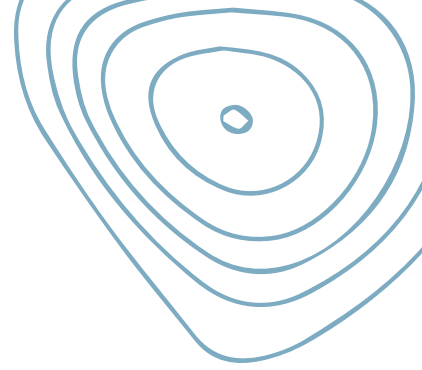


Community Report 2020-2021

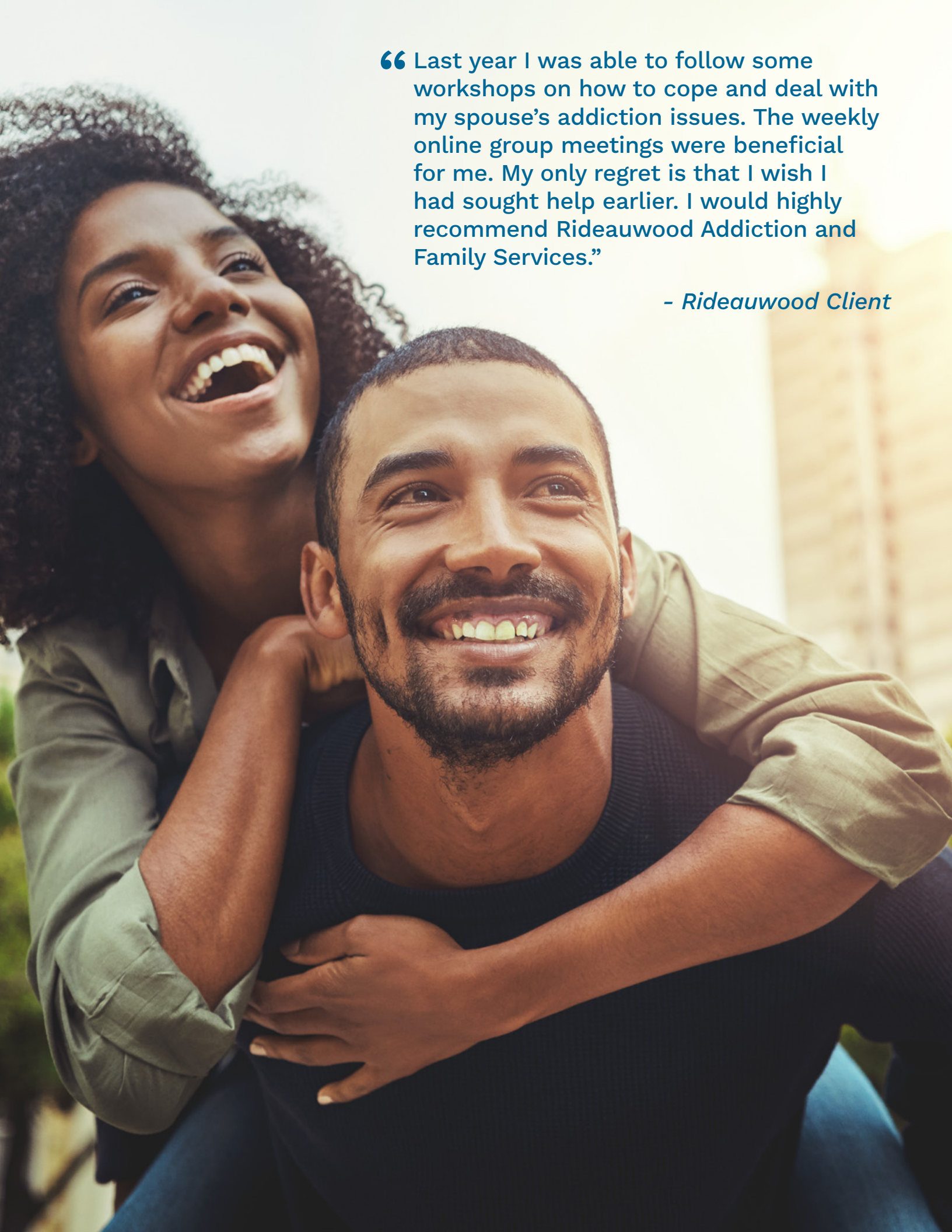


45
YEARS



Expert.
Compassionate.
Adaptive.
Collaborative.





“ Last year I was able to follow some workshops on how to cope and deal with my spouse’s addiction issues. The weekly online group meetings were beneficial for me. My only regret is that I wish I had sought help earlier. I would highly recommend Rideauwood Addiction and Family Services.”

- Rideauwood Client



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A Message from the Board President and the Executive Director

2021 marks the 45th year that Rideauwood has been serving residents in Ottawa and the surrounding area. From grassroots beginnings in 1976 to a community leader shaping the future of health care today, Rideauwood has much to celebrate, as you will see in the following pages.

We also have much for which to be grateful. Rideauwood owes a tremendous thanks to its staff for their ongoing dedication to the clients and the community we have continued to serve through the dramatic changes of this past year. To all Rideauwood employees, we are sincerely thankful for your commitment, your professionalism and responsiveness, as together we have navigated the ongoing challenges of the pandemic.

Rideauwood also remains deeply appreciative of our clients, donors, volunteers, sponsors and provincial and community partners. Your trust in Rideauwood inspires us to continue the work we do – thank you for being part of our healthy, connected community!

But everything is not OK...

There was a mental health and addiction crisis in Ontario before COVID-19, and the pandemic has only made it worse. Our already long waitlists continued to grow and, for the first time, this year we experienced waitlists in our Youth and Young Adult Program. Also, clients presented with higher acuity and more complex needs. The most recent coroner data shows that Ottawa rates of opioid mortality have increased by 113% from last year to this one¹. With the sustained presence of opioid use and opioid-related fatalities in our community, we have continued to provide our Urgent Substance Use Treatment Program for those clients identified as high risk. Our COVID funding has been utilized, and still 25% of our clients continue to meet the admission criteria for our Urgent Substance Use Treatment Program.

