

ANNUAL REPORT 2016-2017



BOARD CHAIR AND CHIEF EXECUTIVE OFFICER'S REPORT

In 1975, as the initial community based addictions program in Ontario, there were no service delivery models to follow so ADAPT had to be creative and innovative in order to develop a range of alcohol and drug services that were best suited to meet our clients' needs. This task was even more difficult as ADAPT was operating within a funding environment where addictions was not a priority. These early day characteristics of innovation and creativity have become engrained into the culture of ADAPT over time and remain the cornerstone of our approach to service delivery today. These qualities have also allowed us to address unmet need in an optimal way despite the underfunding that our sector has experienced over the years.

Governments everywhere are now placing an enhanced priority on funding for substance use and gambling problems due to the tremendous financial burden generated due to inadequate service availability. The recent opioid epidemic and concomitant health and social costs have caused funders across the country to realize the importance of appropriate levels

of service for substance use problems. Ontario and the Federal Government have recently reached a health funding agreement that will see \$1.9 billion in targeted investments made into addictions/mental health over the next decade. Hopefully the Ontario government will direct the new funding to community based services to achieve the greatest return on investment. We view this investment, as well as Ontario's recent investment of \$222 million, as a promising start to redress the historic funding inequities in addiction and mental health.

We are pleased with our newest services, Emergency Department addiction support and the peer support initiative, and their ability to fill long standing service gaps. We are also pleased with our evolving approach to placing a high priority on service quality. ADAPT now has a formal process to continually improve service delivery. Our quality focus is on a number of domains: access to service; effective service; client centred service, efficient service, equitable service and integrated service delivery.

It is remarkable how ADAPT was able to grow and thrive over the years in a funding environment that has not favored addictions. Last year saw significant program expansion and we will continue to pursue new funding to fill more service gaps in the upcoming years. We have a remarkable organization that is characterized by extremely high service standards that embrace best practices in all areas. It is important to note that our many successes are the result of the dedication and hard work demonstrated by the ADAPT staff group, the Board of Directors and our volunteers. Without these contributions, ADAPT would not be the dynamic leader it is in the field of addictions.

Rick Dawson

Rick Dawson
Chair

Ian Stewart

Ian Stewart
Chief Executive Officer

2016 - 2017 Board of Directors

RICK DAWSON
BOARD CHAIR

MARILYN MacLENNAN
VICE-CHAIR

STEPHEN COLLINSON
SECRETARY-TREASURER

ELLEN WILLIAMS
DIRECTOR

ANN BARRETT
DIRECTOR

BETTY-LOU KRISTY
DIRECTOR

WHO WE ARE...

25 years +

Glen Ricketts
Jennifer Speers
Ian Stewart

15-19 years

Samantha Clark
Ed Matin

10-14 years

Diane Baxter
Nancy Cook
Terry Corbin
Claire Langridge

5-9 years

Candace Blundell
Shannon Bovie

Priya Chauhan

Brent Gmora
Barry Grant
Karima Habibali
Erin Horlings
Brenda Paco
Kate Rizzuto
Tiffany Scriver
Heather Simai
Joe Testardi
Sandra Huskinson
Kathleen Kelly

1-4 years

Andrew Ciancusi
Arturo Diaz
Nadia George
Alana Henrich
Naome Howe

Meghan Larkin

Sayeeda Manes
Jordana Murphy
Dawn Nichol
Kelli Romanin
Heather Ruttan
Nicole Scheeff
Alen Stepho
Ashley Steeves
Danny Sud
Sara Thrower
Rob Ticchiarelli
Pam Wilson
Megan Hodnett
Amanda Abu-Janb
Mara Hoevelmann
Lindsay Jonz
Marina Kennedy
Sarah Potts

Vanessa Rapanaro Anyia Skira

Under 1 year

Maureen Heywood
Amber Lapierre
Meaghan Cummins
Allicia Carter
Ashley Davidson
Michelle Heersink
Amisha Patel-Benipal
Gayle Smith
Josie Dalla-Via
Andrew Bridson
Jennifer Dion
Laura Iannone
Izabella Drzwiecka-
Kathravel

DIRECTOR OF OPERATIONS REPORT

Each and every member of our ADAPT team holds a collective responsibility to the individuals and communities we serve. We are charged with the accountability of maintaining a culture that is focused on consistent evaluation and improvement, in providing high quality, effective, accessible, equitable and fiscally responsible health services. We hold these responsibilities, not only to our own agency and programs, but to the integration and coordination of the broader system of health care.

