

ANNUAL REPORT 2015-2016



BOARD CHAIR AND CHIEF EXECUTIVE OFFICER'S REPORT

This past year has been characterized by continued service expansion as a result of increased funding for new services. The new addiction liaison support services to the hospital Emergency Departments will include screening, assessment, interim supports and case management support. Support will also be provided regarding client transition to the most appropriate services. ADAPT also received funding for two additional peer support workers. These workers will provide case management, skill development, system navigation, problem solving and other important basic supports related to the client change process. Peer support workers will also provide support to family members/significant others. Finally, we were very pleased to receive additional funding from the Hamilton Niagara Haldimand Brant LHIN. This LHIN has made new funding available in Burlington for 8 additional addiction supportive housing units this year.

The ADAPT administration office at 700 Dorval Drive in Oakville was relocated to our main office at 165 Cross Avenue in Oakville on April 17. The move will redress office

fragmentation issues and streamline office communications in Oakville. A new marketing strategy was also created and approved by the Board last year to assist the community to be aware of ADAPT's services and to promote easier access to them.

We are pleased to have developed a new strategic plan last year to guide our planning activities from 2016-2018. The plan focuses on four key areas: addition of new services; existing service enhancements; exploring and building partnerships/integration opportunities; and enhancing IT applications/resources to agency operations. To assure that quality is addressed in a formal manner at ADAPT, we are also pleased to have developed a new Quality Improvement Plan last year with the following purpose:

- To ensure that processes are in place to continuously improve the practice of client-centred service delivery.
- To embrace ADAPT's values and work throughout the organization and establish specific areas for improvement with targets.

- To identify new ways and means of addressing service gaps for clients within our organization and the Mississauga/Halton community.

We are extremely grateful for the decisions our various funders have made over the past year to invest in ADAPT. Many service gaps still remain in our community and the opportunity for ongoing service expansion will allow us to better meet the diverse needs of our clients. It is important to note that the delivery of ADAPT's broad range of services would not be possible without the strength and dedication of our staff and volunteer Board.

Rick Dawson

Rick Dawson
Chair

Ian Stewart

Ian Stewart
Chief Executive Officer

2015 - 2016 Board of Directors

RICK DAWSON
Chair

MARILYN MACLENNAN
Vice-Chair

STEPHEN COLLINSON
Secretary Treasurer

ANN BARRETT

ELLEN WILLIAMS

J.D. PETTIT

WHO WE ARE...

25 years +

Glen Ricketts
Jennifer Speers
Ian Stewart

15-19 years

Kathy Frey
Ed Matin

10-14 years

Diane Baxter
Samantha Clark
Nancy Cook
Terry Corbin
Ilona Lampi, (retired)
Claire Langridge
Sheila Scott (retired)

5-9 years

Candace Blundell
Shannon Bowie
Siobhan Boyter
Priya Chauhan
Brent Gmora
Barry Grant
Karima Habibali
Erin Horlings
Brenda Paco
Luke Power
Kate Rizzuto
Tiffany Scriver
Rose Silot
Heather Simai
Joe Testardi

1-4 years

Jackilyn Alberton
Andrew Cianciusi
Angus Coll-Smith
Arturo Diaz
Laura Garner
Nadia George
Alana Henrich
Naome Howe
Sandra Huskinson
Kathleen Kelly
Katie Kidd
Meghan Larkin
Sayeeda Manes
Jordana Murphy
Dawn Nichol
Doreen Nunes
Kelli Romanin
Heather Ruttan

Nicole Scheef

Alen Stepho
Ashley Steeves
Danny Sud
Sara Thrower
Rob Ticchiarelli
Kaitlyn Walsh
Pam Wilson

Under 1 year

Amanda Abu-Janb
Ryan Avery
Chelsea Green
Megan Hodnett
Mara Hoevelmann
Lindsay Jonz
Marina Kennedy
Sarah Potts
Vanessa Rapanaro

DIRECTOR OF OPERATIONS REPORT

ADAPT is proud to present reports on each of our agencies programs and services. Through these you will hear of the outcomes and accomplishments met through the committed work of our board, staff, volunteers, students, stakeholders and clients. No matter how unique or innovative any one of these program specific endeavors may be, all have been built on the common platforms of quality, integrity, integration and accessibility.

