

Community Report

2021-2022





“ Thanks to Rideauwood’s services, today I have a life. I feel confident in my ability to act as a stable parent to my children and to become a more active member of society.

- *Drug Treatment Court client*



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A Message from the Board President



Bruno Carchidi
Board President

During my seven years on the Board and three of them as Chair, Rideauwood has experienced a lot of change. But the one thing that has not changed is the organization's focus on delivering exceptional care to people who need help with substance use, addiction and related mental health challenges.

Rideauwood's excellent clinical and administrative teams are led by Executive Director Johanne Levesque. Deeply committed to delivering on the mission and unwavering in her efforts, Johanne strives to advance not only Rideauwood but also the addiction and mental health sector as a whole. I can undoubtedly say that the Board made the right choice when hiring Johanne four years ago!

During my time on the Board, we also worked to position Rideauwood as a leader within the framework of the new Ontario Health Teams structure, guided the organization through unprecedented change due to the pandemic, established a fund development program to grow the organization's capacity to help more people, and supported the organization's achievement in obtaining Accreditation Canada Primer status.

Along with my departure, the Board is also saying goodbye to Treasurer Brenda Valente. Brenda and I both began serving on the Board in 2015, and Brenda's attitude has always been polite and cheerful. Looking back, I am grateful that she asked tough questions, and she was always one to give kudos to others for their successes and contributions.

As Brenda and I retire, I am happy that we are leaving Rideauwood in good order. Strong leadership is in place with a great Board composition, and the new strategic plan sets Rideauwood up to thrive in the times of change ahead.

Jennifer Ellis replaces me as the Board Chair, and I have every confidence that she, along with the other keen minds around the table, will adeptly carry out the important work.

Finally, to my fellow Board members over the years, I am privileged and honored to have served with you. Thank you for your brilliance and dedication. I have learned so much during my time with Rideauwood, and I know that I am the better for it.

Always,
Bruno

“The counsellors really listen to their clients with the understanding that the clients themselves know what they need. The counsellors aren't there to tell the clients what their problem is. They are there to empower clients.”

- Medical student on community placement at Rideauwood

A Message from the Executive Director



Johanne Levesque
Executive Director

This year, we have continued to face many challenges, and, in the midst of these, Rideauwood has delivered excellent and compassionate services.

I am incredibly proud of the Rideauwood team for the resilience, the perseverance and the commitment they bring to improving the lives of those we serve, and I invite you to review some of the many highlights and accomplishments that have been captured in this year's community report.

I would also like to take a moment to acknowledge that this year we said goodbye to long-term staff members – former Clinical Manager Giselle Neville and Intake Coordinator Kimberly Lamb. We thank them for their many contributions and wish them well in their retirement.

Despite continued best efforts and numerous innovative community responses, people waiting for substance use health, mental health and addiction services are waiting longer and longer. Like many other healthcare organizations, we are facing an increased urgency to respond to mental health and addiction needs, an opioid crisis, and human resources challenges like burnout. Combined, these factors are increasing waiting lists for mental health and addiction support. We know that needs are especially acute in diverse and racialized communities, Indigenous


communities, among people with low incomes and among those who have experienced violence and isolation during the pandemic.

As we turn our attention to the pandemic recovery process, we will continue to work with our partners and AMHO (Addictions Mental Health Ontario) to draw attention to these concerns and advocate for solutions that will improve service quality, improve timely access to equitable and culturally-informed services, reduce wait lists and reduce risk of hospitalization, overdose and death.

In closing, I would like to extend my gratitude and deepest thanks to the Rideauwood team, our community partners, our supporters, and our incredibly dedicated Board of Directors. This year also marked Bruno Carchidi's final year as President and Chair of the Board of Directors and Brenda Valente as Treasurer and Chair of the Finance Committee. They, along with their colleagues, have been unrelenting in their efforts to ensure that Rideauwood continues to play a vital role in community-based substance use health, addiction and related mental health care in Ottawa and the surrounding region.

I also want to thank our clients for their resilience, their courage and for being constant sources of inspiration!