We understand that a number of those we serve are challenged by health system inequities, and are lacking in many of the contributing factors that support the social determinants of health. We recognize that advocacy, the reduction of stigma, community education and awareness, health promotion and prevention are all included in our accountabilities.

“You steadily grow into becoming your best as you choose to be accountable and accept responsibility for improvement”

Steve Shallenberger (Becoming Your Best...).

In 2016/17 ADAPT worked to meet all of the standards required for our re-certification with the Canadian Centre for Accreditation. These included numerous components for both organizational standards of governance and stewardship, through program delivery standards, including quality, accessibility and safety. Through interviews and surveys with our board, staff, community partners and clients, we heard the voices of those we work collaboratively with, those seeking service and

those with lived experience. All must be heard, as we work collectively to ensure effective, client-centered services that meet the diverse needs of the communities we serve.

This ADAPT annual report contains information about the work and accomplishments of each of the agency programs from April 1, 2016 through March 31, 2017; both quantitative and qualitative. I would like to acknowledge each individual who has contributed to our culture of “quality through accountability”, including our board, staff, community partners, volunteers, students, and each person who gave a voice to our quality assurance and improvement processes.

Still, even with our successful accreditation, we must not rest. Through the development and delivery of an annual Quality Improvement Plan and its ongoing quality assurance review processes, we will continue to strive to meet our ongoing accountabilities and collective responsibilities to delivering equitable, accessible and effective health services to all we serve.

Respectfully,

Elen Ricketts

Director of Operations,
ADAPT

2017 CLIENT SATISFACTION SURVEY RESULTS

Would you recommend
ADAPT to others?

96.2%

Do you feel your goals were
being supported?

95.3%

Do you feel that your
counsellor treats you with
dignity and respect?

98.7%

94.5%

of clients feel they
have enough say in their
treatment

COMMENTS FROM 2016-2017 SATISFACTION SURVEY:

I love my ADAPT counsellor, she has a clear passion for the work she does and I can tell she truly cares about me.

It feels good being able to finally talk about “me” and I feel that I am getting farther, faster than in any other counselling sessions. Kudos to your people!

An absolute comfort coming here every week! It’s been wonderful to have such an incredible support system.

Coming to ADAPT has been the best decision I have made in a long time. It is the beginning of a new me. My counselor is great and I look forward to making improvements in my life with the help of our sessions

Fantastic counsellors, really helpful! Coming to ADAPT has changed my life.

I want to thank the people in ADAPT who have helped me so much in gaining my life back- without their help, I wouldn’t have made it this far. From the bottom of my heart- thank you so much

I appreciate the simple fact that the service is available- it is truly a blessing. Thank you!

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 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 third fiscal year of involvement with Drug Treatment Court that continues to be a positive and successful program for many. This program is provided without any additional funding.

Highlights:

- The CSO program received over 165 referrals and monitored/supervised the completion of approximately 5000 community service hours
- The EJM program received 40 referrals while the EJS program received 13 referrals
- The Assessment and Counselling program (Youth Justice) saw 23 new clients and provided service to a total of 40 clients
- Service was provided to over 150 new referrals in the Probation and Parole program

COMMUNITY ADDICTIONS LIAISON TO THE EMERGENCY DEPARTMENT (CALED)

Community Addiction Liaisons to the Emergency Departments (CALED) program is committed to reducing repeat visits to emergency departments within 30 days associated with substance abuse. The CALED staff are presently providing short-term intensive services to the Oakville Trafalgar Memorial Hospital patients. The staff pride themselves on their rapid response time of seeing a patient live within two business hours for a warm transfer. The team does a fabulous job assisting and stabilizing the patient, identifying substance use goals, and providing them with relevant resources / referrals. Staff provide weekend and evening support to ensure that clients are getting care when they need it most. For the 2016-2017 fiscal the CALED staff served 155 individuals and had 1083 direct visits. The program is eagerly awaiting the role out at Trillium Hospital M-site.

