



# PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

**2023-2024**  
**ANNUAL GENERAL MEETING**  
**June 20, 2024**

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## ANNUAL REPORT

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## *A Message from the Chair of the Board of Directors*

Advocate, Innovate, and Collaborate are the key pillars of the strategic plan that guide our staff here at PAARC. As we come out from another year of change, our staff have remained steadfast on our mission of making a positive difference in the lives of people impacted by substance use and concurrent disorders. Our staff brings our vision to life by continuing to deliver quality, community-based services for people with substance use and concurrent disorders.

Through a recent survey of clients, 99% agreed that the services provided here at PAARC are of high quality, 95% agreed that wait times for services were reasonable for them, and 99% of clients agreed that they received enough information about the programs and services available. All this client satisfaction is entirely the result of passionate and driven staff, guided by the formidable leadership team of Emily Imrie and Nathan Szeto, Managers of Programs & Clinical Services and Partnerships & Operations respectively. At the helm, we welcomed Jacqueline McKernan as our Executive Director in September, and are extremely fortunate to have Debbie Schatia as our Interim Executive Director until Jacqueline returns from maternity leave.

PAARC staff developed innovative ways to advocate for stigmatized and marginalized populations while collaborating with other service providers across Peel Region to offer comprehensive services. Despite all the changes and challenges that each year brings, our staff continue to deliver high quality care without compromise to our clients.

This past year, PAARC celebrated its 30 year anniversary with members and partners from our community. Speeches were delivered, food was served, games were played, and one specific thing we did not do enough of was to thank the staff for their tireless efforts. Without them, we would not be here. THANK YOU. We recognize you, we appreciate you, and we are proud to call each other family.

I would also like to recognize two board members who have volunteered their time and have served their full terms. Paul Renwick and Sandeep Dhillon will be leaving our Board of Directors. Their leadership and professional guidance has served PAARC well and we wish them all the best on their journey to explore new endeavours. To the entire Board of Directors, thank you for your selfless contributions.

Respectfully,

Frank Wong  
Chair, Board of Directors

## *A Message from the Interim Executive Director*

The last year has been one of change at PAARC particularly at the leadership level. In September 2023, after 19 years of service, Karen Parson's retired from the ED role. Karen was succeeded by Jacqueline McKernan who had previously held the role of Manager Partnerships and Operations. Six months later, I joined PAARC (in late March 2024) as the interim ED as Jacqueline left for a maternity leave.

Since my journey at PAARC began, I have been impressed by the strength and commitment of the management team and staff. PAARC is fortunate to have a dedicated, skilled team who are driven to service excellence and to placing the needs of those we serve above all else. I have also been struck by and am grateful for the Board of Directors' commitment and support.

This year, under Karen's and subsequently Jacqueline's leadership, we placed an emphasis on filling vacancies to meet client needs. While we are making progress, we remain committed to this as an ongoing priority. We revamped the organizational chart adding a Manager and a Supervisor. We have also focused on creating efficiencies and modernizing systems to provide staff more time to focus on service. Through the leadership of our Manager Partnerships and Operations, we are exploring a new Human Resources Information System that will allow staff to complete absence requests online, see their vacation balance, be notified of upcoming due dates for trainings, complete onboarding, update their information and complete policy sign offs. No more orange paper vacation requests, staff will be able to request vacations from their phones.

In August 2024, under the leadership of our Manager Programs and Clinical services, we will be implementing a new client information system. The system will assist staff to know when reports are due and to receive detailed outcome reports on the effectiveness of our services. The system will be more user friendly and ideally save staff time.

PAARC has continued to be an active member at a variety of Ontario Health team tables, bringing the voice and unique expertise of the Substance Use treatment sector to the tables. Of great pride is PAARC's commitment to high quality partnerships to improve quality services. Without exception PAARC's colleagues note how much they value partnering with PAARC.

As we implement the third year of our strategic plan, we will focus on staff retention and becoming an employer of choice. The management team will launch an engagement survey which will help us partner with staff to develop and implement an improvement plan. We will also organize training sessions to increase staff's capacity to provide culturally safe services.

Throughout the coming year we will be preparing for the accreditation site review which will take place in September 2025. While we have a busy year ahead, we are confident these changes will improve our services and our ability to work more efficiently.

