



# 2024-2025 COMMUNITY REPORT



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## 2024 – 2025 Board of Directors

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Matthew Larventz



# A Message from the Board President and Chief Executive Officer

This year at Rideauwood has been defined by resilience, collaboration, and hope. We are deeply grateful to our clients, donors, partners, volunteers, and staff, whose commitment and trust allow us to meet our mission every day. Your belief in our work strengthens our ability to respond to the evolving needs of our community.

In 2024–2025, we saw the power of partnership and community action. Our staff deepened their expertise through a variety of training opportunities. These investments ensure that every client receives compassionate, evidence-based support. We are also inspired by the creative ways the community rallied behind Rideauwood — from the student-led Hope on the Horizon campaign raising \$9,300, to milestone celebrations and local business initiatives that both raised funds and amplified our message of recovery and connection.

While there is much to celebrate, we also acknowledge the significant challenges our community continues to face. The opioid and overdose crisis, and growing mental health needs require urgent, coordinated responses. At Rideauwood, we remain steadfast in our commitment to adapt, innovate, and deliver the highest quality of care — meeting clients where they are and walking alongside them on their recovery journey.

Looking ahead, we will continue to strengthen partnerships, expand access to our programs, and invest in our dedicated team so that we can meet the increasing demand for our services. We will also deepen our work to reduce stigma and build a healthier, more connected community — one where every person feels supported in seeking help.

Thank you for being part of this vital work. Together, we are creating pathways to hope, healing, and lasting change.

Together in Community,  
Jennifer & Mary



**Jennifer Ellis**  
Board President



**Dr. Mary Bartram**  
Chief Executive Officer





# 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

## Elevating Care Through Learning

At Rideauwood, our commitment to excellence in addiction and mental health services is rooted in continuous learning and development. Our comprehensive onboarding immerses new counselors in specialized knowledge - from trauma-informed care and gambling/gaming fundamentals to addiction intervention. This process instills our core Philosophy of Care from day one. We've cultivated a rich tapestry of training programs for all staff, equipping the team with tools for inclusive, effective support. From Indigenous Cultural Safety to Anti-Racist and Anti-Oppressive care, these efforts enhance client care and contribute to a more compassionate community.

Integrated with our performance review and annual budgeting, we regularly refine our professional development. Staff enhance skills in areas like family violence education, solution-focused therapy, group facilitation, and French Language Health Services. We've also developed sustainable in-house training, such as our suicide prevention competency, ensuring critical skills remain sharp regardless of turnover.

This ongoing investment in our staff yields immeasurable returns - evident in the confidence of our team, the satisfaction of our clients, and the strength of our community partnerships. As we move forward, we remain dedicated to this journey of growth, promising ever-improving care for those we serve. Ultimately, our commitment to learning and development isn't just about building skills - it's about transforming lives. With each new competency, we're elevating the standard of addiction and mental health services, one empowered staff member at a time.



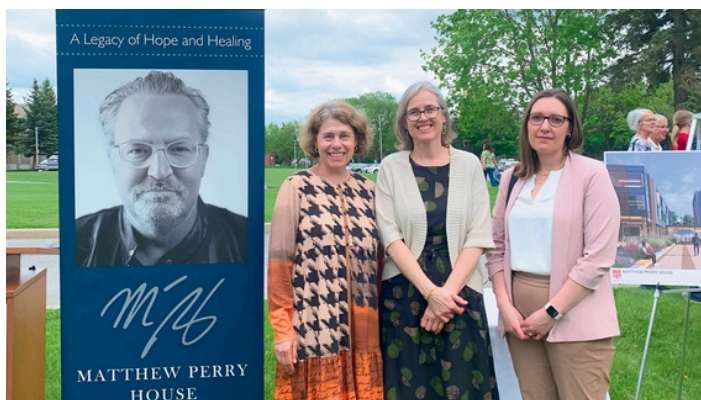
## Building Hope: Matthew Perry House Launch

This year, Rideauwood proudly partnered in an inspiring effort to bring Matthew Perry House to life — a transformative initiative dedicated to providing housing, on-site care, and comprehensive supports for approximately 160 individuals on their healing journey.

In collaboration with Ottawa Community Housing, Ottawa Salus, CAPSA, The Royal Ottawa Mental Health Centre, the Ottawa Black Mental Health Coalition, and the Ottawa Aboriginal Coalition, this project exemplifies what can be achieved when a community unites to address complex needs with compassion and courage.

As a leader in evidence-based programming Rideauwood will be responsible for designing and delivering tailored recovery programs that will meet the diverse needs of Matthew Perry House residents. The approach integrates counselling, life skills development, and relapse prevention strategies—ensuring individuals have the tools and support they need to maintain long-term stability.

This partnership embodies Rideauwood's core vision: fostering a healthy, connected community where individuals are empowered to navigate their unique recovery journeys while strengthening the supportive systems around them. We are proud to help shape a space that offers safety, healing, and boundless possibility.



