

# DIGNITY. RESPECT. EMPOWERMENT



## ANNUAL REPORT 2023-2024

### LAND ACKNOWLEDGMENT

ADAPT is privileged to provide services within the boundaries of the Regional Municipality of Halton. We acknowledge that there have been Indigenous Peoples who have been the inhabitants and caretakers of the land for thousands of years. We acknowledge the Treaty Lands of the Mississaugas of the Credit First Nation and the Traditional Territory of the Haudenosaunee, Huron-Wendat and Anishinabek.

We also recognize the contributions of the Metis, Inuit, and Indigenous Peoples in shaping and strengthening our local community, and our province. We are grateful for the opportunity to be here, and we thank the generations of people who have taken care of this land.

However, acknowledgment by itself is a small gesture without a genuine commitment to being fully present in our relationship with the land and the Indigenous Peoples. ADAPT supports the Truth and Reconciliation Commission's 94 Calls to Action. These Calls to Action represent clear and tangible ways in which each of us can learn, advocate, champion the lessons from the past, recognize the harm, and progress to change. We hold an invested commitment to advancing the promise of Truth and Reconciliation in our communities.

## BOARD CHAIR AND CHIEF EXECUTIVE OFFICER'S REPORT

I am incredibly proud of the work that the ADAPT team does to support our mission of empowering people with alcohol, drug, gambling, or behavioural addictions, and their families, to manage these concerns and to lead more fulfilling lives through the provision of comprehensive, evidence-based services, corresponding to their individual needs. ADAPT served over 3,300 clients this past year, providing resources and services to address the challenges clients face.

Our Board of Directors welcomed five new Board members in 2022-2023 and another Board member and a committee member this past year. This transition of our Board and committee members has brought a range of expertise that significantly strengthens our governance capabilities. I am very grateful for the time commitment each of our volunteer Board and committee members make to ADAPT.

The Board undertook other initiatives to strengthen its governance approach this year. We adopted a robust committee structure establishing our Finance & Audit Committee and Governance and Risk Committee, which joined our previously established Human Resources Committee. Further, the Board undertook a process to update its by-laws and governance policies in response to the Ontario *Not-for-Profit Corporations Act*.

I look forward to continuing to support ADAPT as we work toward achieving the goals of our 2023-2026 strategic plan and celebrating ADAPT's 50th anniversary of serving Halton Region in 2025.



Lenna Bradburn, MPA  
Chair, Board of Directors

Throughout the 2023-2024 fiscal year, ADAPT advanced the goals of objectives of our strategic plan. We remained unwavering in our commitment and accountability to providing accessible, equitable and effective addictions assessment, prevention, and treatment services.

I would like to highlight just a few of the investments and accomplishments.

Investment was made in our commitment to reducing access barriers and wait times. Wait times between referral and service engagement were substantially reduced, access to service in high-needs communities across Halton was enhanced, and high-quality prevention and awareness resources were developed.

We enhanced our collaboration with regional health services, forming a new partnership to provide harm reduction services and supplies to our clients and to those in high needs communities.

Working with our local Ontario Health Teams we advocated, successfully secured funding, and collectively developed a coordinated model of community and primary care that will improve access to those most affected by healthcare inequities.

We achieved the renewal of the corporation's accreditation through the Canadian Centre for Accreditation, a third-party review based on accepted organizational practices that promote ongoing quality improvement and responsive, effective community services.

I would like to acknowledge all the stakeholders who worked collectively and collaboratively, supporting us in advancing our mission to empowering persons with alcohol, drug, gambling, or behavioural addictions, and their families, to manage these concerns and to lead more fulfilling lives through the provision of comprehensive, evidence-based services, corresponding to their individual needs.

Services built on the principles of dignity, respect, equity, diversity, and inclusion, which support and adjust to the needs of the communities we serve, and which empower individuals to live healthier lives.



Sincerely and respectfully,

A handwritten signature in blue ink that reads "Glen Ricketts".

