



**2008 – 2009**

# **ANNUAL REPORT**

*A member of the Ontario Federation of  
Community Mental Health and Addictions Programs and  
Addictions Ontario*

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## MISSION STATEMENT

***We are a community based agency whose purpose is to reduce and/or eliminate the misuse of alcohol, drugs and problem gambling and the related effects on the families and communities of York Region.***

## AGENCY PHILOSOPHY

***We understand that substance abuse and problem gambling are the result of personal lifestyle issues and coping strategies. We also recognize the detrimental effects of addictions on the emotional, mental and physical health of individuals, their families and friends.***

***We promote a safe and supportive environment that supports diversity and is sensitive to culture, ethnicity, gender, age, abilities, religion and sexual orientation.***

***We consider our clients' preferences, needs and circumstances while working with them and their support system to create a personalized counselling program.***

*We Work For a Healthier Community*

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## **BOARD OF DIRECTORS**

Chairperson	Patricia Scott-Jeoffroy
Vice – Chairperson	Randy Slade
Treasurer	Dan Yanaky
Secretary	Brian Bigras
Past - Chairperson	Todd Owens
Board Member	Bryan Black
Board Member	Steve Boutin
Board Member	Patricia Faiello
Board Member	Don Slessor
Board Member	Harald Speck

## **FUNDING PARTNERS**

Central Local Health Integration Network (LHIN)

Ministry of Health and Long – Term Care

Ministry of Children and Youth Services

The Ontario Trillium Foundation

York Region Catholic School Board

York Region District Public School Board

Jays Care Foundation

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## MANAGEMENT TEAM

Marilyn Becker	Concurrent Disorder/Umbrellas Supervisor
Shivani Gupta	Youth & Family Supervisor
Margy Hay	Community Withdrawal Management Supervisor
Margarete Juliana	Youth & Family Supervisor
Louisa Leung	Adult Substance Use/Problem Gambling Supervisor
Helen Li	Community Outreach Supervisor
John O'Mara	Executive Director
Judith Stinson-Lehman	Clinical Director
Florence Wiscombe	Administrative Supervisor

## ADMINISTRATIVE TEAM

Hazel Bennett	Receptionist
Lenore Hennegan	Receptionist/Data Entry
Steve Jones	Information Technology
Kelly Marsden	Office Manager – Newmarket
Peter Mukundi	Finance
Marisol Pestana	Receptionist
Leslie Williams	Administrative Assistant

## CLINICAL STAFF

### ***Adult Substance Use Program***

Elif Giray	Adult Substance Use Counsellor
Kern Stanberry	Adult Substance Use Counsellor
Rui Tian	Adult Substance Use Counsellor
Mary Anne Zaborski	Adult Substance Use Counsellor

### ***Community Outreach Program***

Lani Aguinaldo	Ethno-Cultural Problem Gambling Outreach Counsellor
Grace Ekere	Ethno-Cultural Substance Use Outreach Counsellor
Dee Knowles	Youth Outreach Counsellor
Ashley Leggett	Youth Outreach Counsellor
Bahram Sarang	Adult Substance Use Outreach Counsellor
Ashley Shultz	Youth Outreach Counsellor

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## ***Community Withdrawal Management Services***

Peter Brewitt  
Afsaneh Fereidooni  
Danielle Gilchrist  
Brian Irving  
Noreen Sullivan

CWMS Counsellor  
CWMS Counsellor  
CWMS Counsellor  
CWMS Counsellor  
CWMS Counsellor

## ***Concurrent Disorder /Court Diversion Support Program***

Cherisse Doobay  
Sarah Durant  
Danielle Moreau  
Rena Tennant

Concurrent Disorder Counsellor  
Concurrent Disorder Court Diversion Counsellor  
Concurrent Disorder Counsellor  
Concurrent Disorder Counsellor

## ***GASSP (Growing in Awareness of Self and Substance Use Program)*** *(Formerly Alternative to Long Term Suspension Program)*

Jo Gomes  
Vikki Harris  
Caroline McClelland  
Carolyn McGivery  
Ria McQueen

GASSP Counsellor  
Program Coordinator  
Program Coordinator  
GASSP Counsellor  
GASSP Counsellor

## ***Intake Department***

Judy Aiken  
Karin Wargel

Intake Coordinator  
Intake Coordinator

## ***Ontario's Remedial Measures Program for Impaired Drivers***

Vikki Harris  
Caroline McClelland

Program Coordinator  
Program Coordinator

## ***Problem Gambling Program***

Sarah Bernard

Problem Gambling Counsellor

## ***Umbrellas Outreach Program***

Jai Fong-McNeil  
Laura Snazel

Umbrellas Counsellor  
Umbrellas Counsellor

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## ***York Region LGBT Community Outreach Project***

Barb Urman

LGBT Outreach Coordinator

## ***Youth and Family Program***

Jamie Barber  
Farah Jindani  
Maria Stilla  
Una Wright

Youth and Family Counsellor  
Youth and Family Counsellor  
Youth and Family Counsellor  
Youthspeak Program Coordinator

## ***Group Contract Staff***

Joanne Lechowicz  
Afsaneh Fereidooni

Women's Treatment Group  
Women's Aftercare Group

## ***Students***

Jo Gomes  
Constantin Nastic  
Rola Tabangi

Student  
Student  
Student

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## **BOARD – CHAIRPERSON’S REPORT**

On behalf of the Board of Directors, I would like to acknowledge the dedicated staff at ASYR. The Board is continually impressed by the compassion and commitment demonstrated by the staff. We believe that the ongoing work with the clients not only assists them on a personal level, but helps to rebuild families and our community. We would also like to acknowledge the commitment and hard work of John O’Mara. Through his leadership, ASYR has remained strong and respected as the premier service for addiction services within York Region and across Ontario.

