



2023-2024 COMMUNITY REPORT



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2023 – 2024 Board of Directors

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A Message from the Board President and Executive Director

This year, Rideauwood has continued to make significant strides toward fulfilling our strategic plan objectives. We are proud of our efforts to further build a trauma-informed organization, ensuring that our approach recognizes and responds to the effects of trauma on those we serve. In addition, we have strengthened our partnerships with local leaders and organizations to address the opioid and overdose crisis through harm reduction strategies.

Our commitment to enhancing connections with organizations serving populations facing disparities in access to mental health, addiction, and substance use health services remains central to our work.

At the same time, we have deepened our resolve to challenge the stigma surrounding addiction and mental health. By aligning our services, programs, and processes to evidence-based standards and evidence-informed practices, we continue to offer care that is compassionate, effective, and relevant to the needs of our clients.

The current landscape is not without its challenges. The ongoing overdose crisis and the growing housing crisis have underscored the need for accessible and comprehensive services. We remain unwavering in our determination to meet these challenges head-on, working tirelessly with our community partners to reduce barriers and ensure that individuals in need can access the support they are seeking.

Looking ahead, our vision is to build on the progress we've made and continue addressing our strategic planning goals. We aim to further align our services with evidence-based standards and foster a culture of continuous improvement through data-driven decision-making. In addition, we will work collaboratively to develop, recruit, and retain talent within the sector, ensuring that the highest quality of care is available to those in need. Our focus will also include adopting a more robust digital fundraising strategy and increasing the involvement of alumni in our fundraising efforts.

As we continue to serve as a trusted provider of substance use health, addiction, and mental health services, we will explore new opportunities to leverage our expertise for the benefit of our community.

We would like to express our deep gratitude to all those who support our mission—our dedicated staff, our board of directors, our community partners, and the generous individuals and organizations who contribute to Rideauwood. Together, we are making a difference in the lives of the individuals and families we serve, and we are humbled by their courage and trust.

In gratitude and in service,
Jennifer and Johanne



Jennifer Ellis
Board President



Johanne Levesque
Executive Director



Vision

Healthy
Connected
Community

Mission

To provide person-centered 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

Land Acknowledgement

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.



Highlights

Program Development

As part of ensuring all of our programs are conducted with a trauma-informed and harm reduction approach that is inclusive of both substance use reduction and abstinence goals, two programs were reviewed and revamped. The Family/Parent team collaborated with the Manager of Clinical Practice to update Family Spiral, our two-evening psychoeducational program for loved ones. The School-based team also worked in collaboration with the Manager of Clinical Practice to redevelop the content for the four modules that make up the Rideauwood Prevention and Education Program. An information page was also developed for teachers and administrators to provide background information on the program as well as resources.

Community Events

Rideauwood was invited to participate in several community events. Staff were able to provide attendees with information about Rideauwood's programs, answer any questions, and provide resources. We are very appreciative of the staff that proudly represent Rideauwood in the community and grateful to the organizations that extended Rideauwood invitations to participate.



Rideauwood staff members at the WOW Festival.

External Training

Developing and facilitating training to agencies and organizations increased significantly over the 2023-2024 year. This supports the long term vision of Rideauwood Addiction and Family Services growing into being the go to for addiction and mental health educational opportunities. Sessions range between one to three hours, with the majority of audiences being other health professionals.



Amanda Neilson
Manager of Clinical Practice

External training was delivered at the following organizations:



Canada Revenue
Agency

Agence du revenu
du Canada



JEUNESSE

“

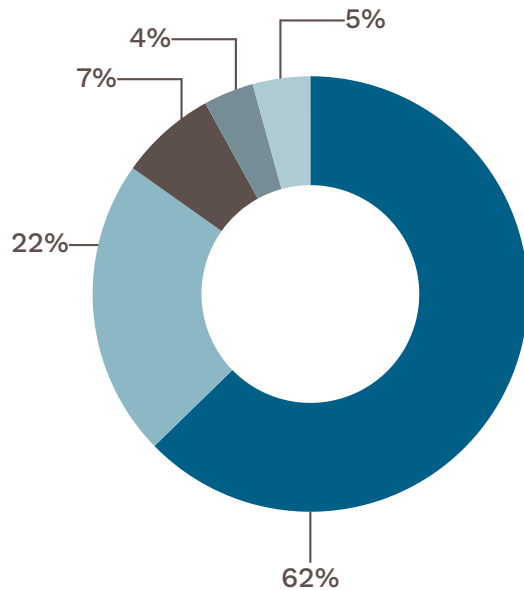
I felt the training gave me a positive outlook on how to help people in the community not only seek the right help for their mental health but also looking past their addictions and seeing why they may feel the need to connect by substance use.

- Education Session Attendee

Understanding Problematic Substance Use Through a Trauma-Informed Lens

”

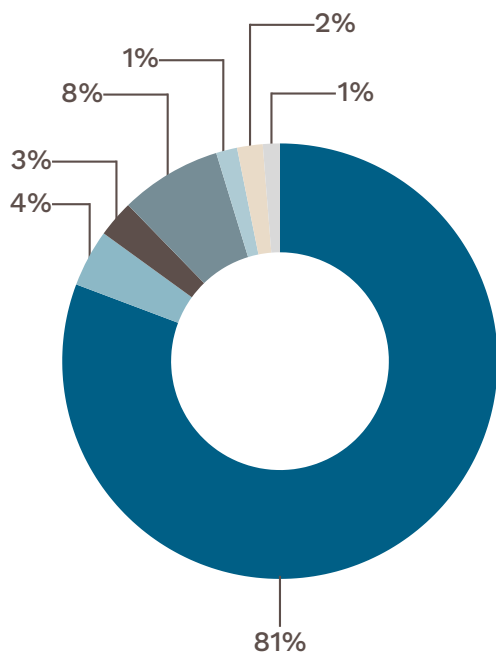
Financial Statements



REVENUE

Grants and Contributions	\$ 2,767,916
Program - School Based	\$ 976,090
Program - Fee for Service	\$ 316,785
Donations	\$ 165,091
Interest and Other	\$ 188,545

Total \$ 4,429,148



EXPENSES

Salaries and Benefits	\$ 3,575,822
Occupancy Costs	\$ 188,237
Professional Fees	\$ 121,263
Equipment and Supplies	\$ 334,278
Staff Development	\$ 69,395
Travel and Communication	\$ 84,140
Office	\$ 56,013

Total \$ 4,414,427

Our Impact



10,973 one-on-one sessions provided to **1,683** registered clients.