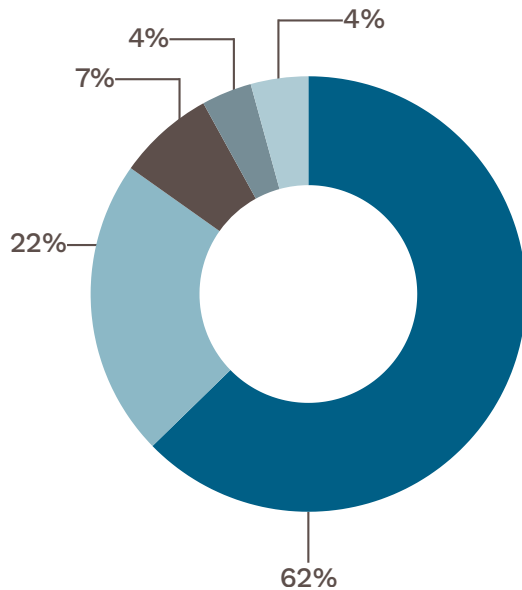
**Left:** Rideauwood Director Kayla Estrin, CEO Dr. Mary Bartram, and Director of Addictions and Mental Health Carole Sinclair attend a gratitude ceremony honouring the collaborative vision behind Matthew Perry House.



**Right:** Caitlin Morrison—Matthew's sister and Executive Director of Matthew Perry House—joins leaders from partner organizations with shovels in hand to mark the beginning of a transformative journey at the future site of the residence.



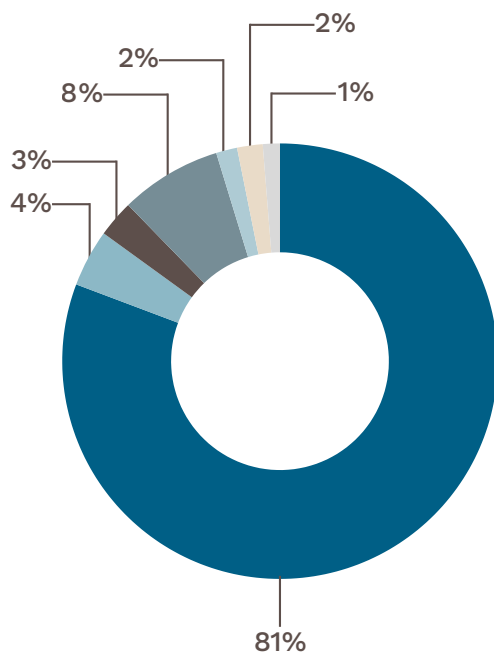
# Financial Statements



## 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



**8,681** one-on-one  
sessions provided to  
**1,345** registered clients.



**12,194**  
youth attended  
presentations and  
education sessions  
in schools.

**3,918** clients  
participated across  
**608** groups or  
outreach sessions.



**84%**

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

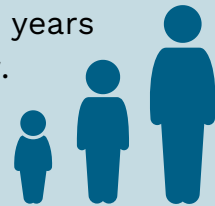


**16%**

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 counsellors 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

The [Adult Substance Use Program](#) supports participants in making changes to their substance use and quality of life through goal setting, skill building and group work. Participants of this group work towards their unique goals over the course of this program, which may involve reducing or moderating their use of one or more substances or may also involve working towards the goal of complete abstinence. The [Problem Gambling](#) program offers prevention, education, and treatment to address problem gambling. This program helps people understand 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. The [Urgent Substance Use Treatment](#) program provides rapid access to individual counselling support to individuals facing acute circumstances due to opioid-related and/or substance use concerns and experience increase risk to self and/or others.



## 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](#) offers 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 Court**

Rideauwood provides this specialized therapeutic court program 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**

The [Family Spiral](#) 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. The [SMART for Family and Friends](#) program is a weekly drop-in group based on self-management and recovery training. The [Family R.E.S.E.T.](#) (Resource, Education, Support, and Empowerment Training) program is intended to help clients that are indirectly affected by someone else's substance use or behavioural addiction. It provides information on addiction, communication skills, emotions, education, and setting healthy boundaries. Individual counselling is offered to family members and parents along side the group to further support individual and family healing. The [Urgent Substance Use Treatment Program for Families and Parents](#) 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.

# Program Goals



## PSYCHOEDUCATION

Education programs are tailored to different client groups, and they explore the “hows” and “whys” of problematic 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 and wellbeing.



## ABSTINENCE / SUBSTANCE FREE

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



# 86%

of clients who completed the 2024-2025 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.”*

# The Last Chapter of a Proud Tradition

For decades, Medallion Night has been one of Rideauwood's most cherished traditions — a heartfelt gathering where clients, families, staff, and community members come together to celebrate the completion of a Rideauwood program. The 2024 event held special significance. It marked the final time we would come together in this way, bringing to a close a tradition that has been part of our organizational fabric for many years.

The evening was filled with moments that reflected the essence of Rideauwood's mission: healthy, connected, community. Graduates from across our programs received a medallion — a small but deeply meaningful symbol of their hard work and personal growth. Each medallion serves as a tangible reminder of the courage it takes to seek help, the strength required to persevere through challenges, and the capacity every individual has to create meaningful change in their lives.