We are aware that the demand for the services of ASYR far exceeds the capacity of the agency and thus as a Board, we continue to dedicate our commitment to support innovative ways to increase the capacity of the agency and meet the needs of our community.

The 2008-2009 year has been one of great change. Late in 2008, the Local Integrated Health Network (LIHN) introduced the Multi-Sector Service Accountability Agreement (M-SAA). This agreement with our funders enabled the Board to revisit the governance structure and to reflect upon the foundational elements that define our governance responsibilities.

To provide leadership in this process, the board contracted the services of Dean Darnell Consulting, a company that specializes in the area of Board Governance and Board Development. Over the past year the board has committed to reviewing and developing Board Policies, creating job descriptions, reviewing Board By-laws and working together with staff to revisit the Vision, Mission and Value Statements. In addition to this comprehensive review process, the board also supported the expansion of current services and explored new locations for the Agency including the opportunities and challenges of a co-location with other agencies.

This has been a significant undertaking and has demanded hours of additional time from staff and all the board members. For this, we are truly grateful and anticipate that early in 2010 we will begin the process of targeted board recruitment which will enable us to extend our invitation to potential board members from the diverse community of York Region. It is our intention that through the work of the last year, we have created a foundation to actively seek board representation that fulfills the key responsibilities of the Board and reflects our unique community.

The board has had some personnel changes this year. Todd Owens, our past president has resigned to pursue other volunteer opportunities in the community. Randy Slade and Dan Yanaky have also resigned from the board.

New to our board this year is Patricia Faiello. Patricia has over 20 years experience as a Chartered Accountant working with clients in various industries. She founded Governance Risk Compliance Inc. in 2004 exclusively to support companies needing to enhance and strengthen their governance practices and risk management processes. Patricia has worked closely with CEOs and CFOs as well as directors of public companies and a not-for-profit organization to create effective and proven approaches to achieve governance, risk and compliance objectives.

The board is looking forward to the 2009-2010 year in which we plan to continue the growth of ASYR and provide support to the incredible staff that makes the agency a safe and supportive environment for our clients. On behalf of the board, thank you for your ongoing work and I look forward to our future together.

Regards  
Patricia Scott-Jeoffroy  
Board Chair

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## EXECUTIVE DIRECTOR'S REPORT

This year has been another exciting year at Addiction Services for York Region as we continue to expand services throughout York Region. This expansion, while stressful and at times seemingly overwhelming, was managed effectively and professionally by the Management Team as we continued to hire new staff, develop new programs and service delivery models, become more visible in the community, and create new and exciting partnerships.

New funding from the Central LHIN in the 2008 / 2009 fiscal year allowed the agency to create youth, adult and ethno-cultural outreach teams. These teams drastically shifted the way in which ASYR provided client services. Rather than asking clients to come to the agency for services, the mandates of the outreach teams are to provide quality addiction services to the most marginalized within their own community. I am pleased to report that this is now becoming a reality.

Addiction Services for York Region spearheaded several exciting initiatives in the past fiscal year. The Central LHIN's Mental Health and Addiction's Education Committee created a mental health and addictions stigma campaign. This project created awareness with hospital emergency staff and Ontario Works staff about the experiences of folks with mental health and addictions accessing their services. A second initiative, The Integrated Crisis Protocols, developed system protocols between the Central LHIN's hospitals emergency departments and community mental health and addictions agencies. As well, the agency continued to be an active member and contributor to PrideFest. We are proud to support this worthwhile event. And finally, the agency hired a consultant to create arguments and to develop recommendations to the Central LHIN to build a residential withdrawal management facility in York Region. All of these created a high profile for Addiction Services for York Region in the Central LHIN. We thank all of our community partners for making these highly successful.

Sadly this year, the LGBT Community Outreach Program came to an end at Addiction Services for York Region. I am happy to report, however, that this program has transitioned to Family Services York Region; therefore, we will continue to be a part of this exiting work that began with ASYR. To wrap up the LGBT program we hosted a region wide conference. This conference was attended by over 200 people. It was a fitting way to transfer the program to Family Services.

In the next year, Addiction Services for York Region will continue on our own journey to become a more inclusive organization. Since the last AGM we have formed an internal Inclusivity Committee. Using an anti-racism / anti-oppression lens, the committee will be identifying barriers that stop us from meeting the needs of all residents of York Region. I am happy to advise the community that we have hired a Consultant that will assist the committee develop an internal framework so that a positive shift can happen within the agency. Additionally, the Board, the Management Team, the Inclusivity Committee and the staff all received training in anti-racism and anti-oppression.

