

## MESSAGE FROM THE BOARD CHAIR AND CHIEF EXECUTIVE OFFICER

This year marks ADAPT's fortieth anniversary, and it is important to reflect on the many accomplishments that comprise ADAPT's lengthy history. ADAPT was the first community based addiction service in Ontario and was established in 1975. We have evolved from a small, one dimensional program, primarily serving adults with alcohol problems to a large, multi service agency serving all age groups and all substances as well as problem gambling. We have grown from a small staff of three with a budget of less than \$100,000 to a staff in excess of 60 and a budget in the \$5 million range. There are now addiction programs in all areas of the province as a result of the success of the original ADAPT model.

Over the years, organizational characteristics of creativity, innovation and client sensitivity have contributed significantly to our success. We have been fortunate to have had so many people associated with ADAPT who were passionate about helping those

with substance use or gambling problems. It is this passion for service development and always attempting to better meet the needs of our clients that has played a major role in our ability to be a constant leader in the addictions field.

This past year was exceptional for ADAPT in many ways, especially in terms of addressing long standing gaps in the addiction service system. ADAPT was selected as a service provider for the funding of a new MH LHIN initiative to provide community addiction support to the hospital emergency departments. This program will strengthen the MH LHIN's addiction treatment system by establishing an integrated/comprehensive intervention model that addresses the varied needs of those presenting at the emergency department with alcohol or drug related issues. Additional funding was also received for peer support services. These workers will provide case management, skill development, sys-

tem navigation, problem solving and other important basic supports central to the client change process.

We should take pride in the remarkable accomplishments ADAPT has experienced over the past four decades. We are appreciative of the decisions our funders have made over the years to invest in ADAPT, allowing for continuous service expansion to better meet the diverse needs of our clients. The dedication of everyone linked with ADAPT has been a key factor in creating this dynamic organization. As we continue to work with our numerous community partners, it is our hope that next year will bring more healthy changes that will positively impact the lives of those in need of our many services.

*Rick Dawson*  
Chair

*Ian Stewart*  
Chief Executive Officer

## 2014 - 2015 *Board of Directors*

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Chair

**MARILYN MACLENNAN**  
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Secretary-Treasurer

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## Who We Are...

Jackilyn Alberton	Karima Habibali	Heather Ruttan	Krissie Murray
Diane Baxter *	Sandra Huskinson	Sheila Scott *	Matteo Schwartzenzuber
Candace Blundell *	Kristyn Inglis *	Tiffany Scriver	Sean Sydor
Siobhhan Boyter	Kathleen Kelly	Rose Silot *	Sara Thrower
Shannon Bovie *	Katie Kidd *	Heather Simai	Kimberley Treftlin *
Priya Chauhan	Ilona Lampi *	Kim Smith	Harjeet Vaid
Samantha Clark *	Claire Langridge *	Jennifer Speers *	Chondrena Vieira-Martin *
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Nancy Cook *	Melissa Lowe	Ashley Steeves	Sasha Williams
Terry Corbin *	Sayeeda Manes	Alen Stepho	Spencer Wong
Arturo Diaz	Ed Matin *	Ian Stewart *	
Sandra Duden	Jordana Murphy	Danny Sud	
Kathy Frey *	Carlye Myers	Joe Testardi	YEARS OF SERVICE
Laura Garner	Dawn Nichol	Rob Ticchiarelli	*
Nadia George	Doreen Nunes	Kaitlyn Walsh	5+
Brent Gmora *	Brenda Paco	Pamela Wilson	*
Barry Grant	Luke Power	Ida Civiero	10+
Rachael Grier *	Glen Ricketts *	Joy Gendall	*
Alana Henrich	Kate Rizzuto *	Margaret McKeeman	15+
Erin Horlings *	Leigh Rose		*

# PROGRAM DIRECTOR'S REPORT

The various program reports offered in the ADAPT 2014-2015 Annual General Report provide information about the progress and achievements of each team. Whilst the scope of these efforts and outcomes is broad, all are the result of the agency's commitment to quality client-centered care, through continuous growth and progress. This commitment, more than any other, has defined the culture of ADAPT for the past 40 years.