Glen Ricketts  
Chief Executive Officer

**DIGNITY. RESPECT. EMPOWERMENT**

# ADAPT BOARD OF DIRECTORS 2023-24

## CHAIR

Lenna Bradburn

## VICE CHAIR

Stephen Aikman

## SECRETARY

Mike Merko

## DIRECTORS

Sheryl Watson  
Omer Aziz  
Joe Tedesco  
Tracy MacMillan  
Wendy Kaufman  
Deborah Moor

## COMMITTEE'S

### NON-DIRECTOR COMMITTEE MEMBER

Nancy Hughes

### HUMAN RESOURCES COMMITTEE

Tracy MacMillan, Chair  
Omer Aziz, Vice-Chair  
Stephen Aikman, Member

### FINANCE & AUDIT COMMITTEE

Joe Tedesco, Chair  
Wendy Kaufman, Vice-Chair  
Nancy Hughes, Member

## GOVERNANCE & RISK COMMITTEE

Sheryl Watson, Chair  
Deborah Moor, Vice-Chair  
Mike Merko, Member

## WHO ARE WE

### 20 years +

Glen R.

### 15-19 years

Terry C.  
Brent G.

### 10-14 years

Priya C.  
Sandra H.  
Kathleen K.  
Krissie M.  
Kate R.  
Heather R.  
Ashley S  
Joseph T.

### 5-9 years

Justyna B.  
Josephine D  
Lindsay J.  
Philippa M.  
Andrew S.  
Nicole S.  
Scott S.  
Sara T.

### Less than 5 years

Jerico A.  
Nikki B.  
Kathleen B.  
Jacqueline B.  
Nico B.  
Melissa B.  
Lindsay C.  
Claudia C.  
Laura D.

Shianna E.  
Kathy F.  
Tylor F.  
Carleen F.  
Alberta G.  
Brittney H.  
Daniel H.  
Akif H.  
Megan H.  
Sarah H.  
Kyla K.  
Natasha K.  
Jessica K.  
Amanda L.  
Kate L.  
Tasha M.  
Joanne M.  
Tim M.  
Corrie M.  
Lindsey M.

Monty M.  
Sarah N.  
Louisa O.  
Alexandra O.  
Amisha P.  
Emma P.  
Ashley R.  
Elizabeth S.  
Alainna S.  
Morgan S.  
Alexandra R.  
Athmi V.  
Courtney W.  
Andrew W.  
Angela W.

Joined ADAPT  
between  
April 1, 2024 and  
August 1, 2024:

Abi T.  
Rizza B.  
Emma A.  
Chanddeep C.  
Brenda P. (return)  
Amanpreet S.  
Amber K.  
Rachelle M.  
Bailey S.  
Tyler L.

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



## DIRECTOR OF OPERATIONS REPORT

At the beginning of our 2023-2024 year, ADAPT reaffirmed its commitment to providing the best possible support to our clients. Guided by our strategic plan, we critically examined areas where we could enhance the client experience, improve organizational effectiveness, and expand our programming within the community.

One significant concern was the frustration caused by long wait times for some of our programs. These delays not only hindered access to essential services but also led to client disengagement. To address this, we piloted a program offering single-session touchpoints for clients on our waitlist. Our initial goal was modest—30 sessions within 30 days of a request. However, between July 2023 and March 2024, we exceeded expectations, offering 132 sessions with 96 attended. This initiative successfully reduced the average wait time from 16 days to just 9, providing quicker access to much-needed support.

We also recognized the need to make help and information more accessible, allowing community members to engage at their own pace without waiting for a counselor. To achieve this, we increased the number of low-barrier groups available to those not yet registered or still on the waitlist. By March 2024, our initial goal of offering 2-3 groups per week expanded to 6, providing more clients the opportunity to engage with our services.

For individuals with complex needs, we knew that better coordination of services was essential for comprehensive care. In response, we trained over 40 staff members in using the Unified Care Plan portal, which was launched in November 2023. By March 2024, all ADAPT clinical staff were fully trained. Additionally, we established a partnership with the Halton Region Police Services, enabling our counselors to reach out to individuals engaged by the police due to substance use and connect them directly to our services if they so choose.

Harm reduction is a proven life-saving approach, and we have long understood the importance of making these supplies more readily available. In collaboration with Halton Region Public Health, we trained our staff to distribute harm reduction supplies directly to our clients and educate them on safe usage.

We also identified the need to integrate our housing programs with the broader Halton Region housing initiatives to create more opportunities for those in need. In January 2024, our Addiction Supportive Housing (ASH) program was officially integrated into the Halton Region Coordinated Access system. This integration has already borne fruit, with three participants successfully transitioning from the ASH program to the Halton Region Subsidy, marking an important step toward stable, long-term housing.