Finally, I would like to comment on the culture of support and camaraderie at PAARC. Regardless of office location or team it is clear that everyone is part of the larger team and has an important role to play in our communal success. PAARC has a strong team and a strong foundation to move forward. I look forward to the year ahead and all we will accomplish together. Thanks to everyone for your commitment to service excellence.

Respectfully submitted,

Debbie Schatia  
Interim Executive Director

**PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE**

**ANNUAL GENERAL MEETING  
2023-2024**

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**SLATE OF DIRECTORS FOR 2024-2025**

**Ursula D'Angelo**

**Susan Gray**

**Amber Lepchuk**

**Angad Singh Bains**

**Cathy Sotto**

**Frank Wong**

## ***BOARD OF DIRECTORS & BIOGRAPHIES***

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### *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.

### *Susan Gray*

Susan Gray is an Inspector with Peel Regional Police and has over 25 years of policing experience. She has served in a variety of assignments including Front Line Policing, Forensic Identification, Diversity, Equity & Inclusion and Community Safety and Well-Being. She has been instrumental in leading Peel Regional Police through a transformational change to modernize traditional community policing. Working with a variety of community partners, she helped evolve the police role so that their contributions resulted in the most significant positive impact for the community. She helped develop non-police teams to respond to calls for service involving a person in crisis that does not require a police response. She actively participates in 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.

### *Angad Singh Bains*

Angad is a recent graduate of the University of Waterloo School of Pharmacy, where he served as the President of the Society of Pharmacy Students, and graduated as class Valedictorian. He is currently working as a Medical Science Liaison at AstraZeneca, while also working as a Community Pharmacist in the Peel Region on the weekends. He has worked in the Peel Region community with youth for many years as a sports coach, and has extensive work experience in the region. 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.

### *Cathy Sotto*

Cathy is currently the Director, Controllershship at Public Health Ontario. Prior to that, she worked at the Royal Ontario Museum, the Royal Conservatory of Music and at Ornge under various financial leadership capacities. During the recent years, Cathy has led digital transformations and positive disruptions within Finance to bring innovation and analytics to the forefront.

Cathy is a CPA, CA and has a Bachelor of Commerce degree from University of Toronto. She believes that patient care, if offered equitably, with sound financial responsibility, can provide a powerful impact on our communities.

### *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.



# ★ 2023-2024 ★

## Primary Presenting Substances

- 1 51% Alcohol
- 2 12.5% Stimulants
- 3 12% Opioids
- 4 8% Cannabis



5,532 INDIVIDUALS SERVED



2,498 ANONYMOUS INDIVIDUALS SERVED



16,570 VISITS



632 GROUPS

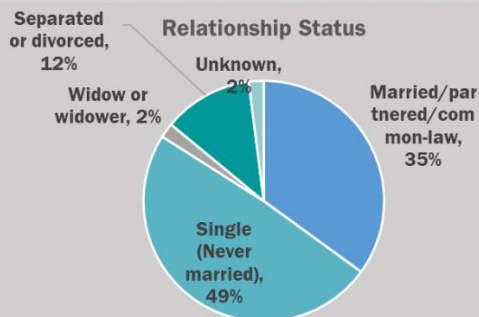
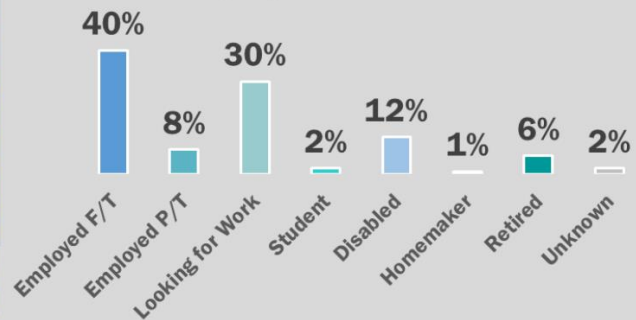


99% OF CLIENTS FEEL PAARC SUPPORT IS HIGH-QUALITY

12% Reported have injected substances

2% Reported concurrent gambling concerns

## Employment Status



## Presenting Issues

- 35% Emotional/Mental Health Challenges
- 15% Legal Challenges
- 8% Are unhoused



# ***PAARC PROGRAMS AND SERVICES***

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## **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.<sup>1</sup> 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 the basis by which clients can achieve personal recovery while working alongside their case manager to address the other social determinants of health.