Throughout 2014-15, ADAPT continued to identify and address service gaps. The agency made substantial investments in the professional development of our staff, in efforts to ensure that all had the capacity for service excellence. Extensive training commitments were made in preparation for the development and delivery of Dialectical Behavioral Therapy programming, in support of some of our highest needs clients. Our Problem Gambling Program was officially rebranded as the "Problem Gambling and Behavioural Addictions Program", filling gaps for individuals and families affected by shopping, internet gambling and cyber-sexual addictions. Our HOMES staff supported the partnership in preparing for a shift to a "housing first" philosophy, removing barriers

for access, and our justice programs significantly increased our commitment to the service of clients referred through the Halton Drug Court. The agency also partnered with the Centre for Addiction and Mental Health's STOP program to launch and then expand Nicotine Replacement Therapy, for both its immediate health benefits and long-term health system cost reductions. In addition, our commitment to optimizing resource management, cost-effective service delivery and improved data quality was front and center across agency operations.

ing and expanding our integration with primary care providers. The agency was successful in an application to the Ontario Trillium Foundation, allowing us to continue in our role as the lead agency for the development of the Halton Equitable Drug Strategy. Many of our staff sat on community committees, partnership management teams and high level LHIN and provincial planning tables, in support of a shared vision for providing each consumer with "the right care, in the right place, at the right time".

*"Without continual growth and progress, such words as improvement, achievement and success have no meaning."*

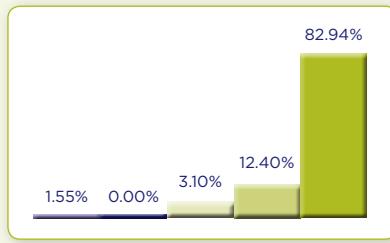
-Benjamin Franklin

ADAPT recognizes, however, that the scope of our responsibilities spreads far beyond the management of our agency resources and internal programs. Our responsibilities are to the much broader health care system, with leadership from a LHIN that is a provincial front runner in innovation and integration. In 2014-15, this was illustrated through ADAPT's role in advising and supporting the development of the LHIN funded "oneLINK" system, as well as in our focus on strengthen-

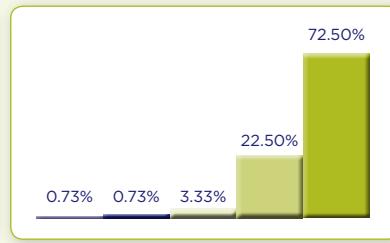
Through the years, I have had the privilege of working with so many who have contributed to this shared commitment and vision. This list of contributing policy makers, board member's, clinical and administrative staff, community partners, volunteers, students and clients, now spans 4 decades. It is with humility and respect that I acknowledge each and every one of these individuals. Yet, it is only for today that we pause to look back over how far we have come, for tomorrow, we must continue our unwavering commitment to how far we can go.

Glen Ricketts  
Program Director

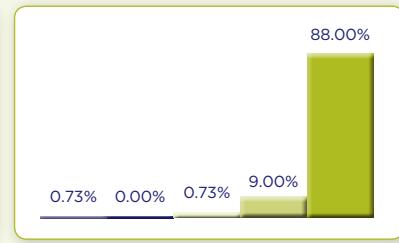
## 2015 CLIENT SATISFACTION SURVEY RESULTS



Would you recommend ADAPT to others?



Do you feel your goals for change are being supported?



Do you feel respected and valued by your counsellor?

*We would like to express our sincere gratitude to the funders and donors who support our services.*



**United Way**  
Funded Agency



Centre for Addiction and Mental Health



Canadian Mental Health Association  
Halton Region Branch  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Filière de la région de Halton  
*La santé mentale pour tous*

## YOUTH PROGRAM

As we celebrate 40 years of ADAPT services, it provides an opportunity to reflect on the growth and development of youth programming at ADAPT. ADAPT has always provided services to young people, but it was in 1988 that intentional and specific youth program development began. Through its evolution, we were able to develop programs specific to people who are 24 or younger, look at the needs of family members, develop relationships with youth serving community providers, and exchange knowledge/ideas/approaches as it relates to concerns associated with youth substance use.

Every day, month and year brought with it new ideas and new challenges. A service that began with 2 ½ staff providing a sundry of activities, programs and services to young people and their caregivers grew to become a staff of 8 with 7 specific programs in the Youth Program Service. We have Days Ahead, Know the DEAL, TAY Outreach, RtR, Parent Education Group, Caregivers Support Group and Young Adult Probation Group. We have a triage service to assist with more immediate needs and we are involved in a number of community initiatives and projects that support the wellbeing of young people and their supports.

To date, we have not seen anything the likes of the RtR (Recovery through Resiliency, Resiliency through Recovery) youth group, available through the Transitional Aged Youth Outreach Program. This young adult group is peer driven and peer led. It has a long standing volunteer, who was recently recognized as Volunteer of the Year through the Community Development Halton awards. This group of young adults has been coming together for a little over 3 years in the Oakville office site. They meet weekly for their support, but also have engaged in a number of additional activities in the community; some are for fun, some are for learning and some are for contributing to their community. They are on their second year planning, growing, and harvesting their “Recovery Garden” in the Town of Oakville Community Garden site, their third year of participating in Julia’s Restaurant’s “HealthFam” culinary program, and the planning of their second “International Overdose Awareness and Recovery Day” event with the generous support of a grant from the Oakville Community Foundation. We are soon to see another youth group in the north area.