“I can’t believe how ADAPT has helped me and my family. ADAPT should be funded and expanded to help the epidemic amount of people dealing with issues. My parents needed help my brother and I discovered ADAPT and helped facilitate a very difficult family meeting. I decided not to be hypercritical and walk the talk. I talk freely with ADAPT and attend meetings that help keep me on track and in touch with reality”.

- ADAPT Client

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



United Way
Halton & Hamilton



Centre for Addiction and Mental Health
Centre de toxicomanie et de santé mentale



Canadian Mental Health Association
Halton Region Branch
Mental health for all

Association canadienne pour la santé mentale
Filiale de la région de Halton
La santé mentale pour tous

ADULT PROGRAM

The Adult program offers programming out of our five office locations. The Maintenance and Phase One groups are “core” group programming that run year round and are well attended. The Phase One group material was revamped and the “new look” Phase One is being piloted in Burlington using a continuous intake procedure. The team is also in the process of other program reviews and looking at alternative programming to address the wait list and increase group counselling. The GAIN MI ONT is the new assessment tool and implementation of the tool has begun. All staff required certification and is now complete. The Adult Team continues to offer “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.

“ADAPT has been a blessing to our family. Highly professional, compassionate and resourceful, our ADAPT counsellor has been very helpful to us as we navigated some challenging times over the past years. I believe that the Halton Region has been exceptionally well served by this agency. Thank you!”

- ADAPT Client

CONCURRENT DISORDERS SERVICES

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 Psychois and the Halton Geriatric Mental Health Outreach program. Thanks to all of our volunteers who assist with our group programming.

Highlights

- We had 156 new referrals in the Concurrent Disorder program
- In the Adult program, 700 new clients were admitted into the program and there were over 3233 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, continued with a group running in Oakville and another in Burlington.
- Halton Homes had over 280 face-to-face visits

OPIOID OUTREACH & TREATMENT SERVICES

As the national opioid crisis festered and grew in 2016-2017, ADAPT and our partners; PAARC, Hope Place Centre, and Salvation Army, continued to serve clients struggling with opioid use and their loved ones. There is always more to do yet we were able to provide support during this time of almost 3,000 service provider interactions, both one-on-one and through our successful groups. Our nurses and counselors go where they are needed, often to clients’ homes and coffee shops, but also to hospitals, food banks, methadone clinics, and park benches. And so far, we have been able to do so without our clients having to endure a long waiting period, even while the case managers address the complex issues that frequently come up for this population.

Both of our structured groups, Friends and Family, and Mindfulness for Chronic Pain and Opioid Use, are now offered 3 times a year and the feedback is consistently positive and humbling. We also continue to provide an ongoing support group for loved ones that ensures continued care and support when needed. One of our clients has even become a much-valued volunteer for another ADAPT program after graduating from our services.

A number of staff attended valuable trauma training to understand better some of the unfortunate contributors to opioid use. As a number of addiction specialists have purported, perhaps we need to not simply ask “why the addiction” but rather become more curious regarding “why the pain”.

As the need for overdose measures became frighteningly clear, we began to create a plan for how our program and the agency as a whole could become leaders in knowledge about overdose and training for the life-saving properties of naloxone. We quickly researched what community pharmacies were the early providers of naloxone and how our clients could access it. At the same time a plan was developed for training of the agency staff and creating a proper policy within ADAPT of naloxone education but not distribution.

Through our staff representative on the Halton Equitable Drug Strategy HOPE committee, we were able to contribute to current, evidence-based training modules on overdose prevention. We have also created handouts for clients to share with their doctors on withdrawal/tapering protocols and opioid substitution therapies.

We were able to hire a consultant to research and review available services for chronic pain and to explore where we may be able to assist with service gaps for those using opioids as well as where we can partner with others to help stem the tide of opioid use disorder. These results will be applied to possible new opportunities in the next fiscal year.

Our program was also invited to LHIN’s No Wrong Door Knowledge Exchange where we presented on how the Best Transfer Guidelines apply to the self-referral process, both as it relates to the Opioid Program and more broadly to the agency. As part of this exercise, a number of program clients were interviewed to help keep the results honest and meaningful.



Hoofbeats in the Counseling Room, our fall team retreat, where the horses did the teaching to make us better – at communication, at trust and respect, and teamwork!

