



PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

**2022-2023
ANNUAL GENERAL MEETING
June 22, 2023**

ANNUAL REPORT

*Peel Addiction Assessment and Referral Centre
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PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

2021-2022 ANNUAL GENERAL MEETING

The Glen Erin Inn, 1695 The Collegeway, Mississauga, On., L5L 3S7

June 28, 2022

DRAFT - Minutes

Present: *Frank Wong* *Shahida Kurji (Staff, Recorder)*
Paul Renwick
Amber Lepchuk
Karen Parsons (Ex-Officio, Staff)
Mark Cameron-(Auditor Guest)

Regrets: *Ursula D'Angelo*
Sandeep Dhillon

1.0 Welcome and Introductions

The Chair called the meeting to order at 6.17 p.m. noting that the quorum was reached. The Board Chair welcomed all in attendance and acknowledged that Ursula and Sandeep had sent regrets.

2.0 Declaration of Conflicts of Interest

No conflicts of interest were declared.

3.0 Approval of Agenda

Motion: That the agenda for the AGM of June 28, 2022 be approved as presented, with the amendment that Item # 10 should read Slate of Directors.

Moved by: Paul Renwick
Seconded by: Amber Lepchuk

CARRIED

3.0 Approval of Minutes of 2021 AGM (June 24th 2021)

Motion to: That the Minutes of the 2020-2021 Annual General Meeting held on June 24, 2021 be approved as presented.

Moved by: Amber Lepchuk
Seconded by: Paul Renwick

CARRIED

4.0 Message from the Chair of Board

The Chair of the Board highlighted PAARC'S accomplishments, noting the following:

- Extended and good relations with Peel Regional Police
- Heavily involved with Ontario Health Teams
- Example setters for Equity and Diversity
- Exists to serve the community and clients

He emphasised that PAARC would not be the well-reputed agency that it is without the involvement of the Executive Director, Karen Parsons; he recognised her contribution and thanked her for it.

He also recognized the contributions of all the staff and management and echoed how proud he was of the work they do.

5.0 Executive Directors Report

The Executive Director delivered her address, highlighting

- PAARC's commitment to equity, diversity and inclusion
- PAARC's recognition of Canada's very first National Day for Truth and Reconciliation on September 30, 2021
- The commitment of staff to live PAARC's values
- The expansion of our collaborative partnerships
- Being honoured by Peel Regional Police as one of two recipient organizations to receive a charitable donation from Peel Regional Police Chiefs 1st Annual Golf Tournament

The Executive Director thanked the Board of Directors and staff for their contributions towards PAARC's success.

6.0 Auditor's Report

Mark Cameron, Auditor, presented the 2021-2022 Audited Financial Statements, delivering a clean audit. There were no questions.

7.0 Motion to Approve Year-End Financial Report

Motion: To approve the 2021-2022 Audited Financial Statements, as presented.

Moved by: Paul Renwick
Seconded by: Amber Lepchuk

CARRIED

8.0 Motion to Appoint Auditor

Motion: To re-appoint Clarkson Rouble LLP as auditors for the fiscal year 2022-2023.

Moved by: Paul Renwick
Seconded by: Amber Lepchuk

CARRIED

9.0 General Ratifying Resolution

PAARC's Board of Directors approve that all acts, contracts, by-laws, proceedings, elections, appointments and payments created, made done and taken by the directors and officers of the Corporation (the corporate proceedings) since the last annual general meeting or last annual resolution are hereby approved, ratified, and confirmed; and insofar as any such corporate proceedings have not been validly enacted, passed, sanctioned, confirmed, authorized the same are hereby for greater certainty enacted, passed, sanctioned, confirmed, authorized or made with retroactive effect, and in all other respects with the effect stated in the minutes and records of the corporation.

Motion: *To pass the General Ratifying Resolution.*

Moved by: Paul Renwick
Seconded by: Amber Lepchuk

CARRIED

10.0 Presentation of Directors for 2022 – 2023

The Board Chair presented the slate of Board of Directors for the fiscal year 2022-2023, as follows: Ursula D'Angelo, Sandeep Dhillon, Amber Lepchuk, Paul Renwick, and Frank Wong, and noting two vacancies for members-at-large.