## COMMUNITY JUSTICE PROGRAM

The Community Justice (CJ) Program continues to partner in the community with the Halton Regional Police, the Ministry of Children and Youth Services and the Ministry of Community Safety and Correctional Services to make programming more visible in the courts and community as we continue to provide cost-efficient alternative and meaningful justice programming within Halton Region. We joined the initiative providing a Drug Treatment Court in Halton and entered into a partnership with the Elizabeth Fry Society to be the primary treatment provider in 2013. The Drug Treatment Court program recognizes that there are individuals who commit crimes because they are addicted to illicit drugs and/or alcohol, and by providing treatment for the addiction we can stop the ongoing cycle of harm. As a pilot project, ADAPT agreed to provide service to a maximum of four clients, of whom were admitted into the program within the first month. The program has been very successful and this past fiscal year, ADAPT provided service to 13 DTC clients without any additional funding.

The team remains the same from last year: Terry Corbin manages the CJ Program and provides the service to the Assessment and Counselling program with Halton Youth Justice Services (Probation), Luke Power works in the Probation and Parole program, Alen Stepho oversees the Community Service Order (CSO) program and Candace Blundell is the Coordinator of the Extra Judicial Sanctions (EJS) and Extra Judicial Measures (EJM) program. The latter two programs offer youth the prospect of making amends for their criminal behaviour and poor decision-making by providing pre- and post-charge diversion opportunities.

## FISCAL HIGHLIGHTS: YOUTH PROGRAM

Staff have been trained in Back on Track, FASD, and the new DBT service at ADAPT

The program is currently involved with the Drug Strategy initiative, the FASD initiative, and the Moving on Mental Health initiative

Staff members continue to provide presentations, workshops and input to a variety of activities related to substance use, mental health and the needs of young people. We have a respected relationship with the Halton community and are often asked to be represented at Halton initiatives.

A special thank you goes out to our 5 volunteers in the youth program.

*“I was able to get some things out and off my chest”*

*“ADAPT has been supportive of my goals and timetable. I have absolute trust in my counsellors and their commitment to me”*

## **COMMUNITY WITHDRAWAL MANAGEMENT SERVICES (CWMS)**

The CWMS team has continued to work in partnership with the Canadian Mental Health Association, Halton Branch to provide stellar services to clients and the Halton community. We have been successful in expanding our hours of operation to include one evening per week by adding the CWMS Drop-In Group. We have developed a fabulous team and work together to ensure that there is no waitlist and that clients are contacted within 48 business hours of referral.

The CWMS team is involved in a variety of community supports and continues to develop partnerships with hospitals, family health teams, and various community agencies to decrease emergency room visits and early return admissions. Staff sit on a variety of committees, provide in-services on a regular basis to William Osler's Residential Withdrawal Management program, and have assisted with program development for new and expanding withdrawal management teams across the province.

## **PROBLEM GAMBLING (PG) PROGRAM**

This past year saw the temporary departure of long-time manager, Kristyn Inglis and the addition of Addiction Clinician, Omar Waheed to the team. The team also had the opportunity to support a Georgian College student for a 4-month placement and found this to be a very positive experience. During the second-half of the year, the program experienced a great deal of transition due to the staff changes and the team worked well together to collaborate to fill gaps and to provide support to one another.

During the 2014-15 fiscal year, the Problem Gambling team largely focused on developing the Behavioural Addictions programming. This included a name change to the Problem Gambling & Behavioural Addictions Program to better reflect the clientele that the team was already serving. The team continued seeking out added training opportunities throughout the year regarding different elements of Behavioural Addictions and, upon request; the team has begun providing in-service training to other social service agencies.

The PG&BA team has also continued to enhance and add to the extensive partnerships that have been established, including the creation of a collaborative partnership with the CAMH Sexual Behaviours Clinic and new participation in the Burlington Addiction and Mental Health Network.

In terms of new services offered, the team created and provided Financial Wellness events in collaboration with Patty McLean of Credit Canada and made this available to all ADAPT clients and family members. These events garnered great client feedback and were a successful addition to the services offered by the PG&BA team. Lastly, the most recent Problem Gambling Day Treatment partnership, that was established with Addiction Services of York Region in 2014, has flourished with several full-capacity Day Treatment cycles being facilitated!