While the pandemic has exposed the dire need for addiction treatment services, accessing treatment and support remains a major issue. Improving coordinated access and short-term services is essential. Initiatives such as AccessMHA, 1Call/1Click and Counselling Connect are making a real difference in this regard. However, too many people are being discharged to a waitlist. We see the impact that our decreased capacity to admit clients to programs is having on our clients, on other referring agencies and on crisis services: greater risk of substance-use related injuries, harms and mortality.

Everything is not OK. However, at Rideauwood, we are focused, and we recognize that there is an urgent need to increase funding and build capacity in mental health and substance use health programs across the continuum of care, including in community-based treatment services. We will continue to work with our team and partners to improve the mental health and addiction system of care. We also remain committed to providing specialized, evidence-based, compassionate treatments and supports that meet people where they are at, wherever that is, in their recovery journey.

With gratitude and appreciation,



Bruno Carchidi
Board President



Johanne Levesque
Executive Director

Current Board of Directors

Officers

Bruno Carchidi
President

Jennifer Ellis
Vice-President

Brenda Valente
Treasurer

Shanika Abraham
Secretary

Directors

Rolf Baumann
Don Burke
Gord Garner
Lois Graveline

Martin Methot
Mark Patterson
Vera Reifenstein
Chris Tokarchuk

“I am very grateful for the courage, strength and willingness of our clients to make the call for support in making changes to improve their quality of life. It is a beautiful gift to themselves as well as those around them. It is, for many, a very challenging and rewarding emotional journey.”