11.0 Acknowledgements

The following staff were recognised for the following milestones:

Lauren Goacher – 5 years as of July 31, 2022
Kuldip Rana – 5 Years as of September 11, 2022
Joven Senoran – 5 years as of September 25, 2022
Andre Maitland – 10 years as of June 24, 2022

12.0 Adjournment

There being no further business to come before the meeting, the meeting was adjourned at 6:46 pm.

Motion: *To adjourn the meeting.*

Moved by: Paul Renwick
Seconded by: Amber Lepchuk

CARRIED

A Message from the Chair of the Board of Directors

Making a positive difference in the lives of people impacted by addictions and concurrent disorders doesn't happen overnight. Delivering quality, community-based services for people with addictions and concurrent disorders cannot be achieved alone.

PAARC's Vision and Mission are relentlessly pursued by our dedicated staff as we continue to Advocate, Innovate, and Collaborate.

This past year, we have developed new pathways bridging the clients we serve with the services PAARC provides. We continue to listen closely for what our community needs, and we work with our external partners and funders to build new programs and partnerships:

- new funding for a partnership built around a new day treatment program for substance abuse at Trillium Health Partners
- expanding collaborative service partners with Peel Police and Probation and Parole
- engaging in pandemic recovery strategies that support excellent client care
- supporting our Ontario Health Teams toward growth and integrated care

PAARC is committed to advocating for clients and staff through the innovation of existing and new programs with the collaboration of our partners and funders. PAARC will continue to serve the community with ferocity and compassion. This is who we are.

We take this opportunity to acknowledge Karen Parsons, PAARC's Executive Director, for 30 years of service. Karen's career has been one of unwavering integrity and empathy. Karen has always prioritized clients and staff, and this is evident in the culture here at PAARC. This will be Karen Parsons' last AGM serving as our Executive Director. Karen will be retiring from PAARC after a tremendous tenure filled with achievements and the infinite appreciation from clients, staff, external partners, funders and supporters, and the Board of Directors. Please join me in congratulating Karen Parsons as she embarks on her new journey.

Many thanks to all our staff for your dedication and passion, our clients and community appreciate you. To our volunteer Board of Directors, thank you for your tireless efforts and dedication.

Respectfully,

Frank Wong

Frank Wong
Board Chair

REPORT OF THE EXECUTIVE DIRECTOR

May 3, 2023 officially marked PAARC's 30th anniversary!

PAARC began as a program within the Region of Peel's Health Department. In 1993, the Ministry of Health funded PAARC to become an independent, non-profit agency, offering professional counselling services to persons living with substance use concerns. PAARC's counselling staff were highly skilled in various therapeutic counselling modalities, and enjoyed partnerships with various other organizations. PAARC's very first partnership was with Mississauga Hospital (now Trillium Health Partners,) followed by Supportive Housing in Peel (now Services and Housing in the Province.)

In 1995, the Ministry expanded PAARC's mandate to treat substance use and co-occurring mental health disorders. At that time, the Ministry invested in building the knowledge and skill of the addiction sector in co-occurring serious mental illness to ensure that addiction providers were 'concurrent capable'.

With growth, PAARC's collaboration has now expanded to include many organizations and sole providers, in the spirit of true integrated care. Over the years, PAARC's programs have expanded to now include a wide variety of programs and services. When I joined PAARC in August of 1993, almost five months after its incorporation, little did I know that I would one day sit in the Executive Director's chair. It has been an honour to serve as PAARC's Executive Director for the past 19 years (plus almost three as Acting Executive Director.) Now, 30 years after first walking in the door as a new employee, I am passing that honour on to a new ED. As I reflect on the past 30 years, I recall with great fondness the wonderful staff, past and present, who passed through PAARC's doors and who have helped shape what PAARC is today.

I have met and collaborated with many smart, skilled, wonderful professionals, many of whom I call mentors. I have learned many important life lessons from clients – courage, bravery, resilience, to name just a few. It fills my heart to hear about clients we have served who are now living rich and fulfilling lives, and those who are struggling but are still filled with hope and who look to us as their beacon.

So many people have been a strong influence on my professional career and on me as a person over my 30-career with PAARC, and every single one deserve heaps of gratitude. To a wonderful Board of Directors, to amazing staff, to collaborative colleagues who selflessly share the passion, and to all those who will never truly understand how much they matter – thank you, thank you, thank you!