Recognizing the value of client feedback, we set a goal to gather 200 individual surveys to inform our programming. The response was tremendous—237 surveys were received, with 92.6% of clients indicating they would recommend our services to a friend in need.

As we look ahead, we are excited about the opportunities on the horizon. We have been approached by Shine Out! Shout Out! to run the “Just Be You” program, which supports youth in healthy socialization, mental health, and addiction awareness. Additionally, we are collaborating

on the Steering Committee for EPPIC, a significant initiative for community-based coordinated care with primary care partners, supported by Ontario Health.

This journey of improvement is about more than just ticking boxes—it’s about making a real, lasting difference in the lives of our clients and ensuring our programs and services meet the needs of the community. However, none of this could have been achieved without the hard work of the ADAPT staff team. They repeatedly demonstrate their passion for the work we do and their dedication to the people we serve. These successes are theirs. Congratulations team.



Monty Montgomery  
Director of Operations

## ADULT PROGRAM

The ADAPT Adult team supports clients 25+ looking to make changes with their substance use, and Family & Friends supporting a loved one with substance concerns. We provide one-to-one counselling and psycho-education for those looking to make changes with their use, or cope with a loved one's concerns. Limited and structured sessions are offered, and referrals to community supports are always offered & encouraged.

The team ensured access and managed high demands for service by providing both virtual and in-person support. Individual services were provided to 676 clients, through 3979 interactions.

The psycho-educational Phase One group provided 1723 clients with a place to learn about strategies and to gain support in making positive and healthy changes to their substance use.

A Single Session Therapy (SST) pilot was introduced to reduce the wait times for service engagement to under 30 days. After a very successful pilot, SST was integrated into standard programming and in its first 9 months of operation it provided clinical support to 96 individuals. The session provides counselling, support, system navigation and resources to help waitlisted clients with their most immediate needs.

With additional staff trained in SST, service options were added, and capacity was enhanced, reducing the wait time to receive an SST to 8.5 days. This also supported clients with community connections and advanced Coordinated Care treatment planning in the region.

A Single Session Therapy pilot for families began toward the end of the fiscal, which will be an integral part of the vision to expand Family Services programming at ADAPT in the coming fiscal.

To improve efficiencies our Adult and Intake teams were merged. The result is improved clinical screening and support to clients at the point of first contact. The advancement of clinical intake also reduces access barriers and wait times by allowing clients to be diverted into low barrier groups to support them before their first individual appointment, while providing more accurate placement into each program, with specific clinical questions asked to ensure this accuracy.

Clinical capacities at first contact continue to evolve and advance, as we uptrain the intake team to support this service improvement initiative.

Moving forward, we will continue to enhance our ability to more effectively screen, support and triage clients to ensure that they receive the right services, at the right time, in the right place.

## CONCURRENT DISORDERS SERVICES

The ADAPT Concurrent Disorders Program includes counselling for individuals and families impacted by concurrent disorders, the Phoenix First Episode Psychosis program and the PHAST partnership. In addition to individual counselling, we offer a wide range of groups including psychoeducation, skills building and emotional processing for people living with a concurrent disorder and a separate program for families. We work with individuals to achieve their goals around substance use and mental wellness. We offer flexible scheduling, and outreach support for 6 months to a year.

Over the past year the CD team has worked to update and improve our Health and Hope I and DBT Skills group, returning DBT to in person meetings. We have also resumed the Community Concurrent Disorders Partnership to improve coordinated care, reduce barriers to service across the partnership and improve the quality of service. The PHAST program has successfully diverted ER visits by offering intensive community based programming and transfers. The PHAST team has collaborated with the ADAPT Opioid team to create a new in-person Drop In Harm Reduction group, offering immediate services to anyone who is interested in learning more about how to maintain wellness regardless of substance use.

## OPIOID OUTREACH & TREATMENT SERVICES

The ADAPT Opioid Outreach and Treatment Services team provides individual counselling, case management, peer support, psycho-education workshops and life skills groups for people who use opioids and their loved ones. We provide support for individuals with a range of substance use goals.

Our team consists of 8 Clinician Counsellors and/or Case Managers, 1 Nurse Practitioner, 1 Peer Worker and 1 Program Manager.

Our team provides community outreach for counselling and primary healthcare at our partner sites, which include: Halton Healthcare, Oakville Trafalgar Memorial Hospital, Milton Hospital, Georgetown Hospital, Joseph Brant Hospital, Grace House - Support House, Safe Beds - CMHA, Wellbeings, Milton Rapid Access Addiction Medicine (RAAM) Clinic, Ontario Addiction Treatment Centre (OATC) Oakville, Lighthouse Shelter - Salvation Army and Churchill Neighbourhood Centre.