We are also excited at the opportunity to explore harm reduction strategies in relationship to our newly developed Community Outreach Programs. In the upcoming year this will be a topic of conversation and development level in the community, at the Board table and at the staff level. We welcome this chance to bring true harm reduction programs to marginalized populations.

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This year the agency continues to make the Common Roof project a high priority, and we are hopeful that by next year all Addiction Services for York Region staff will be housed in one location along with three partnering agencies: York Support Services Network, Family Services York Region and the Addiction Services for York Region. This will provide service integration across three agencies and populations, however, equally important is the anticipation that in the not too distant future we will all be back together under one roof.

In the not too distant future the agency hopes to host a York Region addictions conference. Several staff have volunteered to be on the committee and I believe this will be an opportunity to provide our service partners with some valuable addiction knowledge and to create a higher profile for the agency. I am looking forward to this venture taking place in the early new year.

And finally I would like to congratulate the Board for their hard work in the past year. As a result of the Ministry of Health and Long-Term Care's Multi-Sector Service Accountability Agreement, the Board began to look at their role within the organization. This is really challenging work. Their commitment at the governance level will make us a better and more active community organization. I am looking forward to continuing this work in the upcoming year.

While the past year has been a year of growth and new substance abuse service delivery models, the future remains challenging for the residents of York Region with substance use / misuse issues. We will continue to advocate to the Ministry of Health and Long-Term Care and the Central LHIN for additional resources. While all social service agencies ask for more funding, I believe that the addiction sector Province wide, but particularly in York Region, requires more funding for three important reasons. First, York Region does not have a continuum of addictions services. This continuum includes a residential withdrawal management service, day programming, a residential treatment centre and recovery homes for men and women. Several years ago, in the document, ***Setting the Course: A Framework for Integrating Addiction Treatment Services in Ontario***, the Provincial Government stated that all citizens have the right to access treatment in their own community. Clearly, in York Region, this is not happening. We will continue to advocate for this on behalf of our clients. Second, Addiction Services for York Region needs additional resources to provide comprehensive and equitable substance abuse services throughout the Region. This includes services that reflect the needs of our entire community – ethno-specific, sexual orientation, and ability – and not just the mainstream community. And third, staff is entitled to a fair and equitable salary. In comparison to other sectors, such as mental health and hospitals, ASYR staff is vastly under-compensated. Both the Board and I will again make this a priority for this year.

It is impossible to do the work we do in isolation. I thank all of our community partners, too numerous to mention, who have helped us in the past year to deliver our services to our community. I also thank our funders – the Ministry of Health and Long-Term Care, the Central LHIN, the Ministry of Community and Children's Services, the Trillium Foundation, York Region Public and Catholic School boards, the Jay's Care Foundation and CAMH / the Ministry of Transportation for their confidence in our work.

The strength of Addiction Services for York Region is the people who work at the agency. At ASYR we are privileged to have highly skilled and dedicated professionals – both clinically and administratively – who care about their work. More importantly, however, is that the staff cares about their clients. I thank each and everyone of you for your commitment, dedication and professionalism.

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To the Management Team and the Board of Directors, I thank everyone for your advice, guidance, directness and support. Clear direction is an important component of any organization – and each of you does this well.

And finally I would like to thank the agency's clients. Without your confidence in the agency we would not be able to do the work we love to do. Your trust and confidence is the greatest indicator of success.

In conclusion, it is my pleasure to work within an organization that has grown, and continues to grow, to meet the ever-changing needs of our diverse community. I know that through the leadership of the Board and the very competent counselling and support staff at ASYR, the needs of York Region's residents will continue to be met.

John O'Mara, MSW, RSW  
September 17, 2009

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## CLINICAL DIRECTOR'S REPORT

Although the past year has included more change, growth, and continued development of programs, it has also been a year of integration, implementation of programs and team building.

There have been no new programs developed. Although the Outreach program and the Concurrent Disorder program which are relatively new to the agency continue to develop, they have also moved into service delivery and the implementation of their programs. As the reports on the following pages suggest, other established programs continue to provide service to clients and their families throughout York Region.

There have been changes. The Youth Team experienced a change when Joanne Lechowicz, who was on a leave of absence, resigned her position as Youth supervisor. Joanne's passion for Youth and her sound clinical expertise are greatly missed in the agency. We wish Joanne well in all her future plans.

Margarete Juliana, Youth supervisor during Joanne's absence, resigned her position in November. Shivani Gupta, a clinician on the Youth team for many years became the Youth supervisor. Shivani brings energy and enthusiasm and experience in working with youth to the position. She has been successful in creating a spirit of "team" with the Youth program staff.

Another change involved the re-organization of teams according to program. Thus an Outreach Team was created and a new supervisor was hired. Helen Li became the supervisor of this new team. The creation of an Outreach Team has given support and grounding to workers who are most often in the community and away from the office.

Clinicians working in the Adult Substance Use program and the Gambling program were brought together under one supervisor. Louisa Leung, the supervisor of this program, has been able to develop a sense of team with staff in these programs. This sense of team has been welcomed by those working in these programs as they now are more connected to each other and to a common purpose.