ADAPT's attention to quality is ongoing and intentional. It is bred through a continuous cycle of planning, acting, evaluating and improving. In 2015, ADAPT developed a Quality Assurance and Improvement Plan that targeted 9 attributes of quality, including a focus on population health, health equity, integration and efficiency. Throughout 2015/16, we applied these attributes to the major undertaking of organizational restructuring, helping to ensure the effective and efficient use of the agency's resources across all programs and services.

"The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor"

Vince Lombardi

Quality, integrity, accessibility and integration were also targeted through the agency's "Champions" role in the "No Wrong Door" initiative. As a charter member, we have worked with 9 other community partners in improving access to an integrated mental health and addictions system. Creating a welcoming culture, optimal waitlist management and collaboration are only a few of the principles of this initiative.

2015/16 also saw the launch of the new CALED program (Community Addictions Liaisons to the Emergency Department). This initiative, along with our participation on the launch of the LHIN's OneLINK centralized intake model, exemplifies ADAPT's responsibilities and commitments to improved accessibility through the integration of community health services and primary care.

With a focus on service quality and integrity ADAPT also enhanced the inclusion of people and families with lived experience into our projects and programs. Numerous members of the communities we serve participated in advising the development of the Halton Equitable Drug Strategy, in which ADAPT holds a lead role. The quality and integrity of our direct services to clients has been significantly enhanced through the addition of Peer Support staff and through volunteers with lived experience who bring a unique and invaluable perspective.

It is our privilege to serve our community, and our collective responsibility to do so with integrity, commitment, effectiveness and efficiency. I would like to acknowledge all of those who have supported ADAPT in setting, developing and delivering programs and services built on these foundational principles.

Respectfully,

Alan Ricketts

Director of Operations,
ADAPT

2016 CLIENT SATISFACTION SURVEY RESULTS

97%

Felt respected and valued by their counsellor

98%

Felt their counsellor was easy to talk to

98%

Felt their counsellor was knowledgeable and understanding

94%

Felt their goals were being supported

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



NEW PROGRAMS AT ADAPT

HALTON EQUITABLE DRUG STRATEGY (HEDS)

HEDS has accomplished much in the past 18 months since ADAPT became the lead agency for our Ontario Trillium Foundation grant. Until that point we had been operating as a group of representatives from various agencies meeting monthly, which generated many challenges with advancing our agenda. The inclusion of a full time manager helped us accomplish everything we set out to do.

We connected with hundreds of community professionals and people with lived experience through surveys, one-on-one interviews and focus groups to discuss concerns and gaps in service related to substance use in Halton. We acquired a good sense of what people felt the issues were, and some good suggestions for what needs to change. The results of this community consultation process, as well as our work plan for the next three years as we work collaboratively to implement solutions, will be released in a document at the end of this year.



In early 2015 we launched our official website www.heds.ca. Here we have information about Halton-specific programs and services as well as a discussion around various issues relevant to substance use in Halton. As we work to help people embrace recovery and hopefully feel that recovery is a viable, realistic option for them, we have added a section to our website entitled SOAR - Stories of Addiction & Recovery. We will be expanding the print stories and hopefully adding video stories at some point to further educate and inspire others.

We are planning to apply for a new grant so that we can continue our work of connecting with the community, examining issues and developing and implementing solutions. We welcome your input and collaboration and encourage you to connect with us at info@heds.ca to see how you can get involved.

"I've never in my life felt more comfortable speaking to an individual/counselor. It has helped more than I could ever repay!"

- ADAPT Client

ENHANCING PEER SUPPORT (EPS)

The past year has seen the expansion of our Peer Worker program to three full-time staff working in the CWMS, Opioid Outreach and Youth programs. The addition of this unique service and the experiential expertise offered by our peer worker staff have enhanced the service and support options available to our clients and enabled our agency to provide a more comprehensive approach to goal-setting and treatment services.

The peer workers at ADAPT provide a variety of specialized services including individual support, system navigation assistance, advocacy, life skills coaching, and orientation to community supports. They have also served as co-leaders with various agency group programs offering a very valuable contribution to the clients' group experience.

The program is still in the early stages of growth and development, but our peer workers have been playing a critical role in the development of protocols and practices to integrate their service into the agency. They have also been actively involved in the Mississauga Halton LHIN's monthly Peer Support Worker meetings as part of the LHIN's 'Sustaining Peer Support Initiative'.