During this 2023-2024 fiscal year, the team worked diligently to serve clients both with virtual and in person sessions. We supported 863 individual clients and had 6210 unique interactions.

**The Harm Reduction Drop-In** is a virtual weekly group that provides psychoeducation material and peer to peer sharing. This year, the team worked hard to deliver 51 group sessions with 1069 individual attendees.

**The Mindfulness Drop- In** is a virtual weekly group that provides guided meditation and peer-to-peer sharing to support a sense of community and personal wellness. During this fiscal year, the mindfulness group formalized a 10-week curriculum to support the learning and growth of its participants. The team delivered 41 group sessions with 175 individuals in attendance.

**The Family and Friends Group** is a bi-weekly psychoeducational and processing group.

The team delivered 24 group sessions with a total of 174 individual attendees.

### Nurse Practitioner Primary Care Outreach Project

This project provides primary care outreach to our 5 community partners who support underserved and vulnerable communities. The partnerships include: Grace House - Support House, Ontario



Addictions Treatment Centre (OATC), Churchill Neighbourhood Centre, Safe Beds – CMHA, and Lighthouse Shelter - Salvation Army. Our nurse practitioner provides primary care, mental health, physical health, substance use assessments, treatment referrals, addiction medicine and advocacy within the health care sector. A total of 254 unique individuals were served, resulting in 692 client-facing interactions.

### **Integrated Opiate Awareness, Prevention and Treatment Project at Joseph Brant Hospital**

This outreach projects supports the enhancement of opioid specific awareness and prevention for the general population in Halton through partnership with Joseph Brant Hospital. Our team receives referrals from inpatient and emergency department social workers to provide substance use counselling and case management. Our clinician attends Joseph Brant Hospital weekly to provide direct connection and assessments to potential clients.

During this fiscal year, our team conducted bi-monthly meetings with JBH social work and nursing teams from each unit. We received 69 new referrals from inpatient, emergency, and ICU departments. We presented 2 educational sessions to clinician staff.

### **Improved Quality, Improved efficiencies and capacities, Expanded Existing Services or Capacities, Enhanced access, Build / improve clinical pathways;**

**The Harm Reduction Distribution Project** In the 2023/2024 fiscal year, ADAPT induced the Harm Reduction Distribution Project, which provides access to new, sterilized harm reduction supplies and education on safe use to ADAPT registered clients. Our goal is to support the reduction of hepatitis C, HIV, and other drug-related harms in Halton region.

Two staff members lead the distribution project and training. During this fiscal year, we trained 44 staff members on understanding how the supplies are used, as well as safer use techniques. Our team provided harm reduction training to Oakville Trafalgar Memorial Hospital – Addiction Team and University of Toronto – Mississauga program, Ready Our Youth.

## **ADDICTION SUPPORTIVE HOUSING (ASH)**

Addictions Supportive Housing is a partnership between ADAPT, Summit Housing and Support/House Halton. The program provides support and services to clients in early stages of recovery who are homeless, at risk of homelessness, or inadequately housed. Each participant receives a full package of clinical/support services, as well as a housing subsidy.

ADAPT's ASH program currently holds 10 subsidies (housed residents) in the Mississauga/Halton LHIN, and 15 in LHIN 4 Burlington and HNHBLHIN. The housing subsidy is active for a period of 18 months to two years at which time the client would be expected to have achieved their goals and live independently of the subsidy. The program provides intensive outreach services, with case managers who support clients in their

recovery and the move to successful, independent living. Clients must be stable enough in their recovery and their mental health status, within the program's time- frame, to be considered for independent living. Each client receives individual support, as well as participating in 15 life skills courses that assist in their growth and attaining independence.

In addition to housing and addictions support, the program assists clients in re-establishing health and success in a wide variety of life skills areas. One primary focus is assisting with educational or employment endeavors, that will create ongoing purpose and stability.

During the 2023-2024 fiscal year ASH has seen 6 clients move on to independent living, this included 3 clients who moved on to permanent housing with the Halton Region through our new Coordinated Access program (HATCH) and Halton Housing Help. 4 clients gained full time employment and are currently working on a exit plan from ASH. We are also proud of our 3 clients who achieved one year of sobriety and many others are working towards achieving this milestone.