- Rideauwood Intake Coordinator

¹Ontario Opioid Mortality Preliminary Summary up to May 2021

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

“I am so grateful to Rideauwood for giving me back my life and my family. Now I know who I am today and what I want in life.”

- Rideauwood Client

About Rideauwood Programs

EDUCATION

Our education programs – tailored to different client groups – explore the “hows” and “whys” of substance use, behavioural addictions, and related 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 in order 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.



Adult Programs

- **URGENT SUBSTANCE USE TREATMENT** For people with opioid-related and other urgent substance use issues, this program provides prioritized access to prevention, education and counselling services. Services are delivered in individual format.
- **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. Services are delivered in group format with individualized support.
- **SUBSTANCE FREE** This program is for adults struggling with substance use and who wish to live a substance-free lifestyle. Services are delivered in group format with individualized support.
- **PROBLEM GAMBLING** This program offers prevention, education and treatment services 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, to set goals, and learn the skills to support the change they are seeking.
- **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. Clients are referred directly from the Justice System.
- **EARLY INTERVENTION DRUG TREATMENT COURT** Ottawa Early Intervention Drug Treatment Court (EIDTC) is an adapted version of DTC specifically designed to assist clients experiencing problems with substance use-related legal charges at an earlier stage of Justice System involvement. Clients are referred directly from the Justice System.

“ I’ve been hospitalized for substance toxicity multiple times and was at risk of also getting really hurt in abusive relationships. Working with my counsellor has not only helped me actually stop using drugs for the first time in 20 years (ages 11-31), it has also helped me keep and succeed in meaningful work and form healthy relationships with people.”

- Rideauwood Client

Youth and Young Adult Programs

- **YOUTH AND YOUNG ADULT SUBSTANCE USE PROGRAM** This program is for youth and young adults facing the challenges that accompany substance use, behavioural addictions and related mental health issues. Services include education, and individual and group counselling.
- **YOUTH JUSTICE PROGRAM** This program is for youth and young adults in conflict with the law and struggling with substance use, behavioural addictions and related mental health issues. Education, and individual and group counselling services are available.

School-Based Programs

- **SCHOOL-BASED PROGRAM** This program offers students prevention, education and treatment services to address substance use, behavioural addictions and related mental health issues in and out of school. It is provided to Ottawa Carleton District School Board (OCDSB) high schools and senior elementary schools. Individual counselling for students and family support is available. Education and training are available for school staff and parent councils. Parent presentations are also available to support and inform parents/guardians on substance use and related mental health concerns.
- **RIDEAUWOOD PREVENTION AND EDUCATION PROGRAM (RPEP)** RPEP delivers four interactive presentations per year to all grade seven and eight students in the OCDSB. Topics include technology use and responsibility, healthy choices and decision making.



Families and Parents

- **FAMILY SPIRAL** This is a two-evening program for family members, friends and support persons concerned about someone with a substance use disorder, behavioural use disorder or related mental health issue.
- **SMART FOR FAMILY AND FRIENDS** This is a weekly 90-minute drop-in group for family members who have completed Intake. It is a science-based intervention based on Self Management and Recovery Training as well as CRAFT [Community Reinforcement Approach and Family Training].
- **ARCK PROGRAM (FOR FAMILIES, PARENTS AND SUPPORT PERSONS)** The ARCK Program offers eight weeks of 90-minute group sessions and individual counselling. It provides information on addiction, communication skills, emotions, recovery education and setting healthy boundaries. Individual counselling is included.
- **URGENT SUBSTANCE USE TREATMENT PROGRAM FOR PARENTS AND FAMILY** This program provides immediate prevention, education and individual counselling services for family members, parents and support persons of people experiencing opioid-related and other urgent substance use issues.
- **THE FAMILY AND PARENT INTENSIVE PROGRAM** This 16-week program supports family members and parents of people struggling with substance use, behavioural addiction and related mental health issues. It includes four evening group sessions, a four-day intensive group counselling and psycho-education, followed by 11 weeks of after-care sessions. Individual counselling is included.

