



Community Report

2022-2023



“ My family and I would like to thank you for your extended help and professionalism regarding my personal recovery from substance use and trauma. I am so grateful for the help and advice which have been contributing factors to finding meaningful employment helping others.

I am learning healthy ways to manage conflict, and although I feel I still have some ways to go, I also feel like I have come such a long way as well. Your knowledge and experience have been a big factor in regaining confidence that I thought addiction had taken from me for good. This confidence allows me to be more the employee, son, brother and neighbour that I strive to be.

My family and I just wanted to show our appreciation for resources provided by Rideauwood and think it fair to let it be known the positive ripple effect Rideauwood has had on our personal community.”

– *Rideauwood Youth
and Young Adult Alumni*

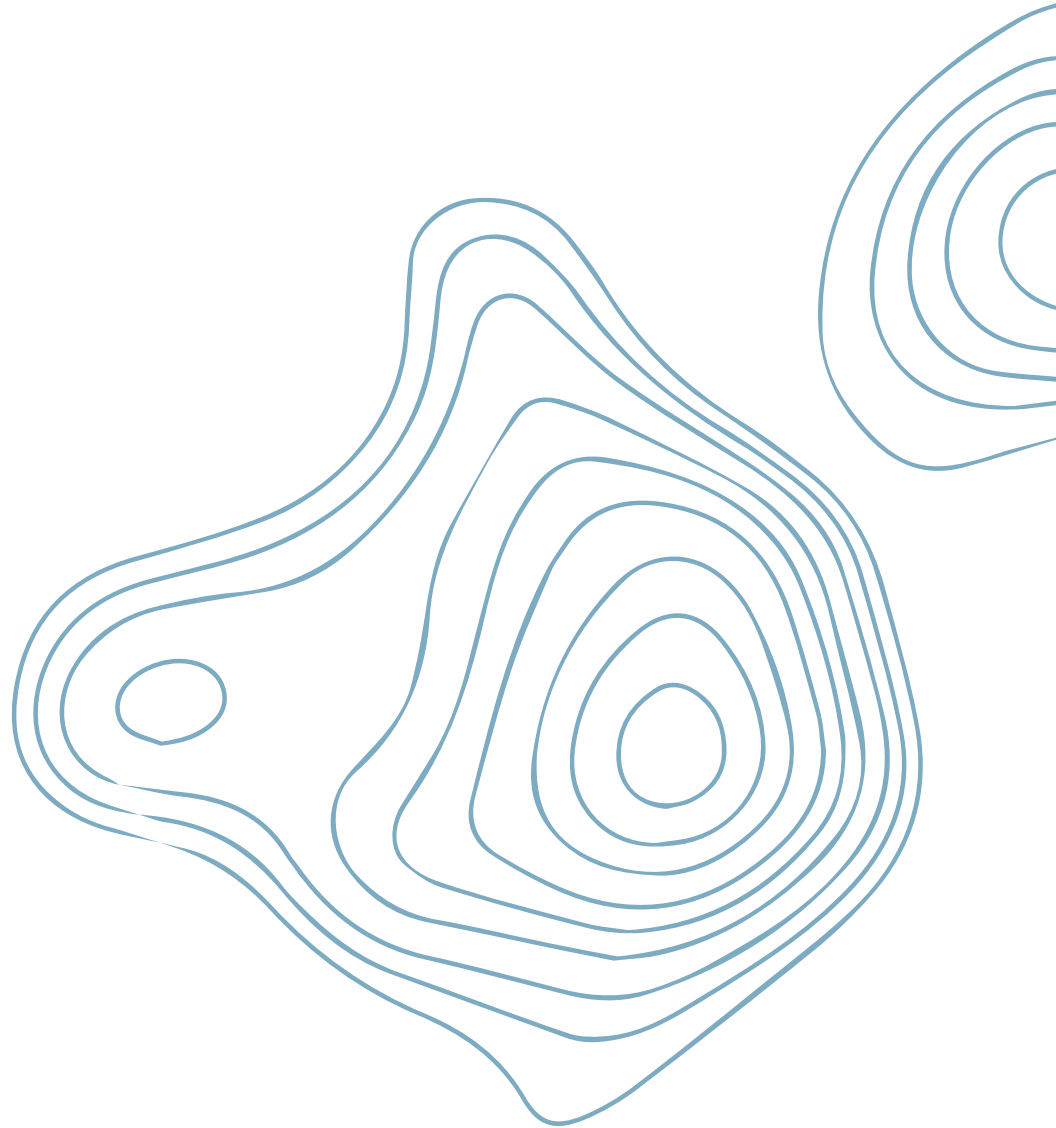


Table of Contents

Land Acknowledgment	2
A Message from Board President and Executive Director	3
Vision, Mission, Values	4
Board of Directors	4
Programs	6
Highlights	12
Impact	16
Financial Statements	17



Land Acknowledgment

We, the staff and leadership of Rideauwood Addiction and Family Services, acknowledge that we work and live on the unceded, unsundered territory of the Algonquin Anishinabe Nation whose presence on this land reaches back to time immemorial.

With an ever-increasing awareness and understanding of the historical oppression of lands, cultures and Indigenous Peoples in Canada, we commit ourselves to the journey of decolonization and reconciliation.

A Message from Board President and Executive Director



Jennifer Ellis
Board President



Johanne Levesque
Executive Director

In January, Rideauwood achieved a longstanding organizational goal: our organization is now a fully-accredited healthcare facility. The result of a rigorous evaluation process by Accreditation Canada, Rideauwood's *Accreditation with Commendation* status recognizes our organization's commitment to excellence and continuous quality improvement.

Exceptional, compassionate and accessible addiction care is extremely important given today's context. In the midst of an overdose crisis, a housing crisis and an increasingly toxic illicit drug supply, we remain steadfast in our determination to meet clients where they are at and to reduce barriers to accessing care.

