



PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

**2020-2021
ANNUAL GENERAL MEETING
June 24, 2021**

ANNUAL REPORT

*Peel Addiction Assessment and Referral Centre
5170 Dixie Road, Suite 302, Mississauga, ON L4W 1E3*

Phone: (905) 629-1007

Fax: (905) 629-8377

General e-mail: admin@paarc.com

Executive Director e-mail: kparsons@paarc.com



Vision: Making a positive difference in the lives of people impacted by addictions and concurrent disorders

Mission: Delivering quality, community-based services for people with addictions and concurrent disorders

2020-2021 Annual General Meeting

June 24, 2021

6:30 pm

Virtual – Zoom Interactive Platform

Agenda

1. Welcome and Introductions
2. Approval of Agenda
3. Approval of Minutes of 2020 AGM (June 25, 2020)
4. Message from the Chair of the Board
5. Executive Director's Report
6. Auditor's Report
7. Motion to Approve Year-End Financial Report
8. Motion to Appoint Auditor
9. Presentation of Directors for 2021-2022
10. Acknowledgements
11. Guest Speaker: Baldev Mutta, CEO
Punjabi Community Health Services
'Racism in Healthcare'
12. Adjournment

PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

2019-2020 Annual General Meeting – Virtual via Zoom

June 25, 2020

Minutes

Board Members Present: Karen Parsons
Carrie Anne Beltzner (Chair)
Sandeep Dhillon
Ursula D'Angelo
Paul Renwick
Frank Wong
Cathy Sotto
Amber Lepchuk

Regrets: None

Noted Guests: Mark Cameron, Clarkson Rouble LLP

1.0 Welcome and Introductions

The Chair called the meeting to order at 5.49pm, welcoming everyone (ahead of the scheduled 6.00pm start as all were present).

2.0 Declaration of Conflicts of Interest

No conflicts of interest were declared.

3.0 Approval of the Agenda of June 25, 2020

MOTION: That the Agenda of June 25, 2020 be approved as set out.

Moved by: Frank Wong
Seconded by: Paul Renwick

CARRIED

4.0 Approval of Minutes of 2019 AGM (June 20, 2019)

MOTION: That the Minutes of the 2018-2019 Annual General Meeting held on June 20, 2019, be approved as presented.

Moved by: Paul Renwick
Seconded by: Ursula D'Angelo

CARRIED

5.0 Message from the Chair of the Board

Referencing her message in the Annual Report, the Chair thanked the Board and staff for their hard work and ongoing contributions.

6.0 Executive Director's Report

Quoting Fred Rogers and Shania Twain, the Executive Director was hopeful for good things for the coming year.

7.0 Auditor's Report

The Chair invited Mark Cameron, PAARC's appointed Auditor, to report on the Audited Financial Statements for the 2019-2020. Mr. Cameron shared his opinion of the agency's financial position, delivering a clean audit; there were no questions.

8.0 Motion to Approve Year-End Financial Report

MOTION: *To approve the 2019-2020 Audited Financial Statements, as presented.*

Moved by: Frank Wong

Seconded by: Ursula D'Angelo

CARRIED

9.0 Motion to Appoint Auditor

MOTION: *To re-appoint Clarkson Rouble LLP as auditors for the fiscal year 2020-2021.*

Moved by: Ursula D'Angelo

Seconded by: Amber Lepchuk

CARRIED

10.0 Presentation of Directors for 2020-2021

The Board Chair presented the slate of Board of Directors for the fiscal year 2020-2021, as follows: as follows: Carrie Anne Beltzner, Ursula D'Angelo, Sandeep Dhillon, Amber Lepchuk, Paul Renwick, Cathy Sotto and Frank Wong.

11.0 Acknowledgements

Staff will be formally recognized in an in-person event later in the year (fall).

Recognition of Five-Year Service Awards were noted for Suzanne Dennis, Lisa Milosevski, Veronica Palmieri and Tshijere Shurland (all in absentia due to the alternative AGM format).

The Chair asked that the Board's appreciation and congratulations be made known to this year's recipients.

12.0 Adjournment of the Board Meeting

There being no further business to come before the meeting, the meeting was adjourned at 5.59pm.

MOTION: *To adjourn the meeting.*

Moved by: *Amber Lepchuk*

Seconded by: *Frank Wong*

CARRIED

REPORT OF THE EXECUTIVE DIRECTOR

“We are what we repeatedly do, excellence, therefore, is not an act but a habit.”