### **1. Improved Quality**

ASH has revised and revamped many of our Life Skills topics and content to suit each client individually according to their needs and goals. All ASH staff continue with ongoing training and self-development and are up to date and trained in the latest services such as DBT, CBT, CPI, EDI, Family Supports, CPR, Intimate Partner Violence and many more on going opportunities of webinars, in person and HRDOWNLOADS consisting of a variety of Addiction and Mental Health topics.

### **2. Expanded Existing Services or Capacities/ ADDED New Service Offerings**

ASH staff began facilitating Continuing Care group in August 2023. A maintenance stage of recovery group open to all ADAPT clients from various programs in different stages of recovery who meet biweekly. ASH staff also facilitate Agency wide GAINS Assessments and collaborate with other ADAPT programs and staff.

### **3. Reduced Wait Times/ Enhanced Access / Improved Efficiencies and Capacities**

ASH staff also facilitates "Single Session" appointments and assessments and intakes for clients on a waitlist to receive various ADAPT services. At times, clients' needs are met within this session or referred elsewhere. ASH staff also takes on additional clients from other ADAPT programs such as ADULT Team, OPIOID and Withdrawal management programs to reduce wait times or maintain services with existing clients.

### **4. Added or Enhanced Partnerships/ Enhanced Coordinated Care Planning**

In December 2023 ASH housing integrated our programming with the Halton Region Coordinated Access Initiative.

Coordinated Access a systems-level approach to address those needing housing supports that provides a consistent way to assess, prioritize and connect those people to housing and supports across the Region. Using this approach means that all housing programs and resources available in the Halton Region are available to all who qualify on a single list. It also prioritizes housing supports to those who have the most need and are the most vulnerable. This will also mean that the ADAPT ASH program no longer keeps a separate list for individuals waiting for a housing subsidy and access to ASH housing subsidies will be managed through the Halton Region. All individuals currently waiting for ASH housing will

be integrated into the Halton Region housing lists and will continue to be eligible for ASH case management.

### **5. Implementing Innovative Solutions**

The ASH team continues to develop and deliver new group offerings in areas of Life Skills and Continuing care. Our goal is to increase access and client choice through the evolution of hybrid services delivered both virtually and in-person. Many ASH clients also utilize a broader scope of ADAPT groups and those offered by our health partners, as we advance coordinated and integrated models of care.

As our existing clients gain life skills and graduate onto independent living, the program continues to screen new applicants who are homeless, at risk of being homeless or marginally housed. Those who are awaiting housing, those who have moved on to permanent social housing and those who have moved on to independent living will continue to be supported through the development of an individual plan of care, with access to a full spectrum of assessment and continued treatment services.

We would like to acknowledge our ADAPT colleagues/Team members, various ASH partners in the region such as Summit Housing, Support/House who manage our subsidies and the Coordinated Access Team at the Halton Region “Halton Housing Help and HATCH for their continued assistance and support of those we serve.

## **PROBLEM GAMBLING AND BEHAVIOURAL ADDICTIONS**

The Problem Gambling and Behavioural Addictions (PGBA) program supports individuals with Problem Gambling, Problem Gaming, Overspending, Excessive Shopping, Technology Overuse and Hypersex concerns.

For the 2023-2024 fiscal year, the PGBA program observed a surge in referrals related to problem online gambling, particularly in sports gambling/betting; among adults and youth in Ontario. This concerning trend had prompted the team to prioritize learning and swiftly develop programming tailored to address the rapid emergence of online problem sports gambling.

The PGBA team invested numerous hours in learning, training, and refining our programming specifically; Online Problem Gambling, Overspending and Technology Overuse. Our Overspending Workshop, previously sporadic, has undergone a complete overhaul to address the rise of online consumer trends, which is fostering unhealthy spending patterns. This fiscal year, we have reached numerous individuals across Southern Ontario, offering a 6-week intensive workshop quarterly through virtual platforming for any individual residing in Ontario wanting to make healthy changes and develop effective skills to curb their excessive shopping patterns. Our Technology Overuse seminars and educational community presentations remain among our sought after offerings, providing youth and adults with invaluable insight, awareness and practical tools. Our evening PGBA Coping Skills group, has become quite popular. Individuals are once again feeling a sense of community outside of one-on-one counselling, connecting with their peers in a safe, non-judgement, empowering space.