Respectfully submitted,

Karen Parsons
Executive Director

PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

**ANNUAL GENERAL MEETING
2022-2023**

SLATE OF DIRECTORS FOR 2023-2024

Ursula D'Angelo

Sandeep Dhillon

Susan Gray

Amber Lepchuk

Paul Renwick

Angad Singh Bains

Frank Wong

BOARD OF DIRECTORS & BIOGRAPHIES

Ursula D'Angelo

Ursula's interest in our organization stems from financial leadership roles in not-for-profits delivering social services which include mental health. She also brings a wealth of experience from financial management positions in various organizations such as York University, City of Vaughan and Girl Guides of Canada. Ursula values the work, commitment and passion from staff that work with clients and enjoys contributing as a member of the board. Ursula is currently the Chief Financial Officer for the Métis Nation of Ontario, is a CPA, CGA, and has an MBA.

Sandeep Dhillon

Sandeep Dhillon is a Specialist at the Office of the Superintendent of Financial Institutions (OSFI). He has 20+ 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.

Susan Gray

Susan Gray is a Staff Sergeant with Peel Regional Police in Diversity, Equity and Inclusion within the Community Safety & Well-Being Bureau. She has twenty-five years of policing experience and has been instrumental in leading Peel Regional Police through a transformational change from traditional policing. In partnership with community agencies, Sue has developed non-police teams to respond to calls for service involving a person in crisis that does not require police. She is on numerous committees in the community that support vulnerable persons, mental health and substance misuse.

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 2005 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 addictions and concurrent disorders 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.

Angad Singh Bains

Angad has just completed his first year as a member of PAARC's Board of Directors, and brings a unique pharmacy perspective as he wraps up his final year at the University of Waterloo School of Pharmacy. Angad served as the President of the Society of Pharmacy Students, in addition to numerous other positions across student government both with the University and the School of Pharmacy. He has worked in the Peel Region community with youth for many years as a sports coach, and has work experience in local Peel media groups, community pharmacies, hospitals, and in the federal government. His motivation for joining the Board transpires from his desire to continue to give back to his community, and gain additional experience in policy work in the not-for-profit sector.

Frank Wong

Frank has been a member of PAARC's Board of Directors since 2018-2019 and is the residing Board Chair since 2021. Frank brings leadership and management skills from his previous consumer packaged goods career, which he retired from in 2016. In his retirement, Frank is an avid community volunteer serving on the St. John Ambulance Board of Directors as the Medical First Responder Advisor. His volunteerism extends to the Halton Regional Police Service where Frank serves as an Auxiliary Constable.

STAFF AND SUPPORTING ROLES (as at June 1, 2023)

Active Staff:

<i>Senior Leadership</i>	Karen Parsons, Executive Director
<i>Management</i>	Emily Imrie, Manager of Programs and Clinical Services Jacqueline McKernan, Manager of Partnerships and Operations
<i>Clinical Supervision</i>	Nathan Szeto, Clinical Supervisor Jennifer Wiedenmann, Clinical Supervisor
<i>Administration</i>	Pouruchishti Khorshedi, Senior Administrative and HR Assistant Naina Naina, Receptionist
<i>Clinical Intake</i>	Jhilmil Yaduvanshi
<i>Back on Track Administration And Facilitation</i>	Tenysha Clayton, Back on Track Program Worker
<i>Adult Community Treatment</i>	Devon Goodman, Counsellor/Case Manager Sofiya Hrendus, Counsellor Spencer Morris, Counsellor Steven Phung, Counsellor/Case Manager
<i>Older Persons Substance Abuse</i>	Wendy McIntyre
<i>Methadone Case Management</i>	Currently vacant
<i>Street Outreach</i>	Jay Pottayya, Concurrent Disorders Outreach Worker
<i>Housing and Support Peel</i>	Angelika Depalma, Concurrent Disorders Case Manager (Supportive Housing) Lauren Goacher, Concurrent Disorders Case Manager (Supportive Housing) Spencer Moore, Concurrent Disorders Case Manager (Supportive Housing)
<i>Community Withdrawal Management Program</i>	Birunthaa Jeyanandan, Case Manager/Group Facilitator Sharanpreet Kaur, Community Nurse Miloni Modi, Case Manager/Group Facilitator
<i>Community Withdrawal Management Program – Opioids</i>	Amanda Skyvington, Counsellor
<i>Community Withdrawal Management Program – Youth</i>	Christopher Ladipo, Counsellor/Case Manager
<i>Community Concurrent Disorders Program</i>	Joven Senoran, Transitional Case Manager Dave Steffan, Transitional Case Manager
<i>Addiction Supportive Housing</i>	André Maitland, Intensive Addiction Case Manager