Aristotle

We are in a time of intense change. Not only have our lives been significantly affected by a pandemic, we are navigating a world in which we are facing painful truths about the significant impact of privilege, the roots of which are deeply embedded. Despite decades of desperate cries for reform, macro and microaggressions against humanity continue to be exacerbated by an intolerance for differences that destine us to repeat the horrors of the past.

Yet, we continue to seek commitment for change with words, and with demonstrations and rallies that, in hindsight, often lack true sincerity and are not grounded in civility and integrity. Being rude has become common, cancel culture has become the new power tool, and serves as a distraction for the really hard work that will result in genuine and lasting change.

What does this mean for PAARC? We believe that integrity is doing the right thing, even when no one is watching. We live our values EVERY DAY. Our efforts and actions, whether we do it quietly or not, are just as valuable and impactful, and perhaps even more so, than any words we can ever say.

We remain committed to civility in the here and now, first and foremost, then seeking a deeper level of understanding, then meaningful change.

When we ask ourselves what we love about the work that we do, the most common response is seeing the positive changes that the people we serve make in their lives, the empowerment, the hope they gain. We see what it looks like to treat people with dignity and worth. We understand that civility is the foundation for hard but meaningful and respectful conversations that result in amazing growth.

We have, with purpose, been careful and selective in our recruitment efforts to ensure that we hire staff who share our values. It never fails to warm my heart when I hear such positive comments from our community about what we do and how we do it. It is not always easy – we struggle with limitations and challenges that could overtake us, if we let them. Those limitations and challenges have sparked creativity and innovation to do more with less, to find alternative solutions, to work smarter.

We are so appreciative of every effort that contributes to where we are today – from our staff, our Board of Directors, all of our colleagues, and all of the people we serve. We are excited about the journey ahead of us, knowing that we are built on a solid foundation of values and performance.

Respectfully submitted,

Karen Parsons
Executive Director

A Message from the Chair of the Board of Directors

We have all continued to embrace new ways of doing things over the course of this past year. Some changes have been easier to adopt and others continue to challenge us both personally and professionally in different ways.

Throughout the pandemic, many of you have continued to engage in person with clients who have required in-person contact, ensuring that all the health and safety protocols are in place to protect yourselves and the clients. This has required your innovative thinking to make it work.

Without your commitment to ensure this was an option, some clients would have experienced many more challenges that would have set them back and caused undue hardship. In those instances when in-person engagements were not possible, you have invested the time to shift your skill set to support clients over Zoom or by telephone where using all your senses like you would in person wasn't an option.

Thank you for being so cooperative and available as it has helped PAARC approach client care in a truly collaborative way. The commitment to upgrading health and safety protocols and the diligence PAARC has shown in following them has kept everyone safe while at work. These changes can be inconvenient and take more time yet you've maintained a strong commitment to them...thank you.

PAARC has also found new ways to engage with its community within the limitations of the pandemic. Engaging in sessions at U of T to build awareness and provide support to students of UTM is one example of this.

This year is my last year as Board Chair for PAARC. The journey thus far has been an absolute pleasure and I look forward to working further with the board next year. Under Karen's continued leadership and dedication of every employee, PAARC is once again positioned well for success in the year ahead.

On behalf of the Board of Directors, I would like formally thank the management and staff that support PAARC and for the opportunity to serve as your Board Chair. Your passion and commitment make PAARC what it is and we thank you. You have the Board's sincere appreciation and full support.

And finally, thank you to my fellow board members (new and old!). Your continued commitment and efforts are greatly appreciated and I look forward to the work ahead!

Carrie Anne Beltzner, MBA

REPORT OF THE EXECUTIVE DIRECTOR

“We are what we repeatedly do, excellence, therefore, is not an act but a habit.”

Aristotle

We are in a time of intense change. Not only have our lives been significantly affected by a pandemic, we are navigating a world in which we are facing painful truths about the significant impact of privilege, the roots of which are deeply embedded. Despite decades of desperate cries for reform, macro and microaggressions against humanity continue to be exacerbated by an intolerance for differences that destine us to repeat the horrors of the past.

Yet, we continue to seek commitment for change with words, and with demonstrations and rallies that, in hindsight, often lack true sincerity and are not grounded in civility and integrity. Being rude has become common, cancel culture has become the new power tool, and serves as a distraction for the really hard work that will result in genuine and lasting change.

What does this mean for PAARC? We believe that integrity is doing the right thing, even when no one is watching. We live our values EVERY DAY. Our efforts and actions, whether we do it quietly or not, are just as valuable and impactful, and perhaps even more so, than any words we can ever say.