13,376 youth attended presentations and education sessions in schools.

4,243 clients participated across **664** groups or outreach sessions.



82%

Clients seeking treatment for problematic substance use, gambling, gaming or technology use

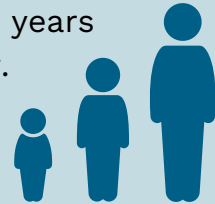


18%

Family members seeking treatment regarding someone else's gambling, gaming, or other compulsive behaviours

63% of clients are 25 years of age and older.

37% are under the age of 25.



40+ Rideauwood counselors deliver **15** programs designed to meet each client's needs and goals.

Rideauwood clients receive support tailored to their individual needs, meeting them where they are at.



Programs

Adult Programs

Rideauwood Addiction & Family Services offers adult-focused programs addressing urgent substance use and problem gambling. The [Urgent Substance Use Treatment](#) program provides rapid access to individual counselling for adults with opioid-related or urgent substance use concerns. The [Adult Integrated Program](#) supports participants in reducing, moderating, or abstaining from substances through structured group counselling and personalized support. The [Problem Gambling](#) program offers education, prevention, and treatment to help individuals understand and manage gambling-related issues, with a focus on goal-setting and skill development.



Youth & Young Adult Programs

Rideauwood offers comprehensive support for youth and young adults dealing with substance use, behavioural addictions, and related mental health challenges. The [Youth and Young Adult Substance Use Program](#) provides psychoeducation, counselling, and referrals through individual and group services. The [Youth Justice Program](#) supports those involved with the judicial system, offering similar services tailored to this population. As part of the [Kids Come First Health Team](#), Rideauwood collaborates on initiatives like 1Call1Click and works with CHEO to deliver substance use education, assessments, and referrals. Additionally, at [St. Mary's Home](#), Rideauwood provides counselling for young clients facing addiction and mental health issues.

School-Based Programs

Our [School-Based Program](#) offer prevention, education, and treatment for students facing substance use, behavioural addictions, and mental health issues. Serving OCDSB high schools, we provide individual counseling, family support, and psychoeducation for staff and parents. Our [Rideauwood Prevention and Education Program \(RPEP\)](#) teaches grade 7/8 students emotional regulation and decision-making skills.

Drug Treatment Programs

Rideauwood provides specialized programs for individuals involved in the justice system due to substance use. The [Ottawa Drug Treatment Court \(DTC\)](#) offers tailored treatment for clients referred from the justice system, helping them meet both therapeutic and legal obligations.



Families & Parents Programs

Rideauwood Addiction & Family Services offers a range of programs to support families and parents affected by someone else's substance use and related challenges. The [SMART for Family and Friends](#) program is a weekly drop-in group based on self-management and recovery training. The [Awareness, Responding, Coping, and Knowledge \(ARCK\)](#) program provides eight-week group sessions focused on addiction education, communication, and emotional management, with separate groups for family members and parents. The [Urgent Substance Use Treatment Program for Parents and Family](#) offers immediate counselling and education for those impacted by urgent substance use issues.

Program 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

Rideauwood programs empowers clients to set goals to reduce harms 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.



93%

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.”

Medallion Night

For the first time since the pandemic, Rideauwood held Medallion Night, an event dedicated to recognizing and celebrating the strength and resilience of clients who have completed a Rideauwood program.

Graduates, counsellors, and supportive community members came together for this special occasion, and graduates from various programs shared their inspiring journeys.



You are receiving this medallion to honour an important step on your health and healing journey.

You have completed a Rideauwood program which is a testament to your inner courage and strength.

Let this token serve to remind you of your capacity to make positive change in your life and to seek out support when you need it.

Thank you to our generous Medallion Night sponsors:



An Hour To Give

For the third year in a row, Rideauwood Addiction & Family Services was honoured to be part of An Hour to Give, the annual TV and radio show hosted by renowned broadcaster and Certified Fundraising Professional Sam Laprade. This program shines a spotlight on the life-changing work of charities across Ottawa and beyond.

Thanks to the generous support of Terlin Construction Ltd, Rideauwood was able to participate in this important event. With our one-hour feature broadcast across Rogers TV, YouTube, Ottawa.CityNews.ca, and Country 101.1, we were given an incredible platform to reach a wide audience. This opportunity allowed us to inform the community about the vital services we provide and how individuals can support our mission to change lives.



**Thank You to our generous
An Hour To Give sponsor:**



Building a Healthy, Connected Community

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.



Subscribe, Follow & Share

Subscribe to Rideauwood's email newsletter, follow us on social media, and share our posts.

Together, we can strengthen the Rideauwood community you care about and help it thrive!

@RideauwoodOttawa



“—

I am extraordinarily grateful that you were there for me with kindness, humour and compassion. I hope that my donation will help make your services available to others.

—”
- Rideauwood Donor & Client



Your team gave our family the tools and support to build a positive path forwards. We have hope and a positive future but we never take it for granted.

- Rideauwood Client



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