We continue to strengthen partnerships and build competencies within the community. This past year, we began work with Ottawa Inner City Health to help ensure access to addiction care for Ottawa's un-housed or insecurely-housed population. As well, Rideauwood established a new position within the organization. The Manager of Clinical Practice delivers much-needed education and training to partners and to the community at large to support others in ensuring our community and clients receive the best care possible.

Through our work with other local health service providers and our ongoing collaboration with Ontario

Health Teams (OHTs) across the region, (Kids Come First/Les Enfants Avant Tout, The Ottawa OHT/Équipe Santé Ottawa and the Ottawa West Four Rivers OHT), we are helping ensure timely, accessible, coordinated and effective substance use health, addiction and mental health care for all who want it and need it.

As we move our mission forward to realize our vision of a healthy, connected community, we remain ever-grateful for the dedicated, client-focused Rideauwood staff members whose expert, compassionate response helps to change lives. They are at the heart of our organization and our *Accreditation with Commendation* award is a testament to their commitment.

We are also thankful for the leadership of our dedicated Board of Directors and for the generous support of partners, funders and a growing community of individual and corporate supporters.

Finally, we express our deep gratitude to the individuals and families who put their trust in Rideauwood to support them through the struggles and challenges they face. It is their courage and strength that inspire us in the work we do.

In gratitude and in service,
Jennifer and Johanne

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.

2022-2023 Board of Directors

Officers

Jennifer Ellis
President

Chris Tokarchuk
Treasurer

Vera Reifenstein
Vice-President

Gord Garner
Secretary

Directors

Shanika Abraham

Lois Graveline

Lisa Bianco

Christian Jennings

Don Burke

Martin Methot

Tamara Chipperfield

Kyle Pellegroms

Thank you to outgoing board members Vera Reifenstein, Martin Methot, Gord Garner and Lois Graveline for their significant contributions to moving Rideauwood's mission forward.