*Narcotics Strategy – Brampton /
Caledon*

Ryan Liidemann, Counsellor

Narcotics Strategy - Mississauga

Mary Asante-Boateng, Counsellor
Ramona Irimies, Counsellor

Bridging to Addiction Counselling

Currently vacant

Safebeds Support

Currently vacant

Justice Supportive Housing

Alvin Le, Case Manager

*Intensive Addiction Day Treatment,
Post Discharge*

Aminah Ahmed, Case Manager

*Community Withdrawal Management
Services (In-Home/Mobile – North)*

Kelsey Rosa, Case Manager

All Program Clinical Support

Wendy Ross, Psychotherapist (part-time)

Peer Support

Holly Raven, Peer Mentor

Supporting Roles:

BOT Facilitators

Kimika Julien
Eleanor MacPhee
Atheesan Mahendrarajah
Tim Pennock
Kuldip Singh Rana
Seerit Samran

Support Services

Bookkeeper - Noreen Cadore
IT - Edmond Yuen, IT Strategies
Human Resources - Linda Spence

PAARC PROGRAMS AND SERVICES

Philosophy of Care

PAARC believes in the fair treatment of all people, promoting respect and dignity. PAARC's philosophy of care supports the highest quality, holistic and person-centred care. We provide services to people who are concerned with their own or someone else's involvement with alcohol, drugs, gambling, gaming and other select behavioural dependencies. We also provide programs and services for those living with mental health challenges. Our services are available to persons 16 years of age and older.

PAARC is committed to offering quality services to a diverse population. We believe in the uniqueness of each individual with their own experiences and strengths, and we understand, include and value differences. We recognize the importance of the development of a 'circle of care' which can include significant others such as family members, partners and support persons. PAARC will work with clients to identify supports (formal and informal) to be included in the 'circle of care' and discuss the different roles the supports can play in helping clients to achieve their goals.

At PAARC, we recognize the many barriers that people may encounter when accessing services. We design our programs and services so that people may access supports seamlessly and effortlessly. Barrier-free access that promotes cultural safety and inclusion will support persons to achieve optimal health. PAARC addresses the social determinants of health, that is understood as a broad range of personal, social, economic and environmental factors that determine individual and population health. More specifically, social determinants of health include income and social status, food and security, housing, employment and working conditions, education and literacy, childhood experiences, physical environments, social supports and coping skills, healthy behaviours, access to health services, genetics, gender, culture and race/racism.¹ PAARC promotes social inclusion through collaborative care planning in which clients explore opportunities to build community. Furthermore, PAARC service delivery includes groups. Group-based services is rooted in evidence-based models, utilizing a trauma-informed approach and aiming to decrease internalized stigma, which integrates the promotion of social inclusion, personal resilience and wellness.

Our service delivery philosophy is located on our website, included in our *Client Welcome Package* and shared widely with key internal and external stakeholders.

Programs and Services

Addiction Supportive Housing Program

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 securing housing is

¹Government of Canada, Public Health, *Social Determinants of Health and Inequalities*

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. Clients of PAARC are encouraged to participate in this group upon completion of their formal treatment plan. The group promotes social inclusion and personal resilience through group sharing. Members attend bi-weekly for one year.

Assessment Services

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 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, at their own expense, before their license will be reinstated. The program has expanded to include 'warn range' drivers. 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 Program

Beginning in late 2014, this program is a partnership of agencies in the CW LHIN that offer clients of the residential Withdrawal Management Centre and patients of Health

Links 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 counsellor/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 an assessing level of care needs and matching to meaningful resources that promotes 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 community supports.

Community Outreach Services

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

Community 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 client strength and areas of need.