This fiscal year, the team was granted the opportunity to engage in clinical supervision with a trained psychologist, in Hypersex to enhance our capacity in supporting client struggling with hypersexual behaviours. Clinical supervision with this realm encompasses a specialized scope of practice, providing guidance, feedback and expertise to ensure effective client care. This opportunity not only facilitated ongoing support to individuals navigating excessive pornography behaviours but also enriched our team’s professional development. Being able to support this area of behavioural addictions has provided the community a safe and non-judgmental space to support positive change.

Our 5-day Intensive Problem Gambling Day Treatment program ran six virtual sessions this fiscal supporting individuals across Ontario. Our Day Treatment continues to be the only out-patient Problem Gambling Day Treatment Program in Ontario. The day treatment continues to enhance working partnerships with the Responsible Gambling Council, OLG and many other Problem Gambling agencies requiring a Day Treatment Program. We are hoping to expand of programming even further, by offering in-person options in the near future.

Toward the end of the fiscal year, the entire team were given the rare opportunity to participate in the Discovery Conference. This event convened researchers, policymakers, stakeholders, and ourselves, all dedicated to the field of gambling, prevention, treatment, and policy development. We continue maintain close collaboration with key partners such as OLG and the Responsible Gambling Council, working collectively to identify innovative strategies, best practices, and

insights for problem gambling prevention, harm reduction, and support services. The PGBA team was beyond grateful to be given such an invaluable opportunity to showcase our programming, strengthen our collective passion and advocate for community needs.

As we continue to strive with the speed of the internet and continually tailor our programming to support behavioural needs the team is very much looking forward to the expansion of our Problem Gaming areas, developing aftercare and family services.

We look forward to another year!

## **COMMUNITY WITHDRAWAL MANGEMENT SERVICES (CWMS) PROGRAM**

The Community Withdrawal Management Services (CWMS) continues to provide convenient, reliable, client-centered support to the community of Halton. Offering fast and convenience support can be crucial for individuals seeking help with withdrawal from substances.

Client-centered support means that the CWMS program prioritizes the needs and preferences of each individual, tailoring its services to meet their unique circumstances and goals. This approach can enhance engagement and outcomes by empowering clients to take an active role in their early stages of recovery.

The CWMS program maintains its commitment to a swift response time of 48-72 hours upon receiving referrals, made possible by the dedication

of our counsellors, nurses, and peer support team. CWMS offers a wide array of services, including comprehensive assessments, nursing evaluations, personalized treatment planning, vigilant monitoring during acute withdrawal, ongoing support through post-acute withdrawal, health education, structure relapse prevention, and transitional case management.

This fiscal year, the program exceeded its target for 2023-2024.

The CWMS program has maintained its commitment to supporting numerous clients referred from the Integrated Addictions Medicine Clinic (IMAC), Rapid Access Addiction Medicine (RAAM), local physicians, walk-ins, various community partners, program intake and central intake. This collaborative effort underscores our dedication to providing comprehensive care and support to individuals in need.

During this fiscal year, the CWMS program experienced a notable rise in individuals seeking in-person interactions, a departure from the virtual settings that had been predominant over the previous few years. To better meet the needs of our current demands, the team expanded our programming offering an additional psycho-education group to our already existing three Coping Skills Groups. Our in-person group addition has provided individuals to once again appreciate the unique space to connect, learn, share and grow together, fostering a sense of community and resilience.

CWMS has recently extended its after-hours service to ensure that clients seeking withdrawal management services face minimal barriers, especially during the evening, when challenges often intensify.

Our Nicotine Replacement Therapy (NRT) program maintains its collaborative efforts with CAMH's STOP Program, to enhance accessibility to nicotine replacement products for individuals committed to quitting smoking. This fiscal year, we have refined our intake and assessment procedures. With nurse-led assessments, individuals can now seamlessly access counselling, medical, and health support within the program, ensuring a comprehensive experience in one convenient location.

The CWMS team remains dedicated to serving our community. Our goal is to expand our team in the near future to better accommodate the volume of individual seeking abstinence-based recovery. We look forward to another year.

## YOUTH PROGRAM

The youth program has a continuum of services to meet each youth in the stage of change that meets their needs. At one end we have Know the D.E.A.L. (Drugs, Education and the Law) that is integrated in the grade 10 health curriculum offering psychoeducation on substance use and coping skills. This program is updated over the summer months to improve quality and ensure it is providing current and relevant information to the targeted audience. This program saw an uptake from the Catholic school board in addition to the current public board over this past year. This program was delivered to 211 classrooms meeting with 4,349 youth.