“This session has been the difference
between hopeless and hopeful.”

– Family Spiral Participant

Values

Quality

Respect

Compassion

Accountability

Equity and Diversity



Goals

PSYCHOEDUCATION

Education programs are tailored to different client groups, and they explore the “hows” and “whys” of substance use, behavioural addictions and related mental health issues. These programs also offer options for healthy ways to cope.

PREVENTION

Prevention program participants receive resources and tools to increase their resilience.

HARM REDUCTION

This program empowers clients to set goals to reduce harms related to their substance use or gambling, and to enhance skills and knowledge in order to improve their health.

ABSTINENCE/SUBSTANCE FREE

Clients who choose to eliminate their substance use or gambling altogether develop a program path to achieve their goals.

“What I like about my job is meeting new people and understanding what makes them uniquely themselves. I enjoy supporting people in discovering their best possible selves, through a lens of curiosity and compassion.”

– Rideauwood
Counsellor



Adult Programs

URGENT SUBSTANCE USE TREATMENT

This program is for people with opioid-related and other urgent substance use issues. It provides prioritized access to prevention, education and counselling services. Services are delivered by way of individual counselling.

ADULT INTEGRATED PROGRAM

This program supports adults in making changes to their substance use and quality of life through goal setting, skill building and group work. Participants may be working towards their unique goals over the course of this program. Participants may focus on reducing or moderating their use of one or more substances or may focus on working towards abstinence.

Services are delivered in group format with individualized support. Group counselling consists of two phases: Skills and Support (ten weeks) and Connections and Exploration (ten weeks). The second phase of this program is optional and is dependent on completion of the first phase.

PROBLEM GAMBLING

This program provides prevention, education and treatment services to address problem gambling. It helps people to increase their understanding of the nature of gambling and how it affects their lives and the lives of others, to set goals, and to learn the skills to support the changes they are seeking.

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 psychoeducation, resources and referrals, as well as individual and group counselling.

YOUTH JUSTICE PROGRAM

This program is for youth and young adults involved with the judicial system who are experiencing problematic substance use, behavioural addictions and related mental health issues. Services include psychoeducation, resources and referrals, as well as individual and group counselling.

KIDS COME FIRST/LES ENFANTS AVANT TOUT

As a member of the Kids Come First Health Team, Rideauwood is a collaborative partner in delivering the 1Call1Click program as well as in working with CHEO to provide substance use/addiction psychoeducation, assessments, resources and referrals.

ST. MARY'S HOME

Rideauwood provides individual and group counselling services at St. Mary's Home to support clients who are experiencing substance use, behavioral addiction and mental health challenges.



“I am extremely passionate about supporting the mental health and well-being of individuals in the community. The Youth and Young Adult team provides a safe and nonjudgmental space for youth and young adults to navigate their issues relating to substance use and behavioural addictions, which is critical for clients' healing process as well as reaching their desired goals.”

– Rideauwood Counsellor



Drug Treatment Programs

OTTAWA DRUG TREATMENT COURT (DTC)

DTC supports clients who have been legally charged 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 (EIDTC)

An adapted version of DTC, EIDTC is 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.

“Our work is important because it improves our clients’ quality of living in the hopes that life feels more fulfilling and purposeful.”

– Rideauwood Counsellor

School-Based Programs

SCHOOL-BASED PROGRAM

This program offers virtual and on-site prevention, education and treatment services to address problematic substance use, behavioural addictions and related mental health issues to students attending Ottawa Carleton District School Board (OCDSB) high schools.

Individual counselling for students and family support is available. Psychoeducation and training are available for school staff and parent councils. Parent presentations are also available to support and educate parents/guardians about substance use and related mental health concerns.

RIDEAUWOOD PREVENTION AND EDUCATION PROGRAM (RPEP)

RPEP is a four-part psychoeducational series designed specifically for grade seven and eight students. Topics covered include emotional regulation and decision-making skills. OCDSB students in grades seven and eight participate in RPEP.