ENHANCING PEER SUPPORT

The Peer Worker Program continues to strengthen and stabilize client support in the CWMS, Opioid Outreach, and Youth Programs. The managers from each of the three programs rotate representation on the Peer Supervisors Committee, but it is most appropriate that one of the peers themselves is directly engaged in the Mississauga Halton LHIN’s monthly Peer Support Worker meetings as part of the LHIN’s Sustaining Peer Support Initiative. Our clients are grateful to have the benefit of our peer workers lived-experience and compassion.

“What an amazing facilitator. As someone who had to attend the Probation group, I not only enjoyed the experience but learned so much”.

- ADAPT Client

ADDICTION SUPPORTIVE HOUSING (ASH)

We recently had 5 individuals successfully complete the ASH program and move on to live independently or transferred to permanent housing. ASH has also grown in the past year by adding 6 additional clients and an additional Case Manager in the Burlington area due to additional funding. Our partners, Summit Housing and Support and Housing Halton continue to assist us with facilitating move in dates and liaison with property managers.

We currently have a screening wait list of six to nine months. The wait list has 32 clients on it and is updated; monitored and followed up on a regular 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 LHIN 4 and 6.

We have 4 successful groups that run during the week.

“ADAPT has given me the opportunity and confidence to share my innermost thoughts with a caring and compassionate person. I always feel better after meeting with my counsellor”.

- ADAPT Client

The two original groups which were developed at the beginning of the program in 2011 (Healing through the Early Stages) both in Burlington and Oakville 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. Our next group is scheduled to start in mid-September.

An ASH worker also facilitates the “Maintenance” group out of Oakville office which offers a weekly therapeutic abstinence-based support group, with the purpose of learning to live without abusing alcohol, drugs or gambling. Participants set goals that support their abstinence and discuss problems and feelings associated with overcoming their dependence on alcohol, drugs or gambling, and maintaining their path of recovery.

Of our 31 clients, 11 are now working; 3 have returned to school to complete grade 12 and 3 have enrolled in a college program; 4 are caring for their children on a full or part time basis with certain CAS files closed. One client also had a baby and continues caring for her successfully and has moved on independently from ASH. Thirteen have achieved one year of sobriety.

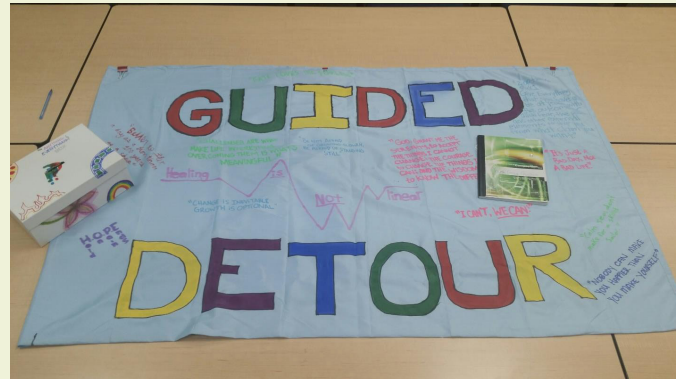
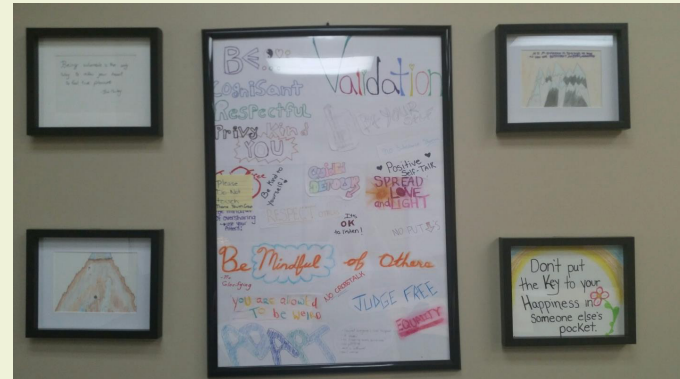
YOUTH PROGRAM

The Youth Program continues to flourish with its 3 programs; Days Ahead (core office service), Know the DEAL (school based service) and TAY Outreach (as the name implies). Services were provided to 818 individuals through 3409 visits in these 3 programs. We also continue with our triage services. This is a service designed for first time callers who are concerned about a young person. This may or may not lead to ADAPT involvement but is more in keeping with responding in a timely fashion to individuals faced with challenging and worrisome situations. We provided 204 of these types of activities in addition to our regular client services. The Enhancing Peer Support Program is now fully integrated into our youth programming and is a welcomed addition. This service provided an additional 328 visits to our young people and greatly heightened the client experience.