COMMUNITY ADDICTIONS LIAISON TO THE EMERGENCY DEPARTMENT (CALED)

ADAPT is proud to introduce the addition of the Community Addictions Liaisons to the Emergency Department (CALED) Program. The CALED initiative's goal is to reduce, eliminate, and prevent repeat emergency room visits for people experiencing substance use disorders or withdrawal.

By bridging gaps in accessing addictions services via short-term outreach case management, we will assist clients with more seamless navigation of the addictions system. Acting as a feeder program to inpatient and outpatient treatment options, we are determined to remove as many barriers as possible to accessing treatment in a timely fashion. Further objectives of the program are to collect information and generate statistics on the demographics of the clients we serve in order to plan future withdrawal services which are best suited to clients in the in the Mississauga-Halton community.

This is a Ministry of Health funded partnership program that consists of 5 full-time staff from ADAPT, the Peel Addiction Assessment & Referral Centre (PAARC), and Punjabi Community Health Services (PCHS). Our mandate is to respond to all calls from the referring emergency room staff within 60 minutes, and to be present in the hospital within 2 hours of the call. Our operating hours of 10 a.m.-10 p.m. Thursday through Monday serve to further promote access to care.

The winter of 2015/2016 marked the hiring of our two ADAPT staff who have been working diligently with our partners to launch the program out of the Oakville Trafalgar Memorial Hospital (OTMH) site. This program has now been given the green light to commence operations at the OTMH site for April of 2016. We look forward to having our partners at the Mississauga Trillium Hospital (M site) join us in the 2016-2017 calendar year.

“The Adapt program has helped me through these struggles and was something stable and constant when nothing else was. Today I have been clean for over a year, work full time and am bettering my life day by day.”

- ADAPT Client

NICOTINE REPLACEMENT THERAPY (NRT)

In their 2002 study, McCarthy et.al. concluded that non-smoking clients in addictions treatment have better outcomes than those who continue to smoke, and that we can improve outcomes by helping our clients quit smoking.

In the two years since ADAPT introduced Nicotine Replacement Therapy to the list of services available to our clients, we are proud to have served 146 individuals in their quest to stop smoking. This outcome is not only significant to the clients who have participated, but to the broader communities we serve, as smoking accounts for 42% of the drug related costs in Ontario and 86% of drug related deaths.



YOUTH PROGRAM

Throughout 2015-2016, all of our programs: Days Ahead, Know the DEAL and TAY have continued to be busy. We have welcomed the addition of a Peer Support worker to our team, and are working on developing that role.

Ongoing training opportunities have given us two staff member trained in Dialectic Behaviour Therapy, one trained in comprehensive DBT, and one trained for the Fetal Alcohol Spectrum Disorder Resource Team. This facilitates knowledge exchange and furthers our development of effectively addressing the needs of this hidden population. We have also had the opportunity to participate in the community development for both of these activities, and ADAPT is now a signed-on partner with the Halton FASD Collaborative.

Days Ahead: We welcomed a new supervisor this year who has brought energy and commitment to the development of the program and the staff. Within the program we have been providing a regular monthly service to support young people who are hospitalized for mental health-related concerns at the new Oakville hospital, as well as education and a bridge to ADAPT youth services. We have also provided the Parent Education Program to the north and added the Peer Support component to the Parent Education Group.

Know the Deal: Program revisions are occurring in order to provide services to additional groups of young people, and the changes enable us to keep substance information current and enhance skill development through the use of DBT. Our clinicians' long-term service with ADAPT have enabled them to develop working relationships that have strengthened the value of the program and our camaraderie with both school boards. We are presently moving forward in some new directions with the school board so stay tuned for next year's report.

Transitional Aged Youth Outreach: TAY Outreach continues to provide a unique service in the youth addiction sector in Ontario, helping young people who meet with so many barriers. It has been a year of struggle with staff and program changes, and we are fortunate to have our wonderful team to meet the demands of the program. We have revitalized our youth group, and we are redesigning the program to better meet their needs.

It is often difficult to fully capture the work of these outstanding staff members. As individuals they demonstrate integrity and humility and as a group, they are a force to be reckoned with. Without that, the youth program would not have been able to provide 4154 direct service activities to the young people and caregivers that we serve.

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 alternatives and meaningful justice programming within Halton Region. We continue to partner with the Elizabeth Fry Society to be the primary treatment provider with the Drug Treatment Court in Halton. 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 help stop the ongoing cycle of harm/crime. This is our second fiscal year of involvement with Drug Treatment Court that continues to be a positive and successful program for many. This fiscal year, we provided programming to 10 DTC clients and to date, we have provided service to 27 clients without any additional funding.