Accreditation Primer Seal

In December, Rideauwood became the first non-residential, independent, substance use and addiction treatment and support service provider in Ottawa to be granted Accreditation Primer status by Accreditation Canada.

The accreditation process fully defines quality and safety in health care. Accreditation is a major effort, the result of which is to bring the Rideauwood operation to the highest level of quality and safety in health care service delivery.



Improving Access to Services

Rideauwood continues to work with community partners to improve client access to substance use/addiction and mental health services.



- **AccessMHA.ca** is an online portal through which **young adults and adults** in eastern Ontario can access substance use/addiction and mental health services. The service is delivered by Regional Coordinated Access (RCA), a group of health care partners, of which Rideauwood is an active member.
- **1Call1Click.ca** is an online portal through which **children, youth and their families** in eastern Ontario can access substance use/addiction and mental health services. 1Call1Click.ca was designed collaboratively by members of the Kids Come First Health Team/L'équipe Santé Les Enfants Avant Tout, which includes Rideauwood and over 60 other local organizations.
- **CounsellingConnect.org** is an online portal through which residents ages 12+ in Ottawa and surrounding area can access **same-day or next-day** services. Rideauwood was a key partner in developing this service in 2020 as a response to the pandemic. Since then, more community partners have joined the initial 14 agencies and there is now an emphasis on diversity and inclusion, specifically the 2SLGBTQ+ community.

New Programming for Youth and Young Adults

In April 2021, Rideauwood delivered a modified version of the adult harm reduction program, Choices and Change, to youth and young adults facing challenges with substance use and other addictive behaviours. Guided by a harm-reduction approach, this program now offers a six-week virtual group, with services including counselling, support and education. Topics covered within the group include goal setting, coping with cravings and safety planning. Feedback from the clients and counsellors who participated in the pilot project was overwhelmingly positive. Rideauwood hopes to make the program a permanent service offering.

Research

Rideauwood has been an integral partner and a leader in supporting local community-based research initiatives involving the provision of services to individuals and families living with substance use/behavioral addiction. Given the scant research available in this area, there was little to help guide the implementation of virtual services precipitated by the COVID-19 pandemic.

As such, Rideauwood is proud to have participated in two projects that examine remote service delivery of addiction and mental health services:

- **Evaluating the Implementation of Virtual Mental Health Groups in the Child and Youth Mental Health and Addictions Sector.**

As partners of the Kids Come First Health Team/L'équipe Santé Les Enfants Avant Tout, Rideauwood collaborated with researchers at the University of Ottawa, youth and family partners to examine the implementation of virtual mental health and addictions groups for children, youth and parents/caregivers in eastern Ontario. This evaluation allowed for the informed development of service delivery approaches by drawing upon the emerging, situated learnings of those providing the services. This study is made possible thanks to a FRAYME grant.

- **Study on Perspective of Clients and Facilitators of Rideauwood Group Intervention.**

The objective of this study is to gain an in-depth understanding, from the perspective of participants and of facilitators, of group interventions for substance use/addictions. The study is examining the perceptions of the benefits and challenges associated with group interventions being delivered using telehealth in order to determine the feasibility of continued telehealth service delivery beyond the COVID-19 pandemic, and the extent to which group interventions may be able to address social inequities in mental health services. This study is a collaboration with University of Ottawa Centre for Research on Educational and Community Services (CRECS) and was the recipient of a matching Mitacs grant.

CHEO Partnership

As of January, CHEO patients and staff have had access to an on-site specialist from Rideauwood. From training hospital staff on substance use issues and available resources, to following up with patients discharged after having been admitted because of a substance overdose, the partnership is bringing much-needed addictions expertise to the hospital setting.