Community Withdrawal Management Services

This program serves clients spanning the Region of Peel, offering a day program (group format) and in-home withdrawal management services in the west Mississauga and the northern parts of the Region. 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. With respect to the in-home withdrawal management, PAARC ensures adequate supports are in place that includes, at a minimum, PAARC's community nurse and case manager so that clients may safely withdraw in the comfort of their home. Program staff, with the consent of the client, will include primary care supports in an at-home withdrawal plan. Additionally, clients of the program will be encouraged to identify persons who will support their withdrawal plan in the home, which is an integral component of the program. 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 in the program of three months.

Community Withdrawal Management – Opioids Outreach

This program began in the fall of 2017, following the implementation of the 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 program builds strong partnerships with various partners who specialize in youth and emerging adult populations. This program works closely with William Osler Health System, University of Toronto-Mississauga and various other youth service providers to support youth to develop a support system that enhances awareness and skill building. This program collaborates with other resources that provide vocational supports and youth-specific addictions residential treatment.

Community Withdrawal Management – North

This program, in partnership with William Osler Health System, to support WOHS' day program for persons living with substance dependency. The program is intended to increase access to intensive non-residential treatment services at WOHS, with a multi-disciplinary partnership that bridges intensive care with ongoing aftercare in the community that enhances the recovery journey.

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.

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.

Group Counselling

PAARC offers various groups across many of our programs. Group-based service provision is rooted in evidence-based models, endorsing a trauma-informed approach and aiming to decrease internalized stigma. Modalities and techniques may include but are not limited to: Motivational Interviewing, Cognitive Behavioural Therapy, Brief-Solution Focussed Therapy, Dialectical Behavioural Therapy and Mindfulness-Based techniques. Clients who participate in group-based services with PAARC may benefit from learning new skills and having the opportunity to practice them with peers to

provide and receive feedback. Clients will also benefit from hearing multiple perspectives shared by other clients. Participating in groups can assist clients who are experiencing symptoms related to withdrawal. It can also assist clients with finding ways to cope with difficult feelings and emotions, managing stress in healthy ways, responding more effectively to complex or difficult situations and seeing situations more clearly.

Housing and Support Program

The Housing and Support Program began in 2001, with the partnership between Services and Housing in the Province and PAARC. SHIP provides permanent, affordable housing to forty-one units spread across the Region of Peel. PAARC provides intensive concurrent disorders case management. The program serves persons with serious and persistent mental illness and substance use concerns, who are homeless or at risk of becoming homeless. A structured intake process is managed by the lead agency, 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.

Intensive Addictions Day Treatment Program – Brampton and Mississauga

In partnership with Osler and Punjabi Community Health Services, this program aims to provide intensive day treatment to individuals with substance use concerns. Clients enrolled in this program commit to four consecutive weeks of daily treatment and continued aftercare upon completion of the day treatment component. This program, through the partnership with PCHS, provides culturally competent services to individuals and their families. PAARC's case manager primarily supports individuals post-discharge, providing case management and after-care support. In Brampton, the intensive day treatment is offered in partnership with William Osler Health System. In Mississauga, the program is offered in partnership with Trillium Health Partners.

Mental Health and Justice Supportive Housing

Supportive housing is a key element in enabling people with complex needs to find stable housing, lead fulfilling lives and live as independently as possible in their community. Housing has long been recognized as a key social determinant of health. With the right housing and support, people recovering from mental illness and addictions gain a renewed sense of dignity and hope, and can reintegrate into the community more successfully. Providing supportive housing for people with mental health challenges who are justice-involved and required housing makes economic sense. PAARC's role is to assess eligible applicants for the program and provide ongoing support once a client is housed. This program works closely with the Brampton Drug Treatment Court and the Housing and Support/ Addiction Supportive Housing team within PAARC.

Methadone Case Management Program

This program, established in 2006, offered case management support to persons taking methadone therapy. Since then, this program has grown to include broader opioid treatment therapies, in accordance with Health Quality Ontario's standards of practice for opioid-dependent populations. This program provides support to clients who require stabilization and support through post-acute withdrawal. This program relies 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.

Nicotine Replacement Therapy Program

PAARC offers Nicotine Replacement Therapy programming in conjunction with Centre for Addiction and Mental Health (CAMH.) Designated staff are trained and receive certification through CAMH in order to provide support in this program. Clients of PAARC may access this program by completing an intake with their primary worker or a designated NRT staff. Clients have access to NRT products as well as one-on-one counselling and group support. Clients can receive up to 26 weeks of NRT products free of cost.