Under the CJ Program umbrella, we provide the **Assessment and Counselling** program with Halton Youth Justice Services (Probation); the **Probation and Parole** program; the **Community Service Order (CSO)** program, and the **Extra Judicial Sanctions (EJS)** and **Extra Judicial Measures (EJM)** programs. 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.

Highlights:

- The CSO program received over 200 referrals and monitored/supervised the completion of over 7,000 community service hours
- The EJM program received 53 referrals while the EJS program received 20 referrals
- The Assessment and Counselling program (Youth Justice) saw 20 new clients and provided service to a total of 42 clients
- Service was provided to over 200 new referrals in the Probation and Parole program

“I’ve appreciated the flexible and creative approach to support. The intervention design is unique to my situation and doesn’t come from a rule book. I feel understood and well supported on this difficult journey”

- ADAPT Client



COMMUNITY WITHDRAWAL MANAGEMENT SERVICES (CWMS)

CWMS has seen yet another year of meeting or exceeding all program targets and objectives. We continue to meet our goal of supporting individuals to safely discontinue the use of mind or mood altering substances in the community. We are proud of our response time of 0-48 hours for first contact despite high referral volumes. Our team of nurses and counsellors have worked diligently at refining their collaborative approach to holistic client care, ensuring that clients have a nursing assessment within 1-3 visits, with a clearly defined plan of care.

This year also marks the addition of our Healthy Healing group, in partnership with our colleagues at the Canadian Mental Health Association. Staff initiatives in forming and maintaining strong networks with internal and external partners has contributed to the highly integrated and mature program that exists today.

Exceeding our targets for the number of clients served emphasizes the need for these accessible and quick response services. Our team has worked diligently to maintain and enhance our reputation for excellence through developing and delivering a best practice model for community withdrawal management, both within the Halton-Mississauga LHIN and province-wide.



PROBLEM GAMBLING AND BEHAVIOURAL ADDICTIONS

This past year was highly successful for the Problem Gambling and Behavioural Addictions team due to program expansion initiatives:

- Over the year we increased our community services and used our collective knowledge to provide behavioural addiction training sessions to other agencies in the Halton Region community. We also created a new educational workshop for clients and their family members with concerns of gaming and online activities. This first-time workshop had such great success that we nearly ran out of chairs to seat the attendees!
- We increased our capacity within the community by coordinating and hosting an in-service training for the Central Ontario Networking Group in collaboration with the CAMH Sexual Behaviours Clinic. This training session focused on the latest research and treatment techniques for working with clients with hyper-sexuality addiction issues.
- Our team was approached to share our problem gambling knowledge on the television series *Toronto Speaks Addiction*. This live television event allowed us to not only provide feedback and support to callers regarding problem gambling, but also to increase community education and awareness of problem gambling, treatment options and ways to access help.

Perhaps most importantly this year, we came together as a team to support the program and maintain high-quality services during several transitions and periods of limited staffing. During this challenging time, we still managed to significantly increase our numbers-served in terms of face-to-face visits, clients served and group sessions.

CONCURRENT DISORDERS SERVICES AND ADULT PROGRAM

Counselling and programming continues to be offered to individuals with co-occurring addiction and mental health problems. Besides individual outreach and family supportive 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**.

Adult Program

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**.

Fiscal Highlights

- We had 137 new referrals in the Concurrent Disorder program
- In the Adult program, 753 new clients were admitted and there were over 3500 face-to-face visits
- Dialectical Behavior Therapy (DBT) treatment, an evidence-based treatment modality using a cognitive-behavioral approach that emphasizes the psychosocial aspects of treatment, was introduced with a group running in Oakville and another in Burlington. These groups have been a huge success
- Halton Homes had over 500 face-to-face visits

OPIOID OUTREACH & TREATMENT SERVICES

The past year has been one of continued growth and development for the program as the partnership continues to determine the most effective ways to service this unique population of individuals and families within our communities. Across the partnership we have met our targets of servicing approximately 450 new clients on an annual basis.

Over the past year we have:

- Expanded our **Friends and Family** program offering psycho-educational group services 3 times per year and our ongoing support group on a bi-weekly basis. The response to and need for this service continues to grow and requires information that is reflective of current research and experience.