We remain committed to civility in the here and now, first and foremost, then seeking a deeper level of understanding, then meaningful change.

When we ask ourselves what we love about the work that we do, the most common response is seeing the positive changes that the people we serve make in their lives, the empowerment, the hope they gain. We see what it looks like to treat people with dignity and worth. We understand that civility is the foundation for hard but meaningful and respectful conversations that result in amazing growth.

We have, with purpose, been careful and selective in our recruitment efforts to ensure that we hire staff who share our values. It never fails to warm my heart when I hear such positive comments from our community about what we do and how we do it. It is not always easy – we struggle with limitations and challenges that could overtake us, if we let them. Those limitations and challenges have sparked creativity and innovation to do more with less, to find alternative solutions, to work smarter.

We are so appreciative of every effort that contributes to where we are today – from our staff, our Board of Directors, all of our colleagues, and all of the people we serve. We are excited about the journey ahead of us, knowing that we are built on a solid foundation of values and performance.

Respectfully submitted,

Karen Parsons
Executive Director

PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

**ANNUAL GENERAL MEETING
2020-2021**

SLATE OF DIRECTORS FOR 2021-2022

Carrie Anne Beltzner

Ursula D'Angelo

Sandeep Dhillon

Amber Lepchuk

Paul Renwick

Cathy Sotto

Frank Wong

BOARD OF DIRECTORS & BIOGRAPHIES

Carrie Anne Beltzner

Ms. Beltzner's influence and experience have led her to hold various health care planning and implementation positions across Canada in leadership roles, executing complex change initiatives for health care providers and health system planning and oversight bodies. Currently, Ms. Beltzner leads the development and delivery of educational and coaching services at St. Joseph's Health System's Centre for Integrated Care.

Ms. Beltzner directs a team focused on enabling the adoption and implementation of innovative evidence-based Models of Integrated Care for healthcare service providers, including University Health Network, Toronto. Ms. Beltzner also maintains oversight of a regional Integrated Comprehensive Care program for Complex Chronic patients with COPD and CHF, across hospitals in the Ontario Health – West Region.

Ms. Beltzner holds an MBA from the Ivey Business School and in addition to serving as Chairperson for the Peel Addiction Assessment & Referral Centre (PAARC) also serves as a Director on the Board of First Ontario Credit Union.

Ursula D'Angelo

Ursula's interest in our organization stems from her role as Director of Finance in 2015-16 at Vita Community Living Services/Mens Sana Families for Mental Health. She also brings a wealth of experience from leadership positions in various organizations such as York University, City of Vaughan and Girl Guides of Canada. Ursula is currently the Chief Financial Officer for the Métis Nation of Ontario, is a CPA, CGA, has a Bachelor of Arts Degree in Economics from York University, and is currently pursuing her MBA.

Sandeep Dhillon

Sandeep Dhillon is a Principal Analyst at the Office of the Superintendent of Financial Institutions (OSFI). He has 19+ years of experience in financial regulation, banking and risk management. Prior to joining OSFI, Sandeep has worked in several major corporations like PC Financial, Sun Life Financial, ICICI Bank, Emirates NBD Bank and HDFC Bank. He has been a member of various committees and forums and has had a series of managerial roles. Sandeep holds a Bachelor of Commerce (Honors) and a Post-Graduate Diploma in Business Administration with specialization in Finance. He also holds the designation in Canadian Risk Management (CRM). For many years Sandeep has been actively involved in serving the community in a diverse manner, including being on the Board of PAARC since 2016, and being a former Board member for

Albion Neighbourhood Services in Toronto. Currently Sandeep is also an Auxiliary Police Officer with the Halton Regional Police Service.

Amber Lepchuk

Amber Lepchuk is an Assistant Crown Attorney in the Hamilton Crown Attorney's office. Prior to becoming a lawyer, Amber worked for Crown Counsel Victim Services in Vancouver, British Columbia, in an area of Vancouver well known for its issues of addiction and mental health. She is one of three Crowns who began the Brampton Addiction Program in January, 2016, and is also a designated mental health crown. Amber was called to the bar in 2004 and has worked for the Ministry of the Attorney General since 2006. Amber received the Crown Counsel Award of Excellence in 2015, 2016, and 2019 nominated by her peers.

Paul Renwick

Paul is an Assistant Crown Attorney in Peel Region, having been called to the bar in 2007 and practiced briefly as a criminal defence lawyer. He has a long history and varied experience in community involvement and has extensive work experience in areas related to vulnerable people and mental health issues. Paul has presented and published on the subject of human trafficking. Before becoming a lawyer, Paul pursued graduate work in the field of social history.