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 supportive counselling are provided in the comfort of clients' homes or places of residence, using approved and validated tools and best practices. Long-term case management meets the unique needs of problem gambling clients, who benefit from ongoing, outpatient treatment to support their goals and stabilization. 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 a comprehensive assessment, treatment planning, case coordination, telephone support, family support, and referral to appropriate services. The program is offered 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 (Safe beds)

The new program supports people who are staying in the Mississauga Short-Stay Crisis Support Program, operated by Services and Housing in the Province, for whom

substance use negatively affects their life. This program provides supportive addiction counselling to clients of the program. Additionally, the counsellor is integrated into the on-site team and works collaboratively with client and the care team to assist clients to 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 the Central Regions Health Team, system access model. This model is primarily offered 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 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 to fulfill immediate basic needs of clients and offers a multi-disciplinary approach. PAARC provides concurrent disorder case management to persons who are accessing the Street Outreach program.

Structured Relapse Prevention

This evidence-based program, as developed by CAMH, 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 goal is to assist clients to build on skills learned throughout their treatment plan. Navigating day-to-day triggers and developing coping strategies, are integral to this group-based program.

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 – BREAKING FREE ONTARIO

Breaking Free from Substance Use is an evidence-based digital behaviour change program that allows people to recognize and actively address the psychological and lifestyle issues that are driving their use of alcohol and/or drugs, so helping to support their recovery.

Based on Cognitive-Behavioural Therapy, mindfulness and other proven therapeutic approaches, the program gives people a comprehensive toolkit of resources, positive coping strategies and proven behaviour change techniques to support their long-term recovery.

Breaking Free (BFO) aligns with PAARC's goal of ensuring equitable and low-barrier access to addiction services. This evidence-based tool allows people to have access to a reputable and valid tool that is aligned with our mission of "delivering quality, community-based services for people with addictions and concurrent disorders". PAARC puts quality care at the forefront of service delivery and as such we are pleased to be working with the Breaking Free team to enhance access across Ontario.

PAARC closed out year two of championing Breaking Free Ontario (BFO) as an Implementation Support Site. We focused on the primary care and the justice sectors to employ targeted outreach strategies to expand the accessibility of BFO across the region. PAARC engaged various stakeholders, including judges, assistant crown attorneys, legal aid representatives, and defense counsel. We continue to promote BFO across community events to raise awareness of and support for BFO. We have presented BFO at various tables, committees, and networks including Peel Integrated Drug Strategy, Brampton Drug Treatment Court, the Peel Regional Police Open House, and the Central West OHT MHA Working Group Networking Event for physicians. PAARC staff has played an integral role in promoting BFO at health fairs they attend and within the committees they support.

PAARC participated in the Women's College Hospital Institute for Health Systems Solutions and Virtual Care evaluation of Breaking Free Ontario. By leveraging the expertise of staff, and key stakeholders, and supporting client participation, PAARC contributed to the important work of ensuring evidence-based practice informs policy decisions across the provincial addictions sector.

PAARC has been selected to continue as the Implementation Support Site for the region for year three of BFO. We are excited to take on the next phase of implementation, seeking to enhance access to BFO for persons accessing urgent care, primary care, and post-secondary education, with a focus on reducing the use of Emergency Departments. By expanding resources in the community, PAARC staff endeavor to ensure that clients of PAARC and of the larger services in our region have access to this evidence-based intervention. We look forward to building BFO into clients' treatment plans to continue to support flexible levels of care as persons enter and exit our services, and to begin hosting a Community of Practice for organizations offering BFO within our region.

2022-2023 FAST FACTS



THE PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

Primary Presenting Substance

52% Alcohol

Top 3 Substances Used in Past 12 Months

65% Alcohol
34% Cannabis
30% Tobacco



Income Source

45% Employment
12% ODSP
11% Ontario Works
7% None



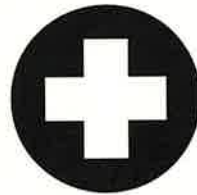
1933
individuals served



573
total groups



17,060
total visits



- 48% of clients reported having a mental health diagnosis
- 39% of clients reported taking prescriptions for a mental health diagnosis
- 14% of clients reported chronic pain
- 9% of clients reported having a head injury

Legal Status

65% No problem
19% Awaiting trial or
sentencing
11% Probation