Connecting with the Métis Nation of Ontario

In February, Rideauwood delivered a two-hour virtual presentation to the Métis community across Ontario. The presentation focussed on why people develop addictions and the role that family members and community can play in restoring health and balance. After the success of this initial education session, plans are underway to deliver more programming to the Métis Nation of Ontario.

Inaugural Holiday Matching Donor

Rideauwood welcomed Tubman Funeral Homes as its first-ever holiday matching donor. For every dollar donated to Rideauwood during the 2020 holiday season, the local company matched it up to \$2,000. Since then, an anonymous donor has come forward for the 2021 holiday season, pledging to match donations up to \$5,000.

Impact

Our Reach

9,466

One-on-One
Counselling Sessions

17,372

Attendees in School
Prevention and
Education Sessions

615

Group
Sessions

2,488

Individuals
Served

716

Presentations and
Education Sessions
in Schools

3,878

Group
Participants

“This past year has felt like a rollercoaster ride for many of us, and I am incredibly proud of myself, my team and my clients’ resilience and perseverance. I continue to witness tremendous courage, vulnerability and authenticity within my clients, while in the presence of pain and suffering. I feel grateful to be a part of the journey. Our work here at Rideauwood continues to shine a light on the growth and transformation of the human experience.”

- Rideauwood Counsellor



Types of Treatment

82%

Clients seeking treatment for substance use or problem gambling

18%

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

Client Demographics

52%

Clients
> 25 years old

48%

Clients
< 24 years old

Celebrating 45 Years

1976

Rideauwood opens with a three-year pilot start-up grant from Health Canada

Launched programming to support family members, an innovative practice at the time that is now considered best practice

1996

Launched first problem gambling program in eastern Ontario

1986

Launched first in-school treatment program in Ottawa

Began providing, in partnership with St. Mary’s Home, addiction treatment services to pregnant teens and young women. (Today, the program has broadened to include all young parents.)

Began providing addiction treatment services to homeless clients of the Canadian Mental Health Association’s Ottawa branch concurrent disorders program

2006

Became the treatment provider for Ottawa’s Drug Treatment Court program

Began providing addiction treatment services for Ottawa’s chronic Ontario Works participants through the Addiction Service Initiative

2007

Joined Project STEP, a community-wide response related to the support, treatment, education and prevention of youth addiction in Ottawa

2017

Initiated a Rapid Access Opioid Treatment (RAOT) program for youth and families in response to the increased presence of fentanyl, to the increasing use of opioids and to the opioid crisis

2017

Achieved a comprehensive re-design of all services informed by evidence-based practice, client feedback and staff engagement

2017

Received the Community Builder Award, along with other Project STEP partners, from the United Way

2018

Expanded program offering to include problematic use of technology (gaming, social media)

2018

Appeared as an expert witness to the Standing Senate Committee on Social Affairs, Science and Technology to comment on Bill C-45, the legislation concerning the legalization of cannabis

2019

Broadened the RAOT program to include adults, renamed program to Urgent Substance Use Treatment (USUT) and began including other urgent substance use disorders