Cathy Sotto

Cathy is currently the Financial Controller at the Royal Conservatory of Music. Prior to that, she worked at Ornge under various financial capacities. It was with Ornge that Cathy found her interest in the healthcare sector. She believes that financial responsibility is a cornerstone to stability and balanced with the science of patient care, makes a powerful combination to affect many lives. She feels privileged to be a part of this complex and gratifying balance of compassion, innovation and stewardship.

Frank Wong

Frank is retired from a 20+ year career in the consumer packaged goods industry and numerous leadership positions in sales, marketing, and retail strategies. Currently, through the Oakville Trafalgar Memorial Hospital, Frank is a volunteer facilitator of the Connect Care Medical Alert System where he provides in-home technical assistance and education on how to get emergency aid in times of medical distress. Frank is very involved with St. John Ambulance where he serves on their Halton Region board as the Community Services Committee Chair. Additionally, with St. John Ambulance, he is a certified First Aid Instructor and volunteers as an Advanced Medical First Responder providing first aid care and services at community gatherings and events. Frank's leadership, dedication, and commitment bring significant contributions to the community.

STAFF AND SUPPORTING ROLES (as at June 1, 2021)*

Active Staff:

<i>Senior Leadership</i>	Karen Parsons, Executive Director
<i>Management</i>	Mary Pagani, Manager of Programs, Partnerships and Operations
<i>Clinical Supervision</i>	Emily Imrie, Clinical Supervisor Hailu Lockyer, Clinical Supervisor Jennifer Wiedenmann, Clinical Supervisor
<i>Administration</i>	Tenysha Clayton, Receptionist Monica McPherson, Senior Administrative Assistant
<i>Clinical Intake</i>	Katherine Moore-King, Clinical Intake Worker
<i>Back on Track Administration And Facilitation</i>	Amber Peart, Back on Track Program Worker
<i>Adult Community Treatment</i>	Zavera Ghadially, Counsellor/Case Manager (half-time) Devon Goodman, Counsellor/Case Manager Sofiya Hrendus, Counsellor/Case Manager Steven Phung, Counsellor/Case Manager
<i>Methadone Case Management</i>	Zavera Ghadially, Counsellor/Case Manager (half-time)
<i>Street Outreach</i>	Monica Fantini, Concurrent Disorders Outreach Worker Jay Pottayya, Concurrent Disorders Outreach Worker
<i>Housing and Support Peel</i>	Lauren Goacher, Concurrent Disorders Case Manager (Supportive Housing) Kimberly Jordon, Concurrent Disorders Case Manager (Supportive Housing) Natasha Kinne, Concurrent Disorders Case Manager (Supportive Housing) Amritpal Tung, Concurrent Disorders Case Manager (Supportive Housing)
<i>Community Withdrawal Management Program</i>	Jessica Da Cunha, Case Manager/Group Facilitator Romana Hrivnakova, Counsellor/Case Manager Simerdeep Kaur, Community Nurse Counsellor Erin Smith, Counsellor/Case Manager
<i>Community Withdrawal Management Program – Opioids</i>	Karen Cataluna, Counsellor/Case Manager (part-time) Abdul Rahim, Counsellor/Case Manager Nathan Szeto, Counsellor/Case Manager (half-time)
<i>Community Withdrawal Management Program – Youth</i>	Navjot Kaur, Counsellor/Case Manager Amanda Lackie, Counsellor/Case Manager Christopher Ladipo, Counsellor/Case Manager Nathan Szeto, Counsellor/Case Manager (half-time)
<i>Community Concurrent Disorders Program</i>	Joven Senoran, Transitional Case Manager Dave Steffan, Transitional Case Manager

Addiction Supportive Housing André Maitland, Intensive Addiction Case Manager

Central West Narcotics Strategy Ryan Liidemann, Counsellor/Case Manager

Mississauga Halton Narcotics Strategy Kuldip Singh Rana, Counsellor/Case Manager

Bridging to Addiction Counselling Calvin Lau, Counsellor/Case Manager

Safebeds Support Inna Krychfalushiy, Counsellor/Case Manager

All Program Clinical Support Wendy Ross, Psychotherapist (part-time)
Andrew Roach, Counsellor (casual)

Peer Support Milena Andic, Peer Mentor
Suzanne Dennis, Peer Mentor
Spencer Moore, Peer Mentor
TJ Shurland, Peer Mentor

*Due to COVID-19, some staff have been seconded full-time or part-time to other programs and services, both within PAARC and with other organizations.