Team building continues in the Concurrent Disorder program and the Umbrellas program, supervised by Marilyn Becker, and the Community Withdrawal Management program, supervised by Margy Hay.

It seems that a theme for the year has been on building "team", building a place where staff can feel that they belong and that they have support for the work they do. The agency has grown and is not a small agency any more. There are many programs which involve working outside the agency and with community partners as well. It is important that staff feel there is a place, a smaller place where they can share their challenges as well as successes, where they feel connected and not isolated, where they are "team".

The agency as "team" continues to be guided by ideas, principles and concepts informed by an anti-racism and anti-oppressive lens. Agency sponsored training throughout the year has endeavoured to raise awareness and to shift attitudes so that Addiction Services for York Region may become a place of welcome, of belonging and of connection to the diverse communities and people living in York Region.

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The next year will no doubt bring more change and growth. However, it is in growth and change that the agency lives, breathes and moves in providing even better service.

## **INTAKE**

The Intake Office with Judy Aiken and Karin Wargel has been increasingly busy in the past year. The hoped for “summer lull” didn’t happen and consequently, more and more residents in York Region are asking for service or are enquiring about our services. In spite of the heavy demand put on them, Judy and Karin provide clear information to prospective clients in a professional and knowledgeable manner.

In addition to intake duties Karin continues to co-facilitate the weekly Information Session for potential clients. In keeping with our inclusivity/diversity lens, Karin worked with other staff to revamp parts of the presentation at the Information Session to make the language and content more client friendly and more inclusive.

## **BACK ON TRACK**

Caroline McClelland continued her very capable work in the Back On Track program. Her goal is to make the program “the best in the province”. She has felt satisfied that delivery of the program, has been effective. Caroline is preparing to go on maternity leave in June. Congratulations Caroline. May your year at home be re-creative for you and your family.

## **GROWING IN AWARENESS OF SELF AND SUBSTANCE USE PROGRAM**

Caroline is also co-coordinator of the Growing in Awareness of Self and Substance Use Program (GASSP). This program was formerly called the Alternative to Long Term Suspension Program (ALTS). The name was changed to better reflect the program. The Safe Schools Act is based on restorative rather than punitive means of discipline. Hence there were fewer suspensions but still a need for prevention and education for students involved with drugs and/or alcohol on school property. Feedback about the program has been positive.

Respectfully Submitted,  
Judith Stinson-Lehman M.T.S. RMFT  
Clinical Director

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## ADMINISTRATIVE TEAM REPORT

The Central Support Team has been kept quite busy this past year with preparing for new staff, attending agency trainings, workshops and planning events. The team attended agency supported training on Anti-Racism and Anti-Oppression, Mindfulness and several community workshops.

In June of 2008, Kelly Marsden, Newmarket Office Manager joined the team. Kelly participates in agency internal committees where she is the chair person of the Wellness Committee and a member of the Website/Brochure Committee. Kelly is the minute taker for the Central Support team meetings and assists with the minute taking of our staff meetings. As committee members, Kelly and I participated in the planning of the Central LHIN Professional Day that was held at Southlake Regional Hospital in January 2009.

Lenore Hennegan, Hazel Bennett and Marisol Pestana have contributed in the planning and organizing of the Annual General Meetings for several years. Lenore is a Social Committee member who enjoys being involved in the planning of staff baby showers, wedding showers and spring parties.

Leslie Rogers-Williams, Administrative Assistant continues to support the staff with providing information pertaining to payroll, benefits, leaves of absence and vacations. Leslie plays a key role in the review of our client database information systems.

It has been quite an exciting journey for me with the transition of my new role and getting to know my staff. The Central Support Team does go the extra mile whether it is to assist staff, clients or clean up spills in our hallways. I am privileged to be part of the Management Team where recommendations and decisions are made.

I would like to thank John O'Mara, Executive Director for his continued support and guidance this past year.

I look forward to a new year as I continue to learn from each of you.

Respectfully,  
Florence Wiscombe  
Team Supervisor

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## **ADULT SUBSTANCE USE AND PROBLEM GAMBLING REPORT**

This last year was a year of change and growth for both the Adult Substance Use Program and the Gambling Program.

The **Adult Substance Use Program** is merged into one team with one supervisor and four therapists. Mary Anne Zaborski continues to serve clients in the Newmarket and Markham office, Kern Stanberry works at the Newmarket and Sutton office, Rui Tian serves clients in the Richmond Hill and Aurora office, and Elif Giray works for clients at the Aurora office and will be working at the Vaughan satellite office once a space is secured.

Congratulations to Elif for her successful presentation on Mindfulness at Addictions Ontario conference. Mary Anne continued to attend group consultation on post modern methods using narrative therapy. Narrative therapy greatly informs her work with clients and her group work. Kern Stanberry has done great couple and family work throughout the year. He is hoping to obtain clinical membership of American Association of Marriage and Family Therapy by the end of this year. Rui is also in the process of enriching his approach with clients in addition to Solution Focus work.