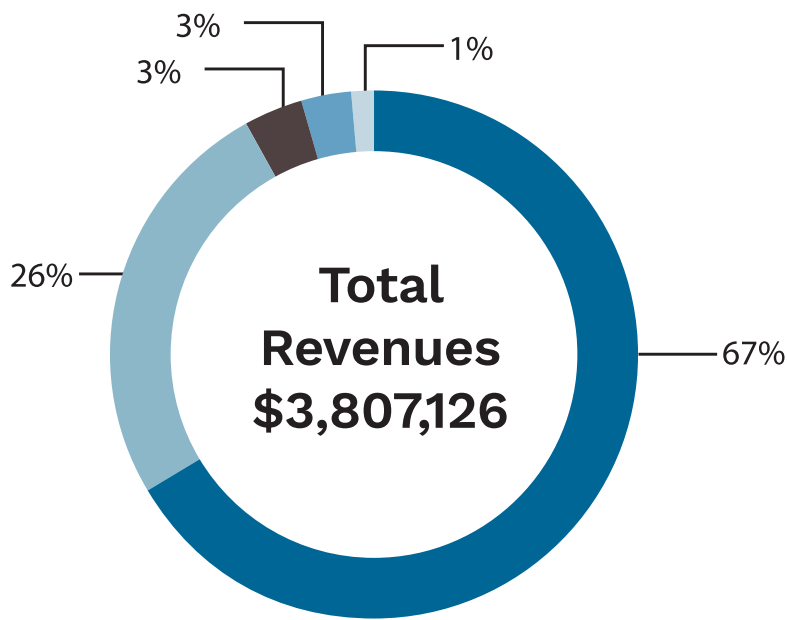
2019

Launched Early Intervention Drug Treatment Court pilot program

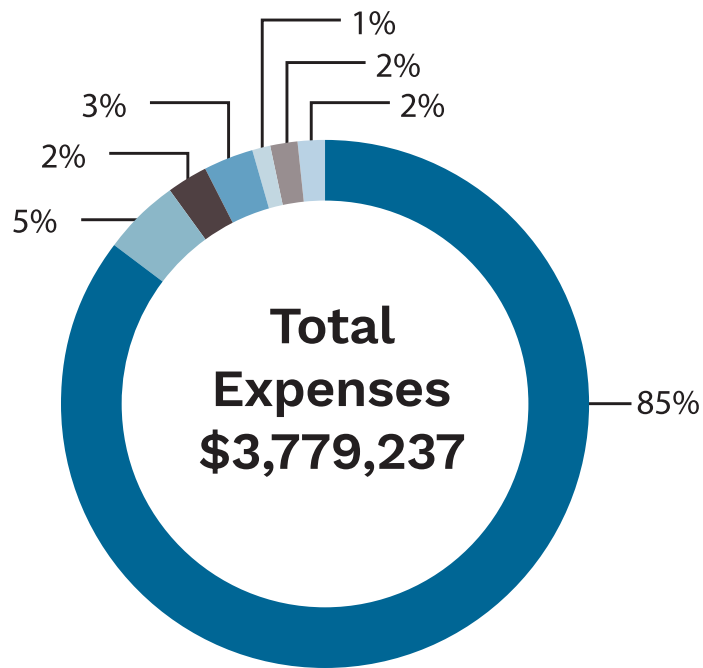
2020

Adapted and redesigned services in response to the pandemic

Financial Statements



| | |
|---------------------------------|--------------------|
| Grants and Contributions | \$2,536,111 |
| Program – School-Based | \$973,332 |
| Program – Fee for Service | \$128,996 |
| Donations | \$126,314 |
| Interest and Other | \$42,373 |



| | |
|--------------------------------|--------------------|
| Salaries and Benefits | \$3,223,120 |
| Occupancy Costs | \$188,235 |
| Professional Fees | \$94,420 |
| Equipment and Supplies | \$114,758 |
| Staff Development | \$41,727 |
| Travel and Communication | \$56,757 |
| Office | \$60,220 |