Inactive Staff:

Jane Leslie, Counsellor/Case Manager, Older Persons Substance Use and Problem Gambling Program
Jackie Hollett, Counsellor/Case Manager, Older Persons Substance Use and Problem Gambling Program

Supporting Roles:

BOT Facilitators Kimika Julien
Zoe Hickman
Michelle Lymburner
Eleanor MacPhee
Krissie Murray
Tim Pennock
Kuldip Singh Rana
Seerit Samran
Jennifer Wiedenmann

Support Services Bookkeeper - Noreen Cadore
IT - Edmond Yuen, IT Strategies
Human Resources - Linda Spence, Healthy Futures Group

PAARC PROGRAMS AND SERVICES

We recognize the many barriers that people may encounter when accessing services. We design our programs and services, within our funding and contractual limitations, so that people may access supports seamlessly and effortlessly. We strive for barrier-free access that promotes cultural safety and inclusion through collaborative care planning with a wide range of partner organizations. Our programs and services include:

Addiction Supportive Housing

This program began in early 2011, in partnership with the lead agency, Services and Housing in the Province (SHIP). The program provides permanent and affordable housing and intensive case management for persons with significant substance use issues that challenge the person's ability to maintain housing and achieve other goals. Sixteen supportive housing units, spread across the City of Brampton, provide housing for clients who require a moderate to high level of support. Safe and secure housing is the basis by which clients can achieve personal recovery while working alongside their case manager to address the other social determinants of health.

Aftercare Group

PAARC's aftercare group began on April 5, 2000, developed in response to a need identified by clients for aftercare services that were not currently available in Peel. Content of the aftercare group is reviewed regularly, to support the evolution of programming in residential treatment centres and the needs of the clients. At the request of the clients attending, the group is abstinence-based, offering minimal to moderate support. Membership consists of clients who completed residential or intensive community treatment but are unable to access the aftercare services at their treatment source. The group promotes social inclusion and personal resilience. Clients of PAARC are encouraged to participate in this group upon completion of their formal treatment plan. Members attend bi-weekly for one year, and are then invited to join the Alumni Group.

Alumni Group

PAARC supports an alumni group that was developed by members of the aftercare group to provide opportunities for continued support. The group is run by its members, and PAARC is pleased to provide space for the group to meet at no cost to the group.

Assessment

PAARC provides comprehensive assessment of substance use, as well as problematic gambling, gaming, and other behavioural dependencies, incorporating the provincial Staged Screening and Assessment Process and other assessment tools, with a non-judgmental, holistic approach, integrating trauma-informed practices. In addition to the results of the standardized assessment, comprehensive assessment summaries are provided to other treatment providers upon request. All clinical staff are certified to administer the new Global

Assessment of Individual Needs (GAIN) suite of tools.

Back on Track Remedial Measures

PAARC offers this program in Peel Region, in accordance with the requirements of the Ministry of Transportation and the Centre for Addiction and Mental Health, which manages the program provincially. Completion of this program is required by all convicted impaired drivers and 'warn range' drivers, at their own expense, before their license will be reinstated or an administrative suspension will be lifted. Intake and administration of program fees are managed by the Centre for Addiction and Mental Health, and participants have the option of completing the program at any Back on Track site in the province.

Brampton Addiction Program (Drug Treatment Court)

This program began in January, 2016. Initiated by a small group of dedicated Justices at the Brampton Courthouse, they reached out to the Elizabeth Fry Society of Peel Dufferin to engage with a partner in the addiction field for the purpose of providing intensive support to people involved with the law where their substance use was a significant contributing factor. 'Addictions court' is held every Friday afternoon, with a pre-court briefing meeting where we are all encouraged to equally contribute to solutions that will improve the lives of the people who choose to enter the program. This court is less formal, and encourages those before the court with praise and support, rewards for efforts and achievements, and additional assistance during times of struggle.

Bridging to Addiction Counselling

Beginning in late 2014, this program is a partnership of agencies within the CW LHIN catchment area that offers clients of the residential Withdrawal Management Centre and patients of primary care physicians a seamless bridge to addiction counselling services. Designed to focus on individuals with high health needs and those who may not otherwise link with services following a stay in residential withdrawal management services, mobile outreach and strong collaboration with other providers in and outside of the healthcare system are significant features of this program.

Case Management Services

PAARC offers system case management to our clients, utilizing an 'every door is the right door' framework. Extensive knowledge of the regional social service system, as well as provincial resources, allows PAARC's counsellors and case managers to link clients with services according to their needs, in a timely manner, and to provide continuity of support while the client navigates the social services system. Supporting clients through transitions includes assessing their level of needs and matching to meaningful resources that promote ongoing recovery and wellness.