With gratitude and appreciation,
Johanne



“I wouldn’t be where I am today without the love, understanding, and support I have received over the years from the incredible counsellors I’ve been connected with at Rideauwood.”

- *Adult Program client*

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



2021-2022 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

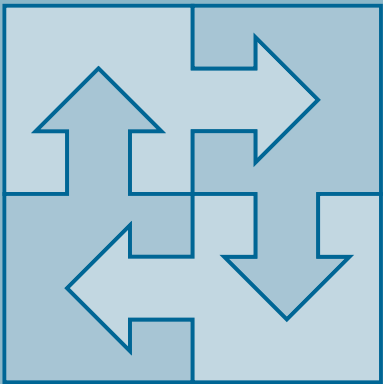
2022-2026 Strategic Plan

Planning is preparing for the future. While Rideauwood has adapted well to the changes brought on by the pandemic, the last two years have underscored the need for different strategic planning approaches to ensure that we continue to adapt to rapid and significant changes during uncertain times and to ensure that we are prepared for longer term forces that may arise.

Earlier this year, the Board of Directors approved Rideauwood’s new strategic plan. The plan was developed using an innovative scenario planning/strategic planning framework. In the development of the plan, we engaged the expertise and opinions of thought leaders, frontline staff, people with lived and living experience, community partners, our Board of Directors and our leadership team. The full day planning workshop, involving frontline staff, leadership and the Board of Directors, was key in the identification of the plan’s areas of strategic focus:

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.



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.

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.



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.



Fundraising and Revenue Generation

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

By developing a long-term view, identifying critical uncertainties, developing plausible future scenarios and articulating short-to-medium-term robust strategies, Rideauwood has added more tools to its resilience and adaptability toolkit. Over the next four years, we will take a staged approach to the implementation of these focus areas, concentrating our efforts on 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.



We are grateful to our consultants, led by David Hesidence (Steps in Transition), for their expertise and support in developing this plan and want to acknowledge the support of the Ontario Trillium Foundation, whose grant made this project possible.

2021-2022 Highlights

New Harm Reduction Programming for Youth and Young Adults

With the generous support of the Knowledge Institute on Child and Youth Mental Health and Addictions, Rideauwood planned, developed and evaluated a new virtual group counselling option: *Choices and Change* for clients in the Youth and Young Adult Program. Participants in the initial pilot group provided valuable feedback, and Rideauwood incorporated their recommendations to refine the program.



Research on Group Counselling for Youth and Young Adults

Rideauwood collaborated with the University of Ottawa to complete a comprehensive review of literature on addiction and substance use groups specifically for the under-25 age group. The findings highlighted system gaps with respect to technology overuse, and gaming and online-gambling issues youth face. Rideauwood continues to seek ways to address these gaps. The research was made possible thanks to funding provided by the Knowledge Institute on Child and Youth Mental Health and Addictions.

Knowledge Sharing to Shape the Future of Healthcare

Rideauwood clinicians contributed to a number of conferences through poster presentations:

[Hospital-Community Collaboration to Improve Adolescent Substance Use Screening and Intervention](#)

For the October 2021 Patient Safety Conference held by The Ottawa Hospital, Rideauwood and CHEO clinicians discussed findings on the initial success of their partnership that incorporates addiction care expertise into CHEO's patient intake and discharge processes.

[Ottawa Early Intervention Drug Treatment Court Program](#)

In mid November, at the Human Services & Justice Coordinating Committee (HSJCC) 2021 Virtual Conference Community Justice: Transforming Practices in a New World, Rideauwood clinicians presented the outcomes of a pilot project that offered early intervention to individuals in early stages of justice involvement due to a charge directly related to their substance use problems.

[Choices and Change: Engaging Youth and Young Adults in Ongoing Evaluation, Prevention and Harm Reduction Education and Support During a Pandemic](#)

In late November, at the Canadian Centre on Substance Use and Addiction's Issues of Substance 2021 conference, clinicians communicated their findings on the implementation of a virtual harm-reduction program for youth and young adults.