Following along the continuum we have our Days Ahead program that is our core youth programming. In addition to meeting the youth that are looking for support around their substance use, this program supports youth who are navigating their emotions and responses to their parent, caregiver, or loved ones substance use. Last year this program served 286 youth over 1875 sessions. Parents and caregivers also have access to this program for psychoeducation and skill development to communicate support and

boundaries helping navigate their youth's substances use. 139 family members received support through 636 sessions last year. Additionally, Days Ahead program expanded the existing service of monthly facilitations to facilitating 39 psychoeducational presentations to Oakville Trafalgar Memorial Hospital's Child and Adolescent Inpatient Unit.

Further down the continuum of youth services we have our two outreach programs; TAY (Transitional Aged Youth) and YAP (Youth Addiction Programming). These programs are intended to support youth that's substance use has affected multiple systems within their life. Commonly, this program will support youth with Case Management around school, housing, legal, work, mental health, and substance use concerns. As their basic needs become met a focus turns more to the substance concerns. TAY met with 78 youth over 1033 interactions and YAP served 35 clients through 430 interactions. YAP also co-facilitates the Distress Tolerance Group in collaboration with Joseph Brant Hospital serving 271 youth. The outreach programming participated in providing psychoeducation to alternative education programs and school assemblies reaching 5,124 youth expanding their services to help make connections with the youth in the community to remove barriers and increase access.

We have a few programs that are integrated in or standalone from the continuum of youth programming. First, our youth Justice programming has three different streams of services one can connect through: Youth Justice (YJ), Extra Judicial Measures (EJM), and Extra Judicial Sanctions (EJS). YJ met the needs of 14 youth, EJM worked with 24 youth, and EJS supported 34 youth. Second, one year funding that was secured through the HRCIF grant this past October has enabled the program to expand our existing services adding a concurrent liaison position housed directly within the Acton and Georgetown youth centers. This liaison position has interacted with 446 youth 13 parents and offered 16 groups. Finally, to enhance all these programs, we have our Peer support. Peer support offers the youth a vision of what life can be like if they choose to reduce their substance use. The Peer walks alongside the youth utilizing appropriate self-disclosure to help build rapport and resilience.

## BACK ON TRACK

The ADAPT Back on Track program provides services to individuals who have received a warning-range or impaired driving charge. The program provides education and skills to participants, designed to reduce recidivism in impaired driving.

In 2023-2024 the Back on Track program provided services to 875 individuals. Our Back on Track team delivered 24 Education groups and 22 Treatment groups. The team also provided participants with 279 assessments and 393 follow-ups, ensuring that each completed the requirements set out by the Ministry of Transportation-Ontario. In addition, the team supported participants through providing over 800 hours of administrative and phone support.

The program and its staff remain committed to creating safer communities through reducing the harms associated with impaired driving.



## HUMAN RESOURCES

ADAPT is dedicated to nurturing talent, fostering a positive work culture, and driving strategic initiatives that align with our mission and values. The following is an overview of our Human Resources (HR) accomplishments in the 2023/24 fiscal year.

**Recruitment Efforts:** In our recruitment efforts, we aimed at ensuring a diverse and talented workforce. We increased the presence of a variety of identities, encompassing dimensions such as race, ethnicity, gender and more.

**Training and Development:** All managers and several employees who expressed interest in developing their leadership competencies actively participated in the LEADS Inspired Leadership training.

**Recognition Programs:** Our employee-driven program called “Shout Out Board” is a peer-to-peer recognition that has contributed to a culture of appreciation and camaraderie.

**Wellness:** ADAPT’s commitment to wellness and work-life balance has been embodied in various policies as well as in the increase of coverage of the eligible expense amount in the group benefits for mental health professionals. Additionally, a new EAP carrier was secured that provides convenient, personalized support for all life challenges.

**Compensation:** ADAPT has revamped and defined its compensation program to align it with ADAPT’s compensation philosophy that is to facilitate the retention of high caliber employees.

**Inclusion Programs:** Initiatives such as the ADAPT Equity, Diversity and Inclusiveness Committee and diversity training sessions have promoted a sense of belonging and acceptance among employees.