Community Concurrent Disorders Program

PAARC is one of five agencies involved in a comprehensive program aimed at serving clients who frequently seek help from hospital emergency departments. This program offers short-term transitional case management to clients with a goal

of establishing longer-term, more appropriate supports.

Community Outreach Services

PAARC offers services in an office setting and in the community. In-office services available in Mississauga, Brampton and Caledon. As well, PAARC offers community outreach services within the Region of Peel, Dufferin Country and parts of Etobicoke.

Community Withdrawal Management Services

This program serves clients throughout the Region of Peel, offering a day program and in-home withdrawal management services. This program also provides stabilization services to clients who are awaiting services in other programs, or clients who are preparing to participate in day programming. PAARC ensures that adequate supports are in place for those who choose to safely withdraw at home, including, at a minimum, PAARC's community nurse and case manager. The support team includes primary care supports, with the consent of the client. An integral part of the program involves a circle of care that includes informal supports as identified by the client. Our CWM program operates in accordance with the Withdrawal Management Standards, and is supported after hours by William Osler Health Services' residential Withdrawal Management Centre. Length of service is flexible, based on client need and ability to participate daily, with a maximum length of stay of three months.

Community Withdrawal Management – Opioids Outreach

This program began in the fall of 2017, following the implementation of the Ministry of Health's provincial opioid strategy. Designed for the unique needs of persons who use opioids, this program reaches individuals who are vulnerable and at high risk of opioid-related harms. The program is supported by a peer mentor. Individuals served by this program are expected to require more intensive services for a longer period of time.

Community Withdrawal Management – Youth

This new program builds strong partnerships with various partners who specialize in serving youth and emerging adult populations. The program works closely with William Osler Health System, University of Toronto-Mississauga Campus, and various other service providers to support youth to develop a support system that enhances awareness and skill-building. The program collaborates with other resources that provide vocational supports and youth-specific addictions residential treatment.

Consultation Services

PAARC offers consultation services to providers and organizations seeking professional support to enhance their ability to serve clients with substance abuse and concurrent disorders, without the need to refer their clients to a specialized addiction agency. Flexible support is offered, according to the needs of the provider and of their client. We also offer educational workshops to the community that enhance capacity, reduce stigma, and strengthen collaborative partnerships.

Day Treatment Program – Post Discharge

PAARC offers case management services to clients who discharge from William Osler's Day Treatment Program. The Day Treatment Program is offered on site at Osler's Withdrawal Management, and PAARC may provide services on site at the Withdrawal Management Centre or in the community. The focus of PAARC's role within this partnership is to offer continued addictions support to clients who have completed the Day Program or for those who have discharged before completion.

Education Group

PAARC's education group was established to meet the demand for brief, educational-based, awareness-building sessions, specifically for those clients who do not identify a desire for change or are ambivalent about changing. Most frequently, clients who attend this group are referred from the corrections system, the Children's Aid Society, and from employers. Clients who complete the education group are welcome to seek further services from PAARC or a referral to another provider.

Housing and Support Peel

The Housing and Support Peel program began in 2001, with a partnership between Services and Housing in the Province, PAARC, and other addiction and mental health providers. SHIP provides forty-one permanent, affordable housing units across the Region of Peel to clients, with PAARC providing intensive concurrent disorders case management. The program serves persons with serious and persistent mental illness and co-occurring substance use concerns, who are homeless or at risk of becoming homeless. A structured intake process is managed by SHIP, and a group of seven partnering agencies provide support in the areas of mental health, addictions, developmental disabilities, and cultural and settlement issues. Safe and affordable housing is the basis by which clients can achieve personal recovery while working alongside their concurrent disorders case manager to address the other social determinants of health.

Justice Supportive Housing Program

This program, led by SHIP, offers supportive housing and case management supports to individuals involved in the justice system with housing needs. PAARC's role within the partnership is to offer specialized addictions case management to clients enrolled in the program. This program works collaboratively with members of the justice system that includes Brampton Drug Treatment Court and Alternatives Measures Program.

Methadone Case Management Program

This program, established in 2006, offers case management support to persons taking methadone as an opioid replacement therapy. Since then, this program has grown to include broader opioid treatment therapies, in accordance with Health Quality Ontario's standards of practice of opioid-dependent populations. This program provides focuses on supporting clients who require stabilization and support through post-acute withdrawal, and relies heavily on extensive collaboration with community addiction medicine providers and /or primary care

providers.