- Introduced a **Mindfulness Group** as a means by which to provide the clients with alternatives ways to manage chronic pain.
- Revised our intake procedure to allow for more effective triaging of clients and the enhancement of the role of the nursing assessment in the initial and ongoing care of our clientele.
- Placed a staff representative on the Halton Equitable Drug Strategy HOPE committee, which has positioned the program to play a role in developing effective strategies by which the community can address both its response to and prevention of incidents of overdose.
- Updated our assessment package for more comprehensive documentation of client information and treatment planning
- Initiated the updating process of our Operational Guidelines for the Partnership

We take pride in all of the partnership’s program staff as they embrace the challenge of being at the forefront of this new field - creating and providing assessment and treatment services for those struggling with opioid use and dependence.

“I’m so happy to have found such a great support to help me in my recovery. I will be forever grateful to all the wonderful staff at ADAPT”

- ADAPT Client

ADDICTION SUPPORTIVE HOUSING (ASH)

As the Addiction Supportive Housing Program (ASH) completes its 5th year of operation, we celebrate our clients’ accomplishments:

- 3 individuals have successfully completed the ASH program and are now living independently
- Of our 37 clients, 10 are now working; 4 have returned to complete high school; 3 have enrolled in college programs; 5 are caring for their children on a full or part-time basis, and 1 has had a baby and is caring for her well.
- 9 clients have achieved one year of sobriety, and 3 have come off of social assistance.

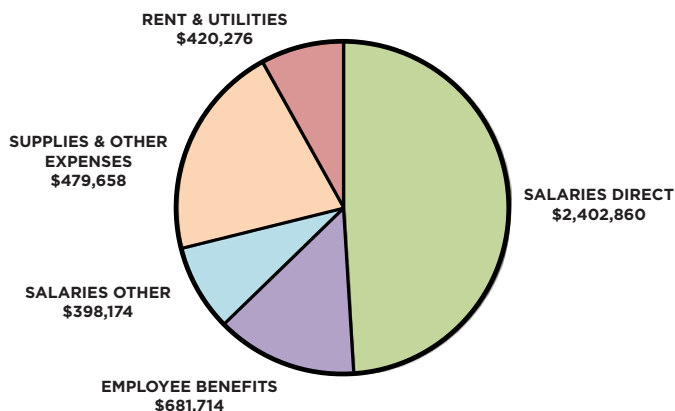
We continue to provide varied programs such as **Healthy Kitchens**, **Healing Through the Early Stages**, **Assertiveness Training and Mindfulness** in both Oakville and Burlington, and the ongoing Maintenance group in Oakville, all with excellent results.

REVENUE FOR 2015 - 2016

Ministry of Health	\$3,404,567
Canadian Mental Health Association	563,600
Ministry of Children & Youth Services	178,261
Ministry of Community Safety & Correctional Services	144,725
United Way	84,967
Other Program Funding	228,870
Donations and Other Income	42,797

Total Revenue \$4,647,787

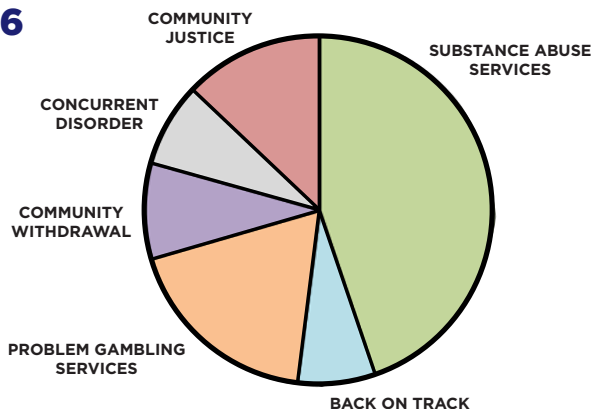
SUMMARY OF EXPENSES 2015-2016 TOTAL EXPENSES \$4,382,682



SERVICES BY THE NUMBERS: 2015 - 2016

	# of Programs	Clients Served	Client Visits
Substance Abuse	12	2126	16542
Problem Gambling	4	881	2872
Community Withdrawal	2	515	5414
Concurrent Disorder	6	336	2339
Community Justice	6	594	2652
Back On Track	1	308	1183
TOTAL	31	4,760	31,002

CLIENT TYPE



HEAD OFFICE:

265 Cross Ave., Suite 203, Oakville, ON, L6J 0A9
905-847-6547
www.haltonadapt.org

INTAKE AND INFORMATION:

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