## **ADULT/CONCURRENT DISORDERS**

Counselling and programming continues to be offered to individuals with co-occurring addiction and mental health concerns. Besides individual and family counselling, services also include the Health and Hope I and II groups, Halton Homes-Supportive Housing Program, Phoenix Program-First Episode Psychosis and the Halton Geriatric Mental Health Outreach program.

Rachael Grier continues in her role of providing outreach concurrent disorder services while Samantha Clark and Barry Grant remain the pillars of the Halton homes program. Erin Horlings provides direct service to three First Episode Psychosis (FEP) psychiatric teams in Halton as well as chairing the Burlington Addiction and Mental Health (BAMH) networking group while Kate Rizzuto continues in the role of Addiction Clinician for the Halton Geriatric Mental Health Outreach program.

## **FISCAL HIGHLIGHTS: COMMUNITY JUSTICE**

The CSO program received over 200 referrals and monitored/supervised the completion of over 10,000 community service hours

The EJM program received 56 referrals while the EJS program received 13 referrals

The Assessment and Counselling program (Youth Justice) saw 24 new clients to go along with the 32 clients that were involved at the beginning of the fiscal year

Service was provided to over 210 new referrals in the Probation and Parole program

## **FISCAL HIGHLIGHTS: ADULT/CONCURRENT DISORDERS**

197 clients received Concurrent Disorder programming

In the Adult program, 702 clients and 114 family members received service

Training provided to 5 staff in Dialectical Behavior Therapy (DBT) treatment, a cognitive-behavioral approach that emphasizes the psychosocial aspects of treatment, so ADAPT could provide this evidence-based treatment modality in group programming in the upcoming fiscal year.

The Adult program offers programming out of our five office locations. The Maintenance and Phase One groups are “core” group programming, run year round and well attended. Other groups have been offered over the fiscal year, including the “Monday Mirror”, “Tuesday Forum” and a “Relapse Prevention” group. The Adult Team continues to offer seven full day “Family Day” workshops throughout the fiscal year for those who are affected by someone else’s use of alcohol and/or drugs. Besides programming, team members sit on several committees, including the Halton Violence Prevention Council (HVPC), Fetal Alcohol Spectrum Disorder (FASD) and Take Back the Night. Team members behind the outstanding contributions to core Adult programming at ADAPT are Karima Habibali, Sheila Scott, Tiffany Scriver, Sandra Huskinson, Carlye Myers, Sandra Duden and Nancy Cook. We also have a group of amazing volunteers—thanks for all of their hard work.

*“Without my doctor and the staff at ADAPT helping me to make the right decisions for myself, I would be homeless or worse off. My life is on the right track now. I know I have a long way to go but I know I have lots of help now. Life is getting better.”*

## OPIOID OUTREACH & TREATMENT SERVICES

The Opioid Outreach and Treatment Services have seen a very successful completion of their two year start up phase. It has been a time of rapid growth in service with 437 individuals served across the partnership over the past year. ADAPT serviced 202 individuals through a combination of individual and group counselling programs.

Through our clinical work, the individuals and families seeking out the services of the program have helped us to further develop our understanding of the complexity of their needs, the value of harm reduction as an alternative goal, the barriers that exist for them in treatment, the clinical strategies for increasing their motivation and stabilizing their involvement, as well as what is required to best address their assessment and treatment needs.

We continue to work towards building community awareness and connectedness with the program. This has been accomplished through case consultation, in-services for front line staff and participation in community networking groups. Fifteen training sessions have been offered over the past year offering front line staff of partner agencies individualized sessions to enhance their understanding and awareness of opioid use and dependence and the strategies to facilitate their clients’ use of the program.

The caring and compassionate work of the program’s front line staff are the cornerstone of the success of the program and its impact on individuals, families and the community at large. They are to be commended for their determined efforts to build this innovative and responsive program.

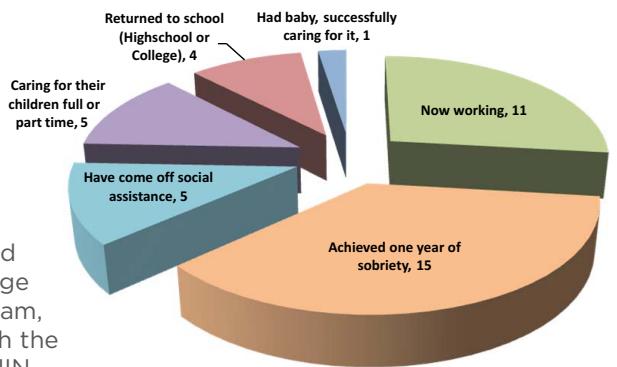
*“Everyone at ADAPT has always been caring and considerate, kind and easy to talk to. I am grateful for ADAPT and the ASH program. ADAPT has helped me live a happier and more stable life in my early recovery. I am extremely thankful for ADAPT’s guidance and assistance.”*

## ADDICTION SUPPORTIVE HOUSING (ASH)

The ASH Program is excited to report that we have 6 residents about to move on to live successfully independently within the next two months. Two residents have already graduated, and we are currently screening clients on the wait list for eligibility to fill the two units in Burlington and Oakville. Our partners, Summit Housing and Support and Housing Halton continue to assist us with locating appropriate units and providing the ASH subsidy to enable clients to live in affordable housing.