**Regulatory Compliance:** We maintained compliance with all relevant labor laws, regulations, and industry standards, mitigating legal and regulatory risks.

In conclusion, ADAPT remains committed to driving organizational success by attracting, developing, and retaining top talent, fostering a culture of inclusion and innovation, and ensuring compliance with ethical and regulatory standards. As we look towards the future, we are dedicated to continuously evolving our HR practices to meet the evolving needs of our workforce and the organization as a whole.

## OTHER CONTRIBUTORS

ADAPT could not have been successful in meeting our mission, vision, and values in 2023-2024 if it were not for the unique contributions from the following.

**Peer Support Workers:** The ADAPT Peer Support Workers brought an additional and unique layer of service to so many plans of care throughout 2023-24. Across all programs and services, their lived experience and professional skills provided support and hope to those they served.

**Our Volunteers:** In 2023-24, fifteen individuals volunteered their time to support ADAPT’s mission, vision, and values. Our volunteer team was comprised of clients stable in their journey of change and dedicated to supporting others. They were most active in our group programs, sharing lived experiences and instilling hope. It is impossible to count the number of individuals who were supported by their work.

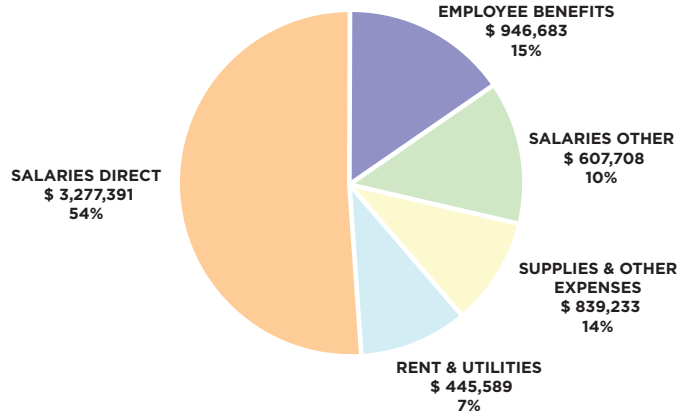
**Our Students:** In 2023-2024 ADAPT hosted four student placements. Some of these students supported individuals and families through direct service work, whilst others supported administrative and creative activities. We were excited to receive the values brought by our students and to support them in developing the competencies for contributing to the future of quality health care.

**Our Colleagues in Coordinated Healthcare:** In 2023-2024 ADAPT enhanced our commitment to integrated and coordinated healthcare. We would like to acknowledge the wide variety of primary and community care partners that worked collectively and cooperatively to support us in this commitment.

**SUMMARY OF EXPENSES 2023-2024**  
**TOTAL EXPENSES \$6,116,604**

**REVENUE FOR 2023 - 2024**

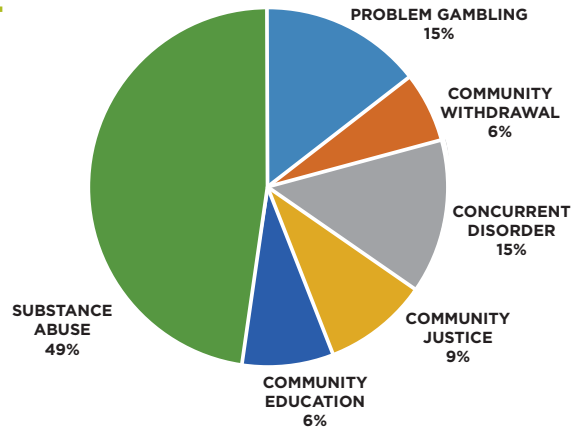
Ministry of Health	\$ 5,180,732
Ministry of Children & Youth Services	178,261
Ministry of Community Safety & Correctional Services	88,000
United Way	80,000
Other Program Funding	900,252
Donations and Other Income	363,263
<b>Total Revenue</b>	<b>\$ 6,790,508</b>



**SERVICES BY THE NUMBERS: 2023 - 2024**

	# of Programs	Clients Served	Client Visits
Substance Abuse	16	2,460	18,762
Problem Gambling	5	343	1,701
Community Withdrawal	2	796	6,211
Concurrent Disorder	5	431	4,873
Community Justice	3	72	366
Community Education	2	1,141	6,782
<b>TOTAL</b>	<b>33</b>	<b>5,243</b>	<b>38,695</b>

**ADAPT CLIENT TYPE**







**HEAD OFFICE:**

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

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