Youth program staff have focussed a lot of their energy over the last fiscal on enhancing, developing and adjusting group services. With this focus, we have seen an increase in group participation with a total of 1274 registered group participants. Our Parent Education Groups are consistently responding effectively to the needs of caregivers and we anticipate expansion of this service to the north as well as the continued development of a Parent Support Group. Our youth group, Guided Detour, is well established now

and has become an essential part of youth services. This group has established working relationships with other service providers and have embarked on incorporating art and cooking classes into their group format. Know the DEAL has added mindfulness as a strategy to further support earlier intervention as well as adjusting the existing program to better meet the needs of specialized school groups. The youth program has begun a process of developing a youth specific DBT group. In addition, we welcomed a new volunteer to our youth group and have continued to benefit from the expertise of our parent volunteer who will soon be celebrating 10 years as a volunteer with our Parent Education Group.

Our work with the community continues with active participation and development of the Halton FASD (Fetal Alcohol Spectrum Disorder) Collaborative and Resource table, the Halton Equitable Drug Strategy, the Our Kids Eat Well initiative and all things TAY. We continue to contribute to our community and the well-being of its residents in everything that we do. Clients and community members continue to provide favourable feedback as well as including us in ideas for change. The successes of the youth programs would not occur without the compassion, commitment and investment in change that support our young people and their caregivers, as demonstrated by the youth program staff.



COMMUNITY WITHDRAWAL MANGEMENT SERVICES (CWMS) PROGRAM

The CWMS program continues to provide stellar service to client's requiring withdrawal management support from at least one mind or mood altering substance. All clients admitted into the CWMS program receive short-term intensive services and obtain a nursing assessment from one of our Registered Practical Nurses within the first one to three visits. Staff work with clients on a number of levels including; pre-withdrawal, post-acute withdrawal and relapse prevention.

For the 2016-2017 fiscal the CWMS program served 383 clients and had a total of 4394 visits. It is clear that CWMS is achieving its mandate of reducing hospitalization visits for individuals with addiction and or concurrent disorder concerns.

The CWMS program remains an icon in the field of community withdrawal services throughout Ontario. We continue to receive requests about our program model and how emerging programs can mimic what is working so well. We look forward to another successful year.

"I found the six sessions very informative and helpful in keeping me focused on achieving my goals."

- ADAPT Client

PROBLEM GAMBLING AND BEHAVIOURAL ADDICTIONS

This year, we focused on expanding group programming; our team now offers early recovery support, goal setting, and maintenance groups to our clients with gambling and behavioural addiction issues. We also completed a 4 week Family and Friends program for individuals who have been affected by problem Gambling or Gaming, which was well received. Our team continues to facilitate an Addictions 101 group in both Vanier and Maplehurst Correctional Facility, and have increased the capacity of these groups to service more individuals.

The Day Treatment program had a successful year and serviced many clients throughout Southern Ontario. We are excited to announce a new partnership with St. Leonard's in Brantford, and will run a cycle there October 23rd. Our goal is to continue to expand this unique program to increase accessibility for those in need.

Our Behavioural Addictions program was featured in the Problem Gambling Institute of Ontario newsletter this summer. This allowed us the opportunity to share information regarding our new program and services that we offer.

The PGBA team has also been working with community organizations to increase awareness and education surrounding Problem Gambling. We had the opportunity to participate in a Q&A session at the Oakville Film Festival for the Australian film "Broke"; a film about a professional rugby player who loses his career due to alcohol and gambling. This opportunity allowed us to connect with a large audience to discuss how to recognize the signs of problem gambling, and resources to connect with. A Q&A will follow the film featuring: Ashley K Davidson, BA Psychology & OCGC Concurrent Disorders Program Manager, Problem Gambling and Behavioural Addictions Adapt Oakville

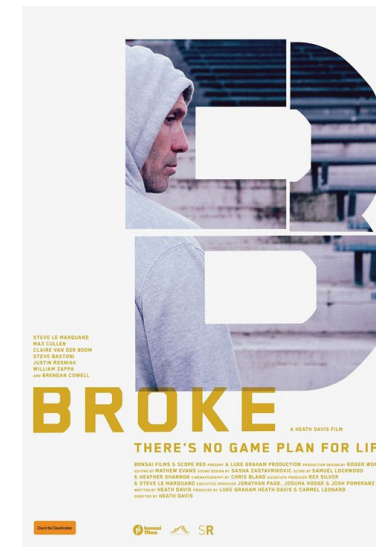
It has been a lively year, through the ups and downs the team has remained focused and motivated. We have managed to significantly increase our individuals served and group programming numbers.