Families and Parents Programs

FAMILY SPIRAL

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

“The Family Program is so essential. Like many others we are really struggling to find support and guidance – both for our son and ourselves. This was one of the few accessible programs and we benefitted from it immensely.”

– *Family Spiral Participant*



SMART FOR FAMILY AND FRIENDS

This is a weekly 90-minute drop-in group for family members who have completed the Rideauwood intake process. It is a science-based intervention based on Self-Management and Recovery Training (SMART) as well as Community Reinforcement Approach and Family Training (CRAFT).

AWARENESS, RESPONDING, COPING AND KNOWLEDGE (ARCK) PROGRAM

This program provides eight weeks of 90-minute group sessions. Groups provide information about addiction, communication skills, emotions, recovery education and setting healthy boundaries. Individual counselling is offered to group participants. Separate groups are run for family members and for parents of school-aged children.

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.

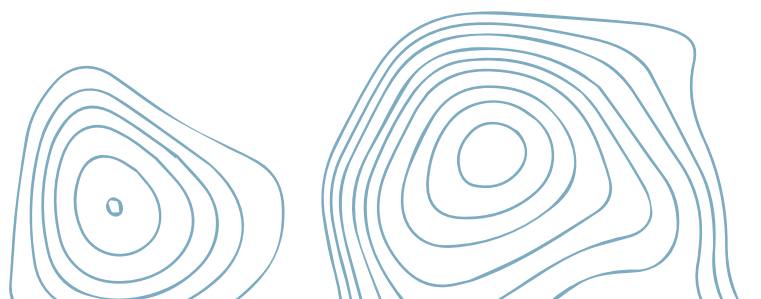
THE FAMILY AND PARENT INTENSIVE PROGRAMS

For families: GIFT (Group Integrated Family Treatment) Program

For parents: PEAK (Parent's Emotion Coaching, Awareness, and Knowledge) Program

GIFT and PEAK provide 16 weeks of group counselling that support family members and parents of people struggling with substance use, behavioural addiction and related mental health issues. Both programs include four evening group sessions, a four-day intensive group counselling and psychoeducation session, and eleven weeks of after-care sessions. Individual counselling is included for group participants.

Individuals need to complete ARCK prior to entering GIFT or PEAK.







“ With the support and newfound skills I have acquired through Rideauwood, I am no longer using drugs to mask my past trauma. I have learned to challenge my negative core beliefs which have held me back from maintaining stability throughout my life.”

– *Rideauwood Adult Urgent Substance Use Treatment Alumna*

Highlights

Accreditation with Commendation

After a thorough and rigorous evaluation process, Accreditation Canada awarded Rideauwood *Accreditation with Commendation* status. Accreditation Canada surveyors assessed all aspects of the organization against national standards. They evaluated clinical and administrative processes at all levels of the organization. Interviews with clients, staff, management, volunteers and sector partners revealed an organization dedicated to quality and safety in health care. In particular, surveyors praised the organization's efforts to provide client-centered care.



Improving Access for Ottawa's Un-housed

Rideauwood partnered with Ottawa Inner City Health to launch a pilot project aimed at improving the access to addiction care services for un-housed or insecurely-housed clients of Ottawa Inner City Health. The Rideauwood team supports clients at any stage of use: from pre-contemplation to active engagement in harm reduction and/or abstinence-based recovery. Facilitating this low-barrier group and individual counselling in the shelter environment were well received by attendees, and this pilot has been extended and expanded into additional supportive housing sites.

Continuing Care after Treatment

Rideauwood continued its partnership with Psychiatric Survivors of Ottawa to offer peer support for clients after they complete their Rideauwood program. Piloted with success in 2021, the partnership continued throughout 2022-2023, allowing clients to smoothly transition from clinical treatment to individual and group peer support programs.