Narcotics Strategy Programs

In late 2012, PAARC entered into partnerships with a number of agencies in the Central West and Mississauga Halton LHINs, under the provincial 'Narcotics Strategy' funding, to provide specialized services to individuals using opioids. This funding includes a focus on pregnant and parenting women who use opioids, individuals considering or utilizing replacement therapies, and those seeking to reduce or stop using opioids.

Older Persons' Problem Gambling Program

PAARC's Problem Gambling Program for older persons began in 2005, as one of nine provincial sites providing these specialized services. Assessments, case management and support counselling are provided either in-office or in the comfort of clients' homes or places of residence, using approved and validated tools and best practices. Specialized services include a treatment and support group. Prevention and awareness are also functions of this program, in the form of presentations and educational forums to the community.

Older Persons' Substance Use Program

PAARC's Older Persons' Program began as a half-time program in February, 1999, with a collaborative partnership with the Community Older Persons Program to offer substance use treatment for persons aged 55 and over with special needs. Now a full-time program operated by PAARC, services include comprehensive assessment, treatment planning, case coordination, telephone support, family support, and referral to appropriate services. The program is offered either in-office or in the client's home, within a harm-reduction framework and evidence-based practice.

Peer Support Program

This program began in 2015, offering clients of Mississauga Halton LHIN-based programs the support of a peer mentor while they are receiving concurrent counselling from clinical staff. Our peer workers also participate in the orientation of new clients to our agency to socialize clients to the peer support function.

Short-Stay Crisis Services Addictions Support Program (Safebeds)

This new program supports people who are staying in the Mississauga Short-Stay Crisis Support Program, operated by Services and Housing in the Province, and serves people for whom substance use negatively affects their life. This program provides supportive addiction counselling to clients of the program, with PAARC's counsellor being integrated into the on-site team to work collaboratively with the client and their care team to help the client transition from 'safe beds' into the community, with an established support network.

Screening and one-Link Central Access

PAARC engages in a screening process with clients, using validated screening

tools, to ensure that clients are guided to the 'right door' at the 'right time', whether internal or external. We are also a collaborative partner in one-Link, operating in Mississauga and Halton, where interested persons are able to connect to a central access service that will initiate the screening process and direct persons to the most appropriate organization or service to meet their needs.

Stabilization Services

PAARC offers stabilization sessions for clients who are waiting for other services at PAARC, who require additional support without having to be referred to more intensive services, or who need pre-treatment supports prior to engaging in other services. Operated under our Community Withdrawal Management Program and Adult Community Treatment Program, these sessions offer a responsive and flexible approach to meet client needs, and avoid or reduce wait times.

Street Outreach Program

The Street Outreach program began in March, 2000, with a small group of outreach workers supported by a supervisor from the Region of Peel, and has now grown to more than double its size. The larger street outreach team engages with persons experiencing street homelessness, and offers a multi-disciplinary approach to fulfill immediate basic needs, with PAARC providing concurrent disorders case management.

Structured Relapse Prevention

This evidence-based program, developed by the Centre for Addiction and Mental Health, is offered to clients who have reached a stage of abstinence in their recovery and who are able to direct their own process of change. The aim of this program, offered primarily in group format, is to assist clients to build on skills learned throughout their treatment experience, particularly with navigating daily triggers and developing healthy coping strategies.

Treatment Planning Services

PAARC offers ongoing and comprehensive assessment and treatment planning as a component of all of our programs. Treatment planning is offered within the context of the stages of change and along the continuum that includes abstinence and harm reduction, towards a goal of improved quality of life, as defined by the person served. The treatment plan is flexible and responsive, based on clients' strengths and areas of need. PAARC initiates Coordinated Care Plans for clients and also contributes to those Plans that are initiated by other providers, including those developed by primary care providers.

SPOTLIGHT – COMMUNITY WITHDRAWAL MANAGEMENT SERVICES-YOUTH

Who We Are

In July 2019, PAARC welcomed the addition of the Community Withdrawal Management Services-Youth to our roster of programs. This program is designed to increase access for youth to developmentally-appropriate addiction services in the community, while supporting individuals who have concerns about their own or someone else's substance use. This program is funded for 3.7 staff, 3.5 of which are case management staff, with .2 FTE dedicated for psychotherapy resources.