One exciting growth of the program is the formation of group supervision modality which increased the team spirit, sense of cohesiveness and mutual clinical support. Our clinical work is still strongly informed by a systemic framework. The Adult Substance Use Program continues to have the highest volume of clients in the agency. We have addressed the needs in the community by running an open treatment group for men and women instead of a closed group. The aftercare groups provide services to clients from the agency; in the coming year we will also serve referrals from residential treatment programs. The program will continue to find ways to meet the dynamic needs of the community.

### **Problem Gambling Program**

The gambling team continues to provide services in Newmarket, Aurora, and Markham area to a steady number of clients. Sarah Bernard and Helen Li have done some outreach work in collaboration with Responsible Gambling Council and Centre of Addiction and Mental Health. The team has attended provincial wide conferences and training which continues to deepen our knowledge and understanding of gambling behavior, gambling treatment and gaming industries. These trainings and conferences enable the team to be connected with other service providers.

The team is beginning to integrate new knowledge and practice in our treatment group particularly focusing on different gambling games, practicing mindfulness and trying on material developed by other agencies.

The agency is participating in a research project on a model of therapy called Congruence Couple Therapy (CCT) led by Dr. Bonni Li from Faculty of Health Science, University of Lethbridge, Alberta. Judith Stinson-Lehman, our Clinical Director, is actively participating in the research and seeing couples from the gambling program.

The gambling program is developing a partnership with Vitanova and plans to serve clients from the western part of York region in a group format.

The team welcomed Lani Aguinaldo to join the team in March. Lani is a counsellor of the team and also works as ethno-cultural gambling outreach worker. With her professional background

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and experience in public health, Lani brought very rich experience and knowledge of the community and is a great addition to the team. Although Helen Li has left the position as counsellor of the gambling team and became the supervisor of a newly formed Outreach Team of the Agency, she continues to participate in the gambling team and gives her support, and shares her knowledge and experience with us.

Thanks to the staff members of both Adult Substance Use Program and Gambling Program for their determination to face the challenge of change and growth in the past year. Their dedication to their professional work, to the clients they serve, and to the community is much appreciated. I feel honored to be part of the teams.

Louisa Leung  
Supervisor

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## COMMUNITY OUTREACH REPORT

In the past year, changes continued to occur in the organization. In response to needs, the five outreach counsellors who used to work in different teams now came under the Outreach Program and became the newest team of the organization. The team is based in Aurora. We completed all the office moves at the end of January 2009.

The purpose of the Outreach Program is to provide accessible, inclusive, and culturally sensitive services to the hard-to-reach, marginalized, at risk, and the ethno-cultural communities. Using a harm reduction approach, our aim is to reduce or eliminate barriers to service. All the counsellors were out in the community to build relationships, to engage other service providers or individuals to inform them of our existence, to explore what is the best way to deliver our service, and to develop community partnerships.

### **Youth Outreach**

Ashley Leggett from the Community Withdrawal Management Services was hired to replace Bernard Robinson in June 2008. Dee Knowles, one of the pioneers of youth outreach, and Ashley were able to establish partnerships with the Sutton Youth Shelter, Newmarket Youth Shelter, Pathways Home Base, and the Alternative Learning Communities of the York Catholic District School Board. They used various approaches to engage the youth. Depending on the site, the groups they facilitated varied in structure and topics. With the Catholic Board, they facilitated a four-session program with students called “Choices” in different locations of York Region. Other than groups, they provided supportive counselling and referrals to youth. With input from the youth, they developed a youth-friendly and inclusive business card. They received positive responses from both youth and community partners about this unique business card. They also created a poster for use in different locations to inform youth of the service they can offer. With their commitment and energy, Dee and Ashley were able to solicit some donations from various stores to make stockings to hand out to the youth during Christmas. For professional development, they attended workshops in Toronto to learn more about the issue of homelessness among youth.

As I am writing this report, I want to congratulate Dee on the birth of her lovely daughter, Aurora Rayne Deborah Knowles, two weeks ago. As Dee is on maternity leave; Ashley Shultz was hired to replace her. We welcomed the energy of the “twin” Ashleys.

### **Adult Outreach**

Bahram Sarang was hired to replace Donna Cane in December 2008. With his dedicated effort, he was able to build relationships and started providing service regularly at Porter Place, Krasman Centre, and the Domiciliary Hostel. Other than individual work, Bahram was successful in offering a four-session support group for men at Porter Place. He plans to start another group when the men are ready. Besides working in shelters, Bahram also worked in short-term shelter programs like Out of the Cold and Inn from the Cold to service the homeless during the winter months. Because of Bahram’s language capability, he was invited a couple of times to Family Services York Region to present ASYR services to a group of Iranian parents. Parents asked many questions around the prevention of substance misuse among youth.