New Tech Overuse Knowledge and Resources

Rideauwood partnered with researchers from the University of Ottawa to look at youth tech use with an aim to define 'overuse' and to equip youth, caregivers and clinicians with the most up-to-date knowledge of this growing area of concern. The research culminated in a series of publicly-available resources for caregivers, youth and clinicians. This project was made possible in part thanks to the Knowledge Institute on Child and Youth Mental Health and Addictions.



“We’ve received some referrals from parents who see tech use as a problem for their teens, but their teens say tech is their way to socialize. The new resources help to build a shared understanding of the situation between parents and their teens.”

– Rideauwood Research Collaborator

Senior Leadership Change

Rideauwood welcomed Carole Sinclair as its new Director of Addiction and Mental Health. Previously the Manager of Adult Services, Carole is a registered social worker and health care leader with more than ten years of experience working in the hospital, health care and the social services sector in community-based, outpatient and inpatient milieus. Carole’s population focus is on individuals affected by problematic substance use and intersecting mental health challenges, trauma and housing insecurity.



Expansion of Education and Outreach

Rideauwood engaged its first Manager of Clinical Practice as part of its commitment to supporting the Rideauwood team and shaping healthcare in our region. The new manager focussed on building capacity within the Rideauwood team as well as providing external training on addiction care. Training offerings included a focus on the trauma-informed and harm reduction principles that form the basis of Rideauwood's philosophy of care.

“I would highly recommend this training to anyone working with youth. We had staff of various levels attend and everyone learned something. Even our staff with extensive training in this area were happy to attend due to the presenter's ability to engage well with the audience and explain things surface level for those with little understanding but willing to dive deeper with those who had more knowledge.”

– *Education Session Attendee
from the Osgoode Youth
Association*



Integration of Abstinence and Harm Reduction Adult Groups

With a recognition that both abstinence and harm reduction practices can and often do co-exist along the recovery journey, Rideauwood piloted a merge of its Substance Free and Choices and Change adult counselling groups. Piloting the delivery of integrated treatment groups with clients of all recovery goals meant clients pursuing abstinence and harm-reduction goals were in the same group. The feedback from this pilot was very positive. It also echoed our knowledge from evidence-based best practices and experiences with previous groups: recovery is flexible and fluid and individuals are the experts in their own wellness. The Adult Program will now continue to run integrated group treatment.

Counselling Groups Resume In-Person

When the pandemic hit, Rideauwood moved all group counselling online to ensure the safety of clients and staff. In early 2023, Rideauwood surveyed clients to better understand their service delivery preferences post-pandemic. Clients highlighted the benefits of both in-person and virtual sessions. In response, Rideauwood began offering in-person group counselling as well as continuing with the virtual option. Also, clients continued to enjoy the option of in-person or virtual individual counselling sessions.



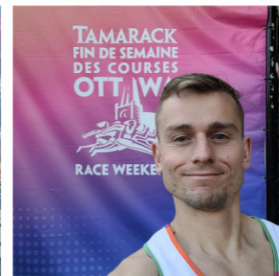
Providing Naloxone to Clients

Rideauwood set in motion the process to become an organization certified by Ottawa Public Health to distribute and administer naloxone for the treatment of an opioid overdose. By summer 2023, staff will have completed the mandatory Overdose Response and Naloxone Administration training in order to provide life-saving medication to clients in need.

Team Rideauwood

Team Rideauwood

For the third year in a row, Rideauwood participated in the Tamarack Ottawa Race Weekend Desjardins Charity Challenge. Thank you to the clients, volunteers, staff and donors who have raised more than \$27,000 to date to help people who turn to Rideauwood for support.