Collaboration to Develop a Crisis Response System

Rideauwood is proud to be one of the representatives of the Champlain Mental Health and Addictions Network at the Ottawa Guiding Council for Mental Health and Addictions. The membership of the Council is made up of representatives from Ottawa-based community, health and social service networks working to respond to mental health crises and public institutions that have mandated responsibilities to respond to mental health and substance use crises. The Guiding Council has a mandate to establish a strategy to support an enhanced or new Mental Health and Addiction Crisis Response System that will improve the outcomes for those experiencing crises related to mental health and substance use in the City of Ottawa.



CHEO Partnership Continues

In January 2021, Rideauwood deployed a counsellor to CHEO. The two organizations partnered to improve care for CHEO patients presenting with problematic substance use/addiction indicators. Initial results demonstrate the effectiveness of the partnership as well as areas for further development.

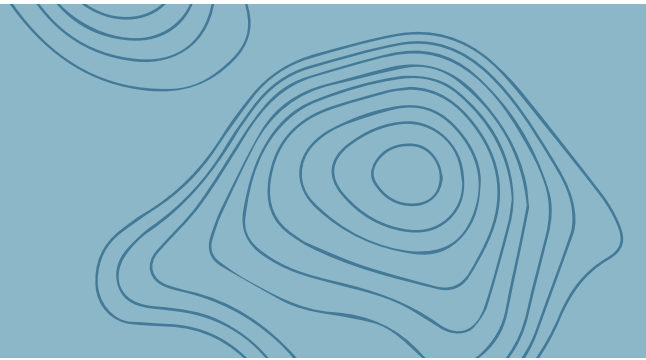
“Thank you to your team for your work with our students – the program is an important one!”

- Elementary-school vice principal

2021-2022 Highlights

Psychiatric Survivors of Ottawa Partnership

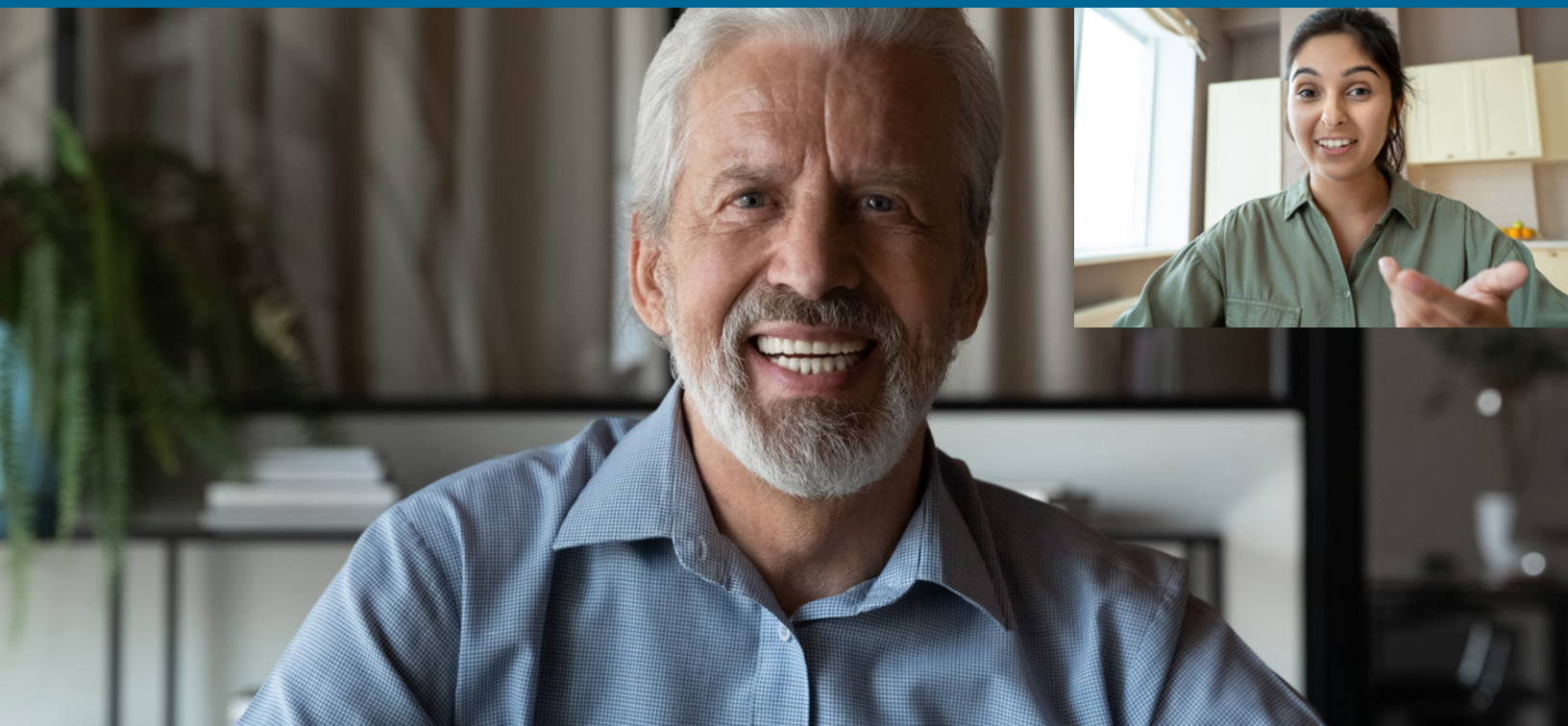
Rideauwood began working with Psychiatric Survivors of Ottawa (PSO) to help clients transition from clinical treatment to individual and group peer support after they complete their Rideauwood program.