### **Ethno-Cultural Outreach**

Grace Ekere continued her diligent effort to connect with service providers like the York Regional Police, the two School Boards, Social Service Network, Human Endeavour, the

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Welcome Centre Immigrant Services, Blue Hill Child and Family Services, York Region Public Health, Sandgate Women's Shelter, Family Services York Region, Catholic Community Services of York Region, the Cross-Cultural Community Services Association, and many community centers to inform them of our service and explore opportunities for collaboration. She attended different community events like the International Day for Elimination of Racial Discrimination in Markham, South Asian Heritage Day, South Asian Health Fair, and information nights for parents in high schools to hand out materials and raise awareness on the issue of substance misuse. As Grace presented to parents and women in the different ethno-cultural communities, she provided support and referrals with their questions and concerns around youth substance misuse. Grace was invited to be one of the presenters in the 'Family and Schools Together' Program at Armadale Public School in Markham coordinated by Family Services York Region. The aim of the Program is to strengthen families and empower parents in the schools. In external committee work, Grace represented ASYR on the AIDS Committee of York Region and helped with the organization of the annual conference.

Besides my clinical work, I have continued to outreach and raise awareness about the risks of gambling in the ethno-cultural communities through information displays in libraries, presentations to students at COSTI Language Training Centre, and parenting sessions in schools or the community. I also tried to work closely with Grace to outreach to the ethno-cultural communities.

Lani Aguinaldo was hired to replace Helen Li in March 2009 as Helen transitioned to the role of supervisor of the Outreach Program in February 2009. Lani was able to settle quickly into her new role and started outreach with the libraries during the Ontario Problem Gambling Prevention month called "Within Limits".

I want to thank the team for all their dedication, perseverance, and competency in serving the community. Outreach is not easy work. It requires many sets of skills to make it work. We were glad to receive positive feedback from our partners of the contributions made by our outreach staff in the community.

As the Outreach Program is still in its developmental stages, we look forward to an exciting year to build the team, to seek opportunities to develop partnerships, and to establish best practices.

Respectfully,  
Helen S.S. Li  
Team Supervisor

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## **COMMUNITY WITHDRAWAL MANAGEMENT SERVICES (CWMS) REPORT**

Last year was a year of change for CWMS. This year our feet are planted on the ground. Afsaneh decided to spend another year at home with her daughter. Since November 2008 Dani Gilchrist assumed Afsaneh's position on contract, having had experience from the Pinewood residential withdrawal management service. Along with Dani are Noreen Sullivan, Peter Brewitt, Brian Irving and myself. With a full complement of staff we have been moving forward diligently, screening on average 25 people per month and "triaging" them to the most appropriate withdrawal service, be it community, residential or medical services. 322 people were referred to CWMS from Mar 30, 2008-April 1, 2009. Only 14 clients were referred to a residential setting and 11 for medical withdrawal.

As well as seeing our clients in home and in office, we have been reaching out to the community to connect through consultations/presentations with physicians and staff at Southlake Regional Health Centre, York Central Hospital, and Markham Stouffville Hospital on a regular basis to make our presence known. The CWMS team also provided a workshop on Street Drugs to Pathways, Family Services, and ASYR staff, and Noreen presented information about older adults and substance use as part of a CAMH presentation called "Making the Connection Work" in February 2009.

We were fortunate to receive a lot of agency supported training this year, including Anti-Racism and Anti-Oppression, Mindfulness, the LGBT Conference and Newcomers Resettlement training. We all attended a presentation by Children's Aid Society about their Transformation policy. CWMS arranged a lunch hour presentation by Karen Simmons from the King-Aurora Hospice who presented on "Grief and Loss". Some staff attended the Addictions Ontario Conference. I participated in the revision of the Ontario Withdrawal Management Standards, which were distributed at the AO withdrawal management Sector meeting in November. Our team has also been active on internal and external committees such as the Integrated Crisis Protocols, Humber River Regional Health medical withdrawal management advisory committee and the agency's Smiley Fund committee, website and brochure committees.

We continue to meet regularly with our team leader, Pat Walker, and partners at Royal Victoria Hospital and Simcoe Outreach Services for clinical discussions. There is also a bi-annual coordination meeting with the managers of each agency. The group has expanded to now include representatives from Addictions Outreach Muskoka Parry Sound.

We look forward to another year of interesting and challenging opportunities.

Margy Hay  
Supervisor, CWMS

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## **CONCURRENT DISORDER AND UMBRELLAS REPORT**

This past year was one of change, growth reconfiguration and integration. In February of this year we welcomed the Umbrellas Program to the team and bade farewell to two Adult Counsellors and the Adult Outreach Substance Abuse Program who moved to other teams. The team, comprised of the Concurrent Disorder Court Support/Diversion Program, the Concurrent Disorder Program and the Umbrellas Program, are all together at the Newmarket office.

### Concurrent Disorder Court Support/Diversion Program:

Sarah Durant has continued her work with clients and their families at the court and she has continued to consolidate the agency's presence at the court. She worked closely with the court team from CMHA and played a more active role in the meetings with the crown. Sarah is able to transfer clients involved with the court to appropriate counsellors in the agency facilitating a more seamless transition.

The Concurrent Disorder Court Support/Diversion Program was a presenter at a conference for Offenders with Special Needs earlier this year.