"I'd like to stop ADAPT soon and possibly start private couples counseling. Thank you for all your help with my addictions. I feel I had a breakthrough last week with your help. You are great at what you do."

ADAPT Client

The client felt the orchid demonstrated a winding path by the stem that twisted and turned and that even when there were no blooms, the orchid was working hard behind the scenes, waiting for the right time to manifest all the positive changes that were ready to show themselves, including gorgeous orchid flowers



A Q&A will follow the film featuring: Ashley K Davidson, BA Psychology & OCGC Concurrent Disorders Program Manager, Problem Gambling and Behavioural Addictions ADAPT Oakville

"The counsellor was very easy to talk to and my initial anxiety went away immediately. He quickly acknowledged that parenting was a difficult job and most parents go through bumps and hick ups in their relationship with their teens. I left feeling I had done a good job, the job was on-going and ultimately, my son would make his own decisions, even if that means decisions I don't want him to make, including the use of drugs and alcohol."

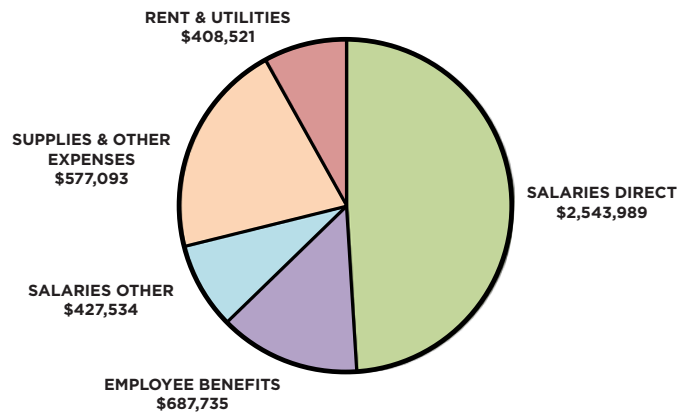
- ADAPT Client

REVENUE FOR 2016 – 2017

Ministry of Health	\$ 3,645,463
Canadian Mental Health Association	536,959
Ministry of Children & Youth Services	178,261
Ministry of Community Safety & Correctional Services	145,175
United Way	85,967
Other Program Funding	274,296
Donations and Other Income	33,297

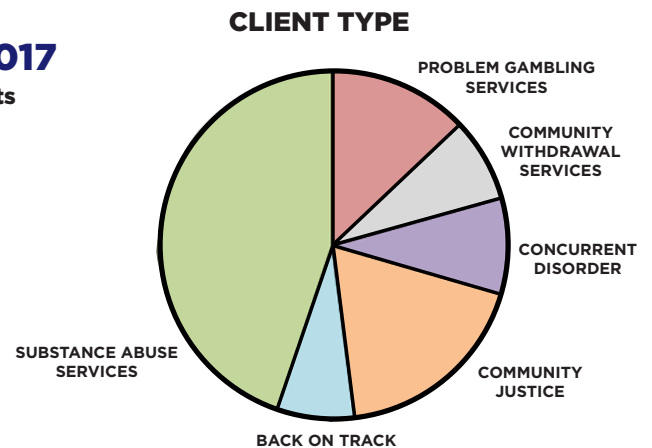
Total Revenue \$4,899,418

SUMMARY OF EXPENSES 2016-2017 TOTAL EXPENSES \$4,644,872



SERVICES BY THE NUMBERS: 2016 – 2017

	# of Programs	Clients Served	Client Visits
Substance Abuse	13	2347	18,850
Problem Gambling	4	566	2,232
Community Withdrawal	2	383	4,398
Concurrent Disorder	6	350	1,985
Community Justice	6	520	2,225
Back On Track	1	207	1,014
TOTAL	32	4373	30,704



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