Equity, Diversity, Inclusion

Members of Rideauwood's leadership team and staff participated in the Diversity, Equity and Inclusion training offered by Anima in the fall of 2021. This was a regional initiative aimed at increasing awareness and competency in supporting and creating inclusive workspaces.

Staff initiated a Truth and Reconciliation Working Group that disseminated resources and delivered a number of lunch'n'learns to enhance staff's knowledge and practice related to serving Canada's Indigenous Peoples.



Keeping Safe

Keeping clients and staff safe remained a priority. Rideauwood developed and implemented a COVID-19 vaccination policy requiring all employees to be fully vaccinated against the virus. Counsellors continued to meet with clients via Zoom with on-site appointments booked on an as-needed basis. Anyone visiting the centre needed to pass a COVID-19 screening and to wear a mask.

Non-Violent Crisis Intervention Training

This past year, Rideauwood began providing certification to all of its staff and placement students in Non-Violent Crisis Intervention (NVCi), a widely used training of the Crisis Prevention Institute. This training focusses on understanding the process of distress, and responding with verbal de-escalation skills to support individuals to maintain wellness and safety in difficult moments. Forty staff and students have become certified in NVCi to date, ensuring that our clients receive the best possible support when they need it most.

Recovery Day Participation

In September 2021, Rideauwood participated in Recovery Day Ottawa at City Hall, the annual event organized by the Community Addictions Peer Support Association. The day brought together local organizations with the goal of ending stigma and increasing compassion when it comes to people experiencing problematic substance use and addiction.

Rideauwood on the Radio

Terlin Construction Ltd. generously sponsored Rideauwood's participation in *An Hour to Give*, the CityNews 1310 AM radio show dedicated to sharing charities' stories in a unique way.

Impact

In the 2021-2022 survey of the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA),

94% of Rideauwood clients responded agree or strongly agree to the question:

“The services I have received have helped me deal more effectively with my life’s challenges.”