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<sup>1</sup>Government of Canada, Public Health, *Social Determinants of Health and Inequalities*

### *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 began offering short-term transitional case management to clients with a goal of establishing longer-term community supports and has now expanded to include longer term supportive counselling and treatment.

#### *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.

#### *Opioid Agonist Therapy (OAT) Narcotics Treatment 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.

### *Problem Gambling Program*

PAARC's Problem Gambling Program began for older persons 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. As of April 1, 2023 the program was expanded to serve clients 16 years of age and up.

### *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.

# PEEL ADDICTION ASSESSMENT AND REFERRAL CENTRE

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## 2022-2023 ANNUAL GENERAL MEETING

The Glenerin Inn, 1695 The Collegeway, Mississauga, On., L5L 3S7

June 22, 2023

### **DRAFT** - Minutes

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**Present:** *Frank Wong* *Pouruchishti Khorshedi (Staff, Recorder)*  
*Paul Renwick*  
*Amber Lepchuk*  
*Karen Parsons (Ex-Officio, Staff)*  
*Mark Cameron, Clarkson Rouble LLP – (Auditor Guest)*  
*Susan Gray*  
*Sandeep Dhillon*  
*Angad Singh Bains*

**Regrets:** *Ursula D'Angelo*

### **1.0 Welcome and Introductions**

The Chair called the meeting to order at 7:35 p.m. noting that the quorum was reached. The Board Chair welcomed all in attendance and acknowledged that Ursula D'Angelo had sent regrets.

### **2.0 Declaration of Conflicts of Interest**

No conflicts of interest were declared.

### **2.0 Approval of Agenda**

**Motion:** *That the agenda for the AGM of June 22, 2023 be approved as set out.*

**Moved by:** Amber Lepchuk

CARRIED

**Second by:** Paul Renwick

### **3.0 Approval of Minutes of 2022 AGM (June 28<sup>th</sup> 2022)**

**Motion:** That the Minutes of the 2022-2023 Annual General Meeting held on June 28, 2022 be approved as presented.

**Moved by:** Amber Lepchuk

CARRIED



**Second by:** Paul Renwick

#### **4.0 Message from the Chair of Board**

The Chair of the Board acknowledged the Executive Director's 30 years' service tenure, her career being one of unwavering integrity and empathy. The Chair also went on to acknowledge the Executive Director always prioritising the clients and staff. Since the Executive Director will be retiring, this will be her last AGM serving as an Executive Director.

#### **5.0 Executive Directors Report**

The Executive Director delivered her address, highlighting the history and evolution of PAARC as an agency, and thanking the Board of Directors, staff, and collaborative colleagues for their contributions towards PAARC's success.

#### **6.0 Auditor's Report**

The Chair invited Mark Cameron, Auditor from **Clarkson Rouble LLP, to report on the Audited Financial Statements for the year 2022-2023. Mark shared his opinion of the agency's financial position, delivering a clean audit.** There were no questions.

#### **7.0 Motion to Approve Year-End Financial Report**

**Motion:** To approve the 2022 2023 Audited Financial Statements, as presented.

<b>Moved by:</b>	<i>Sandeep Dhillon</i>	<b>CARRIED</b>
<b>Second by:</b>	Frank Wong	

#### **8.0 Motion to Appoint Auditor**

**Motion:** To re-appoint Clarkson Rouble LLP as auditors for the fiscal year 2023–2024.

<b>Moved by:</b>	Susan Gray
<b>CARRIED</b>	
<b>Second by:</b>	Amber Lepchuk

#### **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

**CARRIED**

**Second by:** Amber Lepchuk

**10.0 Presentation of Directors for 2023 – 2024**

The Board Chair presented the slate of Board of Directors for the fiscal year 2023–2024, as follows:  
Ursula D’Angelo, Sandeep Dhillon, Amber Lepchuk, Paul Renwick, Susan Gray, Angad Singh Bains  
and Frank Wong.

**11.0 Acknowledgements**

The following staff were recognised for service milestones:

Sofiya Hrendus – 5 Years as of January 2, 2023

Wendy Ross – 5 years as of January 9, 2023

**12.0 Adjournment**

There being no further business to come before the meeting, the Annual General Meeting was adjourned at 7:50 pm.

**Motion:** *To adjourn the meeting.*

**Moved by:** Sandeep Dhillon

**CARRIED**

**Second by:** Angad Singh Bains

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