Service Offerings

Working in close partnership with William Osler Health System (Osler), the program serves people between the ages of 16 and 24 residing in Mississauga, Brampton and Caledon, whose lives have been impacted by substance use, behavioural dependencies and/or mental health conditions. Service provision is rooted in trauma-informed care, in line with Health Quality Ontario's Withdrawal Management Standards and in accordance with quality standards established to engage youth. In-person counselling, case management and group facilitation are offered in a coordinated service delivery model that ensures a reduction of gaps in the transition from youth services to adult services. Further, the program aims to provide a person-centred, flexible approach to encourage meaningful participation of clients in their treatment plan. Holistic and inclusive programming allow for youth to develop personal and social skills, practice spiritual and cultural traditions, improve relationships with their families, significant and important others, and build self-acceptance, self-actualization and esteem. This program also links clients to employment supports and/or vocational training, educational opportunities and other voluntary or social pursuits that help to further the client's identified goals. The staff in this program promote health equity by ensuring easy, barrier-free access to services.

Accomplishments of Year One

During our first year of service, the program has seen many successes. We served 294 unique individuals, provided 40 group sessions and completed 2650 visits in total. Despite the pandemic, the team was able to safely and effectively facilitate community engagement sessions with select members of the shelter system to better understand the needs of youth and, more specifically, to learn how PAARC could improve our service offerings in light of the unique needs of youth. Strong professional relationships were established with The Salvation Army, Queen Street Youth Shelter, and Our Place Peel that have ultimately resulted in the development and implementation of psychoeducational groups for youth. We have also achieved success in working with University of Toronto-Mississauga Campus and their student base to provide counselling services to students who are struggling with addictions and/or mental health concerns. The program is represented at the Transitional-Aged Youth table in Mississauga, a table that hosts representatives from various youth-serving organizations across the Region to promote coordinated care and to ensure that youth successfully transition into adult services. Our participation at this table allows us to stay abreast of emerging and/or evolving knowledge and practices specific to youth-focused services. As an active member at the table, we are able to share knowledge, voice concerns and systematically discuss gaps in services.

FAST FACTS 2021

the peel addiction assessment and referral centre

substance use



mental health



legal



accommodations



financial



physical health

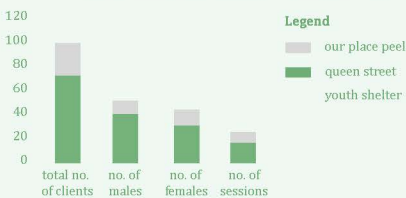


top presenting issues at admission

spotlight | cwms youth

The CWMSY team provides psychoeducational counselling groups to youth experiencing homelessness in the Peel Region at the **Queen Street Youth Shelter** and **Our Place Peel**. Clients ranged from ages 16-24.

Attendants at Queen Street Youth Shelter and Our Place Peel

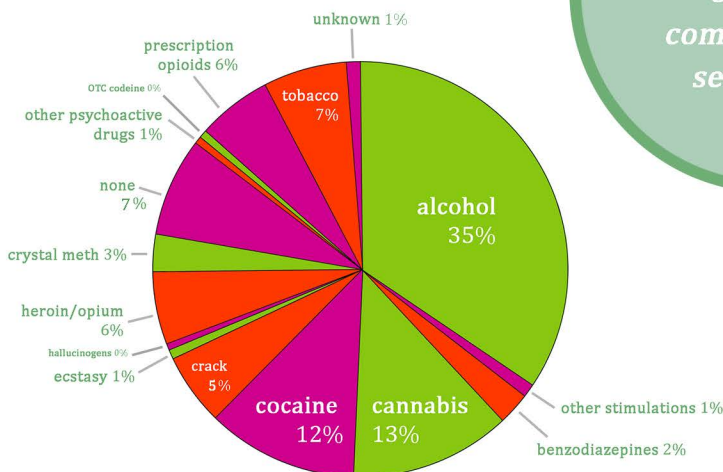


mental health

44% of admissions identified mental health challenges as a presenting issue
20% of clients reported being diagnosed with a mental health problem by a qualified mental health professional
37% of clients reported receiving treatment for mental health, emotional, behavioural, or physiological problems from a community mental health program or professional within the past 12 months and 54% within their lifetimes
41% of clients reported currently receiving medication for a mental health problem



problem substance use



50%
of clients completed their service plan

ethnicity

- 55% Canadian
- 9% East Indian
- 6% South East Asian
- 3% Italian
- 3% Caribbean
- 2% Latin, Central and South American
- 2% Black
- 20% Other

P A A R C
Peel Addiction Assessment and Referral Centre



reasons for discharge

50% of clients completed their service plan
37% of clients dropped out
6% of clients withdrew from the program
7% left for other reasons

"a meaningful difference.."