Client Numbers

12,014

One-on-One
Counselling Sessions

14,721

Attendees in School
Prevention and
Education Sessions

817

Group
Sessions

2,189

Individuals
Served

627

Presentations and
Education Sessions
in Schools

6,549

Group
Participants

Types of treatment

84%

Clients seeking treatment for
substance use or problem gambling

16%

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

Client Demographics

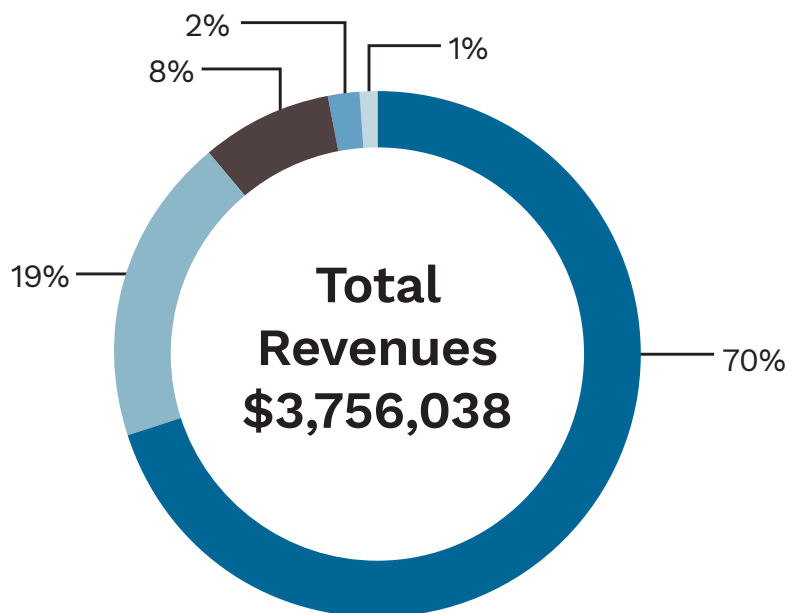
38%

Clients 24 years old
and younger

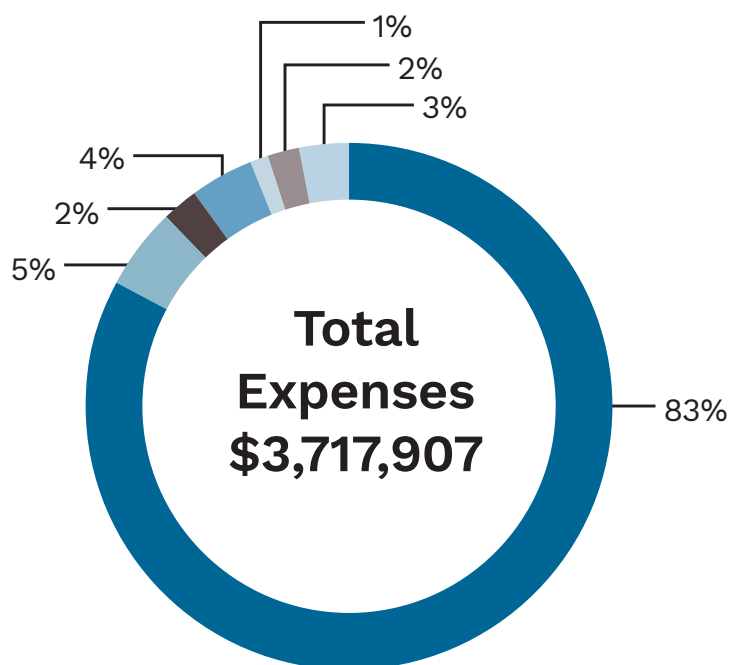
62%

Clients 25 years old
and older

Financial Statements



Grants and Contributions	\$2,625,314
Program – School-Based	\$720,622
Program - Fee for Service	\$284,999
Donations	\$90,363
Interest and Other	\$34,740



Salaries and Benefits	\$3,089,238
Occupancy Costs	\$185,706
Professional Fees	\$65,811
Equipment and Supplies	\$162,198
Staff Development	\$31,566
Travel and Communication	\$80,117
Office	\$103,271

Rideauwood is grateful for its funding partners:



Building a Healthy, Connected Community

Rideauwood gratefully accepts the variety of ways community members support our addiction care services.

DONATE: Many Rideauwood donors have been touched by problematic substance use, addiction, or mental health challenges in some way. Others don't have a personal connection, but care deeply about their community members in need.

Please visit Rideauwood.org and click the DONATE button to save lives and help people to live well.

SHARE YOUR STORY: Testimonials by clients and alumni help Rideauwood to build awareness and inspire generosity. If you have a Rideauwood story to share, let us know!

FOLLOW AND SHARE: Follow Rideauwood on social media and share our posts – help the community you care about grow.

 **RideauwoodOttawa**  **rideauwoodottawa**



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Rideauwood.org
info@rideauwood.org

The Rideauwood Addiction and Family Services office is located on unceded Anishinabe Algonquin territory.