100%

of clients who completed the 2022-2023 Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA) survey responded agree or strongly agree to the statement:

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

Client Numbers

11,228

one-on-one sessions provided to

2,201

registered clients

9,497

client visits across

1,217

groups or outreach sessions

16,441

visits across

651

presentations and education sessions in schools

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

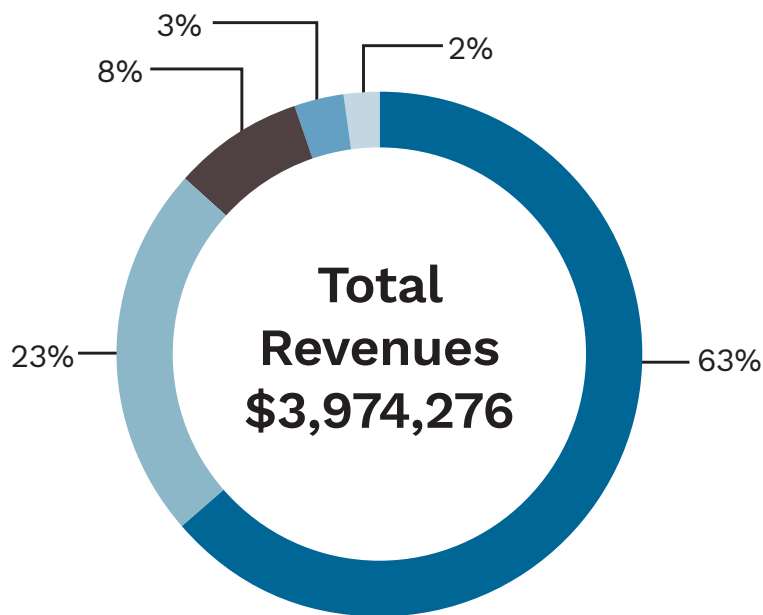
38%

Clients 24 years old and younger

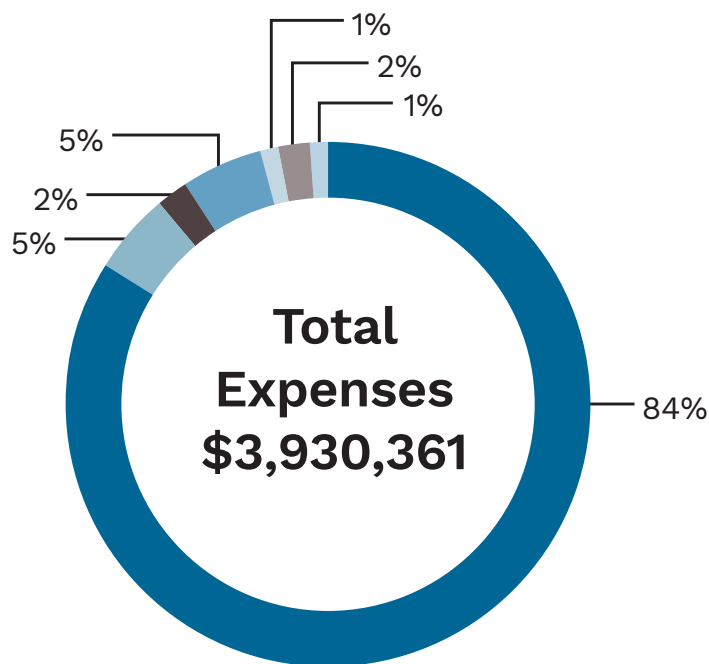
62%

Clients 25 years old and older

Financial Statements



Grants and Contributions ...	\$2,520,808
Program – School-Based	\$923,197
Program - Fee for Service	\$332,220
Donations	\$132,578
Interest and Other	\$65,473



Salaries and Benefits	\$3,302,159
Occupancy Costs	\$189,153
Professional Fees	\$69,065
Equipment and Supplies	\$188,700
Staff Development	\$42,425
Travel and Communication	\$82,531
Office	\$56,328

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 would like to share your Rideauwood experience with others, please let us know! (In publishing your lived/living experience, Rideauwood respects the level of anonymity that is most comfortable for you.)

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



 **RideauwoodOttawa**

 **rideauwoodottawa**



Contact Us:

**312 Parkdale Ave
Ottawa ON
K1Y 4X5**

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