We currently have a screening wait list of nine months to one year. The wait list is updated; monitored and followed up on a weekly basis and as new referrals are received. The ASH Program continues to encourage and accept referrals as the wait list is ever changing. We, the ASH team, are in constant communication with potential referring agencies in both the Mississauga Halton LHIN and the Hamilton Niagara Haldimand Brant LHIN.

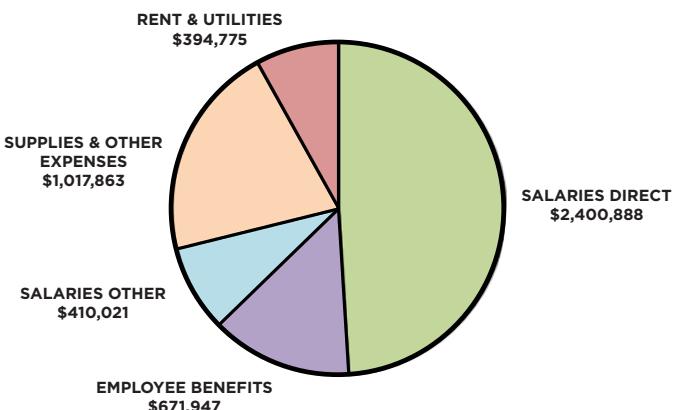
We have 4 successful groups that run during the week. The two original groups in Burlington and Oakville, which are called “Healing through the Early Stages” and were developed at the beginning of the program in 2011, continue to run successfully and both have been popular and helpful. This is a group where people learn to share strengths and struggles during the early stages of sobriety. Another group is the “Healthy Kitchen”, where clients learn about safe kitchen procedures, budgeting, nutrition, and enjoying meal preparation and dining together.



## ADAPT REVENUE FOR 2014 - 2015

Ministry of Health	\$3,861,418
Canadian Mental Health Association	553,600
Ministry of Children & Youth Services	178,261
Ministry of Community Safety & Correctional Services	145,400
United Way	104,574
Region of Halton	7,668
Other Program Funding	182,371
Donations and Other Income	31,331
<b>Total Revenue</b>	<b>\$5,064,623</b>

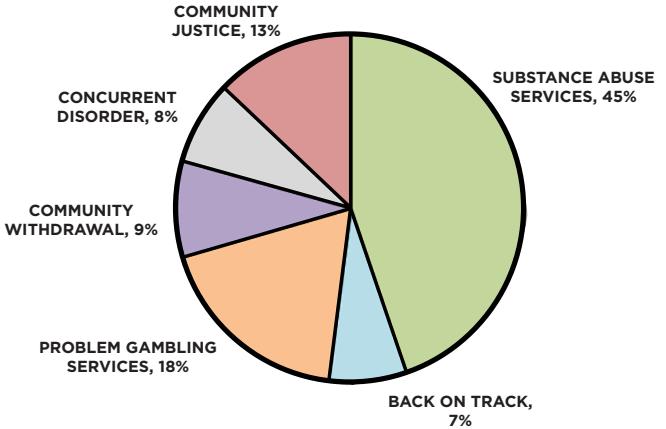
## ADAPT SUMMARY OF EXPENSES 2014-2015 TOTAL EXPENSES \$4,895,494



## ADAPT SERVICES BY THE NUMBERS: 2014 - 2015

	# of Programs	Clients Served	Client Visits
Substance Abuse	10	2,252	20,058
Problem Gambling	4	928	2,053
Community Withdrawal	2	443	5,639
Concurrent Disorder	7	387	2,954
Community Justice	5	649	2,659
Back On Track	1	362	1,258
<b>TOTAL</b>	<b>29</b>	<b>5,021</b>	<b>34,621</b>

## ADAPT CLIENT SERVICE TYPE BY PERCENTAGE



### HEAD OFFICE:

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905-847-6547  
[www.haltonadapt.org](http://www.haltonadapt.org)

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Milton: 905-693-4250   Georgetown: 905-873-2993