Medallion Night has always been more than a celebration; it has been a testament to the power of community support and the belief that recovery is possible. Families and friends shared in the pride of each graduate's achievement, staff reflected on the privilege of walking alongside clients on their journey, and our wider community witnessed the lasting impact of compassionate, person-centred care.

While the event itself will not continue in its current form, the values it represents — respect, recognition, and the celebration of progress — will remain at the heart of Rideauwood. As we look ahead, we will continue to find meaningful ways to honour client milestones, ensuring that every step forward is acknowledged and celebrated. Though this chapter has closed, the spirit of Medallion Night will live on in every story of recovery we are privileged to be part of.



*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.*



# Community in Action: Fundraising with Heart

In 2024–25, we witnessed something powerful: our community stepping forward in creative, personal, and passionate ways to support Rideauwood’s mission. From student-led campaigns to local business partnerships and birthday celebrations turned fundraisers, the momentum for change is growing—and it’s being led by all corners of the community. These efforts didn’t just raise funds—they raised awareness, deepened relationships, and extended Rideauwood’s reach.

## Hope on the Horizon

Rideauwood was honoured to be chosen as the charity partner for Hope on the Horizon, a student-led campaign by the Algonquin College Public Relations (ACPR) program. Rideauwood met with students to offer mentorship, guidance, and education on Rideauwood’s trauma-informed, person-centred approach to care. Over the course of a the school year, students designed and executed seven events, raised \$9,300, and elevated public understanding of Rideauwood’s services and approach to care.



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*“This year’s Hope on the Horizon campaign was particularly meaningful – it marked 40 years of fundraising by students in the Algonquin College Public Relations (ACPR) program. Each campaign is entirely student-led, from choosing the charity to building the brand and executing every element. As a professor, it’s a privilege to watch students grow into confident public relations professionals and to know their work is making a real impact. We couldn’t do it without the enthusiasm and support of wonderful organizations like Rideauwood.”*

– Lara Mills

*Public Relations Program Coordinator & Professor, Algonquin College*

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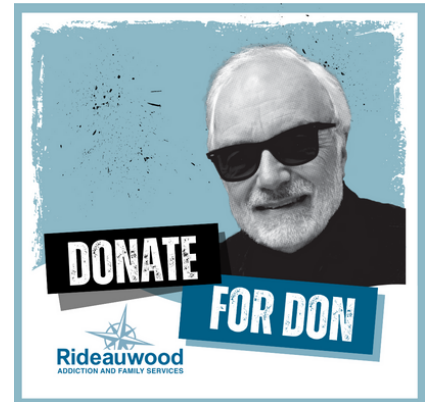
## #CraftChange with Maker House Ottawa

On International Overdose Awareness Day on August 31st, our friends at Maker House Ottawa used their platform to honour lives affected by substance use and uplift solutions. As part of their #CraftForChange initiative, Maker House donated 10% of all sales on August 31 to Rideauwood—raising \$500 and amplifying the message that recovery is possible, and that community support matters.



## A Birthday with Purpose: Don Hewson's 80th

Longtime Rideauwood supporter Don Hewson and his wife, former Executive Director Johanne Levesque, turned a milestone celebration into a joyful act of generosity. In honour of Don's 80th birthday, they invited friends and family to enjoy live music by The Dead Pennies and dancing at The Rainbow Bistro in the ByWard Market—while contributing to a joint fundraiser for Rideauwood and Salus Ottawa. Their heartfelt effort raised more than \$3,000, shared between both organizations.



## Introducing Together for Rideauwood

To everyone who fundraised, gave, or rallied others around Rideauwood's mission this year—thank you! You didn't just raise funds—you helped break down stigma and build hope in our community.

If you're inspired by Don and Johanne, the students of Algonquin College, or the team at Maker House, consider hosting your own Rideauwood fundraiser. Whether it's with colleagues, classmates, or friends and family, you can help bring healing within reach.

Together for Rideauwood is our new program celebrating and supporting community-led fundraising. From neighbourhood BBQs to workplace challenges to creative online campaigns, we'll give you the tools and encouragement you need to succeed. When you join, you're not just raising funds—you're joining a community united in hope, healing, and change.



**Visit [Rideauwood.org/together](https://rideauwood.org/together) to learn more.**

# An Hour To Give

For the fourth consecutive year, Rideauwood Addiction & Family Services had the privilege of being part of An Hour to Give, an annual TV and radio broadcast hosted by acclaimed broadcaster and Certified Fundraising Professional Sam Laprade. The program continues to spotlight the incredible impact of charities throughout Ottawa and the surrounding area.

This year, we are especially thankful to have the ongoing support of Kelly Santini Lawyers LLP. Their sponsorship played a key role in helping us share our mission and stories with a broader community audience. Thanks to their generosity, our one-hour segment was aired across Rogers TV, YouTube, Ottawa.CityNews.ca, and Country 101.1. This platform provided us with a valuable opportunity to educate viewers about the essential services we provide and to encourage community engagement in our work to make a difference in lives.



THANK YOU TO OUR GENEROUS AN HOUR TO GIVE SPONSOR

**KELLY SANTINI** LLP | SRL  
lawyers | avocats



# 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](https://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.

@RideauwoodOttawa



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





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