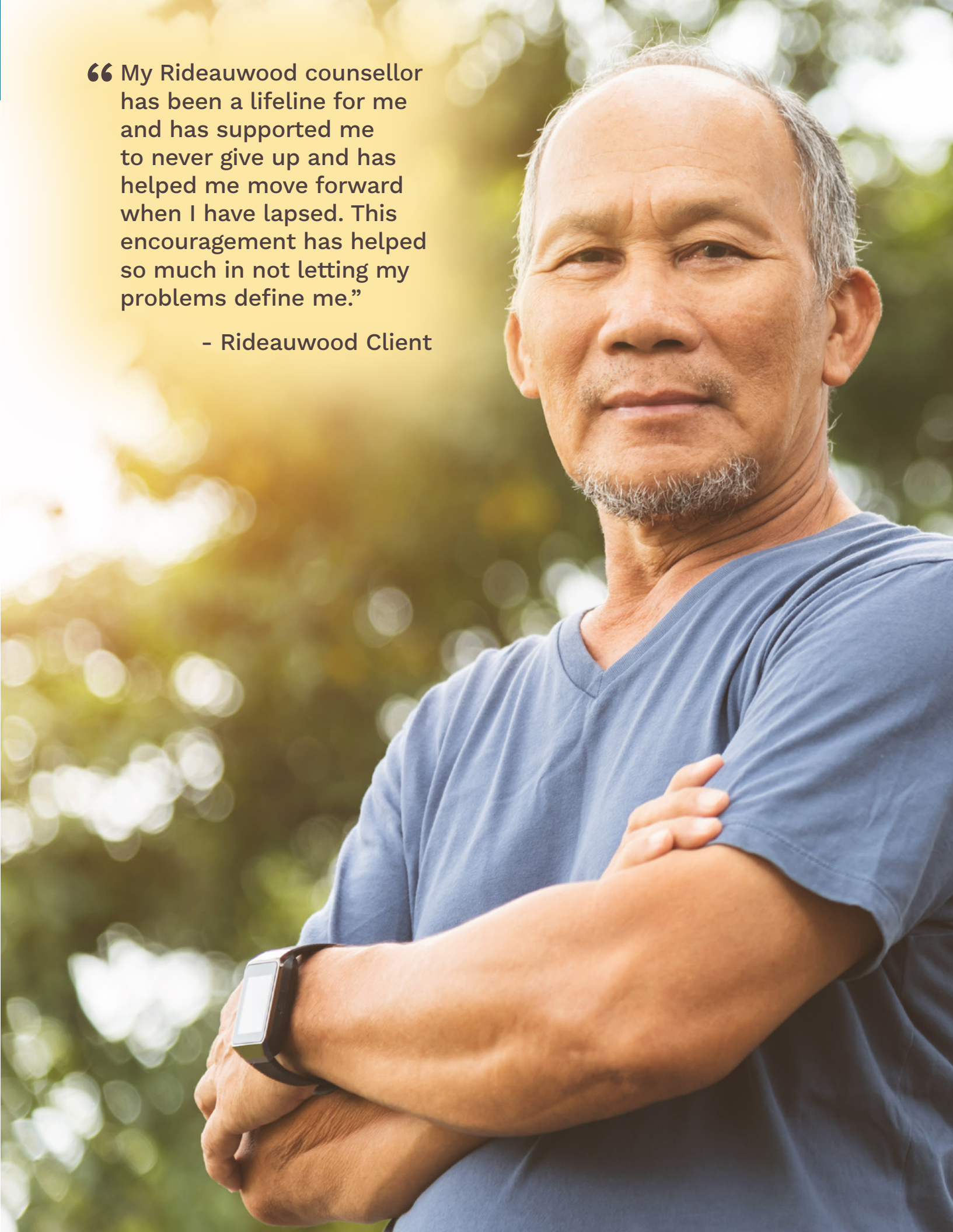
Rideauwood is grateful for its funding partners:



Rideauwood is also supported by the
Government of Canada's Emergency Community Support Fund.

“ My Rideauwood counsellor has been a lifeline for me and has supported me to never give up and has helped me move forward when I have lapsed. This encouragement has helped so much in not letting my problems define me.”

- Rideauwood Client





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:

312 Parkdale Ave
Ottawa ON
K1Y 4X5

613-724-4881
www.Rideauwood.org
info@rideauwood.org

 **RideauwoodOttawa**  **rideauwoodottawa**


Rideauwood
ADDICTION AND FAMILY SERVICES

Rideauwood Addiction and Family Services acknowledges that its office is located on the traditional, unceded, unsurrendered Territory of the Anishinaabe Algonquin Nation.