### Concurrent Disorder Program:

The team was happy to welcome Rena Tennant as a permanent staff early this year. The caseloads of this team have increased over the past year, keeping us all very busy. Rena and Danielle Moreau retained their partnerships with community mental health agencies and co-facilitated psycho-educational groups for individuals with concurrent disorders. Groups were held in Newmarket, Sutton, Bradford and Markham. Danielle and the CWMS program continued providing presentations to York Central Hospital and Southlake Regional Hospital. Earlier this year the program was invited to attend the weekly inpatient psychiatric rounds at Southlake Regional Hospital. The program also maintained their weekly involvement in the streamlined access meetings.

This program worked closely with other programs in the agency providing consultation to or consulting with the other programs. This assists the clients to access the different programs without a lengthy transfer process.

### Umbrellas Program:

Laura Snazel and Jai Fong-McNeil moved to Newmarket this year and maintained a positive attitude while adjusting to their new space and different location. They continue to be strong advocates for their clients, to recognize their clients' potentials and to instill hope in their clients. Jai and Laura work closely with staff from the York Region Children's Aid Society and they have endeavored to make this a partnership, keeping the clients and their children's best interest the focus of the relationship. They network with other Umbrellas programs and are active participants in the quarterly Central East meetings. Their case loads have been at capacity for most of the year.

### York University MSW Student:

The team welcomed Jo Gomes in January. She worked closely with Bahram Sarang in the Adult Outreach Substance Abuse Program. She assisted Bahram in his presentations to agencies and in starting and facilitating a support group at Blue Door Shelter. They also began weekly visits to the Krasman Centre in Richmond Hill. Jo also produced a resource manual for this program.

The members of the team attended a great deal of training this year, some agency mandated and some to further their knowledge and skills in their individual areas of interest. They

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enthusiastically contributed to the agency by sitting on a variety of committees. These included the Reproductive Health Committee, the Committee for FASD, the Community Advisory Committee, the Social Committee, the Inclusivity/Diversity Committee, the York Region Concurrent Disorder Network, the Central LHIN Mental Health and Addictions Working Group and the Human Services Justice Coordinating Committee.

Following the training on Anti-Racism and Anti-Oppression, the team has willingly engaged in the process of self reflection. They reflect on their work and how they impact and are impacted by their clients.

I would like to express my respect and appreciation to the members of the team for their commitment to their work, for bringing their unique styles and contributions to both their work and to their colleagues. Their zest for learning and for stretching themselves is admirable and I have gained much from their input. It is my hope is that together we can continue to work and grow as a team. It has been a pleasure and an honor to be the supervisor of this team.

Respectfully,  
Marilyn Becker  
Team Supervisor

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## **YORK REGION LESBIAN, GAY, BISEXUAL, TRANSGENDER (LGBT) COMMUNITY OUTREACH PROJECT REPORT**

As the Project nears an end, we can confidently say we will be able to meet all the deliverables. Once again, we are planning to hold a community conference and will incorporate the feedback received from the previous one in 2006. There will be both morning and afternoon workshops. As well, we have arranged for the drama students of Pierre Elliott Trudeau S.S. to present a short vignette they wrote and performed in February. The scene challenges students' homophobic assumptions. I had the opportunity to see them perform and was quite moved. Following the performance, a youth speaker will share his coming out story. The purpose of the conference is to provide high quality, accessible training on a large scale to meet the needs of a variety of front-line service providers, executive directors, management and volunteer board members. At the start of the grant, we supported York Region's PRIDE celebration by way of both financial and in kind contributions. The event includes library displays; a youth dance organized by Gay Straight Alliance students led by a secondary school teacher and is almost completely self directed by that group which reports back to the larger committee; and a community picnic. In this final year of the grant, the PRIDE event is now well on its way to becoming a recognized celebration and has the support (both financially and in kind) of many organizations/private enterprises, owned by members of the lgbt community in the Region. In consultation with the Gay Men's Group, we changed the format of the group and moved to a workshop series, opening the group to both gay men and lesbians, which has been better attended. In December, we began the process of reviewing the impact the project had to date as well as shifting the advisory committee to become a community coordinating committee. Several meetings were held to discuss what the transition might look like, where the work of this project would now be housed, revising terms of reference, etc. We looked at how to sustain what we have as well as what the next steps might be. We held a series of approximately three - four meetings which included many of the organizations that had been part of the original group that had come together. There was agreement that the service delivery model had worked well. The education component had made excellent inroads into building cultural competency. There was discussion of a possible "train the trainers" model in order to continue. As well, there was discussion as to how a "stand alone" agency might best serve the Region given the geography. It was recognized that this is a lengthy and ongoing process that will need to have a "face" in the community. An action plan was identified. There was a commitment to community involvement to create a coordinating committee for a one-year trial period at which time there would be an assessment of how well the committee was working and meeting the needs of the group/Region.

Barb Urman, MSW, RSW

# ASYR 2008 – 2009 ANNUAL REPORT

## YOUTH AND FAMILY REPORT

The past year has witnessed a lot of exciting pursuits and changes within the Youth team. I became the team supervisor in December 2008. This has been a wonderful opportunity for me to learn and grow in my new role and to share my expertise and to support my colleagues and team. Making presentations in the community to promote and educate community partners and other professionals about youth specific services offered by the agency has been a highlight for me.

