



Rideauwood

ADDICTION AND FAMILY SERVICES

2022-2026

Strategic Plan

Our planning process actively engaged the Rideauwood Board of Directors, staff, people with lived and living experience, thought leaders, and community partners. We developed a small number of plausible futures along with a preferred one and strategies to achieve it.

This roadmap enables Rideauwood to be better prepared to adjust and adapt to the different realities that might unfold in the future. In this way, Rideauwood will ensure that it remains impactful, a key partner and leader, responsive to the needs of those affected by substance use, addiction and concurrent mental health issues in Ottawa and the surrounding areas.

We acknowledge the support of the Ontario Trillium Foundation whose Resilient Communities Grant made this project possible.





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

Our core values are reflected in the services we provide to our clients (ages 12 and over), their families and our partner organizations as we work together to achieve our vision.

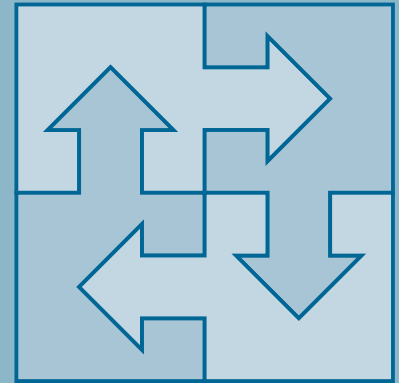
Strategic Areas of Focus and Key Initiatives

Work on the following strategic initiatives will be staged over the four years of the strategic plan to ensure a high degree of focus on a small set of breakthrough actions that will enable us to move closer to our vision by providing coordinated, wrap-around care across the lifespan, closer to where our clients are.

Integration and Coordination

Influence, collaborate, innovate across programs, organizations and communities to enable more timely access, an improved client experience and improved outcomes across the system of care.

- Match client needs to stepped levels of care closer to the client's setting at Rideauwood and across the system
- Work with partners and other leaders to provide harm reduction solutions to the opioid/overdose crisis
- Co-design with people with lived and living experience to plan, implement and evaluate our services
- Continue to build a trauma-informed organization



Equity, Diversity, Inclusion and Accessibility

Ensure that our services and programs are more accessible and adapted to better support clients who are more diverse in their identities and needs.

- Improve the engagement of people with lived and living experience
- Enhance our connections to organizations serving populations that experience disparities in access to mental health, addiction, and substance use health services
- Work with partners and other leaders to address stigma
- Develop intentional learning and practices to enable a more inclusive and responsive organization

A Focus on Team and Culture

Strive for an effective and supportive work environment that will enable a positive impact on the lives of people who are impacted by substance use, addiction and mental health challenges.

- Further develop competencies and resources focused on behavioural addictions and concurrent disorders
- Ensure that our efforts are supporting a healthy workplace, increased wellness supports and improved supervision practices
- Work with others to develop, attract, recruit and retain talent to provide substance use health, addiction and mental health services
- Increase the sense of belonging, “the Rideauwood team”, for all staff



Accountability, Capacity and Infrastructure

Leverage our investments and enhance our capacity to provide the necessary infrastructure as it relates to standards, technology and processes to ensure our ability to improve the quality of our services.

- Further align our services, programs and processes to evidence-based standards and evidence-informed practices
- More deeply embed a culture of continuous improvement through the use of analytics and data driven decision-making
- Integrate client reported outcomes into our data collection, metrics and reporting



Fundraising and Revenue Generation

Increase revenues to enhance our response to long wait lists, expand our programming, and contribute to the development and implementation of innovative, quality services.

- Adopt a more robust digital fundraising approach
- Explore the use of social financing tools
- Enhance the sustainability of our programming and services through grants, sponsorship and naming opportunities
- Increase the engagement of alumni in fundraising/fund development efforts
- Leverage Rideauwood's reputation as an expert provider of substance use and addiction treatment and support services to develop business opportunities



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