### **Jamie Barber**

Jamie has had an exciting year full of new challenges and opportunities with ASYR. Jamie enjoys working with both youth and families and is drawn to the complexities of family involvement. Jamie found the role of co-facilitator for the Parent Education Group, to be a rich and rewarding experience. In his learning process, Jamie has continued to focus on Narrative Therapy, highlighted through a 5-day intensive training program.

### **Maria Stilla**

Maria joined the agency on January 5, 2009. She brings youthful energy to her new position which is welcomed by her colleagues. Maria has taken a lead role in developing and co-facilitating the youth group “Just for Youth”. She recently joined the social committee and is looking forward to being the chair in the next few months.

Her goals for the year ahead are to continue to ground the youth group and to steer forward the vision of piloting “Voices”, a group for older youth.

### **Farah Jindani**

Farah continues to embrace and introduce experiential, youth friendly treatment modalities into her practice. She also co-facilitates the Parent Education Group and has also been a resource for YouthSpeak through a workshop that she provided for the youth speakers on Capacity Building. Farah is the chair of the Inclusivity/Diversity Committee and has been dedicated along with her committee members to inform, educate and invite more inclusivity in serving York Region clientele by considering Anti-racist/Anti-oppressive perspectives.

### **Una Wright**

It has been an exciting year for Una as she transitioned into the agency and the youth program. Una has brought the energy of YouthSpeak into the youth program through her active participation in the Systems Meeting and Team meetings. YouthSpeak has been a resource that the team has been able to offer youth and families through the Parent Education Group and the Youth Group. YouthSpeak made 71 presentations to schools, community groups and information sessions and captured a vast audience including students, teachers, and community members. Some key presentations and community involvement activities were: Ontario Association of Students at Risk, Sexual Assault Awareness Launch, Women’s Support Network and York Regional Police, Ontario Students against Drunk Driving, Durham College, Youth Corrections and Interventions. YouthSpeak also participated in the Community Youth Network, Youth Focus Group.

Each member of the team has attended a variety of workshops and conferences to enhance their professional growth and also influence their work within the agency.

The youth team and the youth outreach team were actively involved in the planning and presentation of the interagency workshop “A Creative Perspective on Substance Use” offered to

# **ASYR 2008 – 2009 ANNUAL REPORT**

colleagues at Pathways, FSYR and Public Health. This was a rich experience of learning and working together and brought forward the cohesive quality within the team.

My special thanks to Rola Tabangi for her contribution to the systems meetings, co-facilitation of the youth group and helping with the Richmond Hill waitlist through her individual and family work.

In closing, I would like to convey my appreciation and regard to the youth team for their dedication and commitment within the dynamic youth program. Each person brings uniqueness and insight that is invaluable and at the heart of the program. I look forward to learning and growing together in the coming year.

Sincerely,  
Shivani Gupta  
Team Supervisor

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## STATISTICAL REPORT

APRIL 1, 2008 to MARCH 31, 2009

### INTAKE / ENTRY LEVEL

**Number of Inquiries .....1115**  
**Number of Intakes ..... 1278**

### ASSESSMENT AND REFERRAL

**Number of Assessments ..... 948**  
**Number of Referrals ..... 1267**  
**Information Session Participants ..... 682**

### SUBSTANCE PROGRAM

#### **ASSESSMENTS**

**Adult Assessments ..... 487**  
**Youth Assessments ..... 226**  
**CWMS Assessments ..... 63**  
**Umbrellas ..... 59**

#### **COMMUNITY TREATMENT**

**Adult ..... 562**  
**Youth ..... 99**  
**CWMS ..... 259**  
**Umbrellas ..... 48**  
**Concurrent Disorders ..... 103**  
**Concurrent Disorders Court Diversion ..... 73**

#### **GROUP COUNSELLING**

**Number of Group Participants ..... 402**

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## GAMBLING PROGRAM

Assessments .....	113
Treatment.....	113
Number of Group Participants.....	17

## FEE FOR SERVICE PROGRAMS

### **BACK ON TRACK**

Assessments (individual) .....	230
Education Group Participants.....	144
Treatment Group Participants .....	90
Follow-up (individual) .....	232
Total BOT Clients .....	696

### **GROWING IN AWARENESS OF SELF AND SUBSTANCE USE PROGRAM**

Total Number of Students .....	67
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## OFFICES / LOCATIONS

### **AURORA**

15150 Yonge Street  
Suite 201  
Aurora, ON L4G 1M2

Phone: 905-841-7007  
1-800-263-2288  
Fax: 905-841-6146  
Website: [www.asyr.ca](http://www.asyr.ca)

### **NEWMARKET**

1100 Gorham Street  
Unit 13  
Newmarket, ON L3Y 8Y8

Phone: 905-898-7023  
1-888-779-4555  
Fax: 905-898-4518  
Website: [www.asyr.ca](http://www.asyr.ca)

### **RICHMOND HILL**

10610 Bayview Avenue  
Richmond Hill, ON, L4C 3N8

### **MARKHAM**

135 – 137 Main Street North  
Markham, ON, L3P 1Y2

### **GEORGINA**

106 High Street  
Sutton, ON, L0E 1R0