

WAYSIDE HOUSE OF HAMILTON Annual Report

2014 - 2015

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A Commitment to Recovery. A Commitment to Quality

Wayside House of Hamilton is a not-for-profit community-based charitable organization, dedicated to empowering the alcohol/drug dependent male to accept and sustain a purposeful life of sobriety.

Through education, counselling, advocacy, support and caring we strive to improve the quality of life for substance dependent males through the provision of addiction knowledge, social and life skills in a substance free environment. All services of Wayside House of Hamilton are open to everyone regardless of race, colour, creed, ethnic origin, sexual orientation, religion or economic circumstance.

Wayside House of Hamilton seeks to remain on the cutting edge of innovation while enriching the client experience, as well as empowering individuals to take control and redefine their lives. By maintaining a standard of excellence, Wayside House of Hamilton seeks to facilitate change and recovery, keeping a multi-faceted and individually based approach. 2015-16 will see great steps taken towards improvement and innovation.





Mission Statement

As a community-based not-for-profit charitable organization, Wayside House of Hamilton is committed to residential addiction treatment and supportive housing for males and transitional male youth by providing quality evidence-based services and partnerships in Ontario.

We are dedicated to empowering the alcohol and substance dependent male to accept and sustain a life of sobriety.

Visioning

To be the provider of choice for men's substance-dependent abstinence-based services.

Board of Directors 2014-15

Blake Albright—President
 Rene Juneja—Treasurer
 Nick Janic—Secretary
 Nick Popratnjak—Director
 Derek Bartens—Director
 Malkan Pinto—Director
 John Hartnett—Director
 Dan Molon—Treasurer*
 Anthony Volpe—Director

*Resigned during the year



Principles

- Responsibility
- Accountability
- Cooperation
- Collaboration
- Accessibility
- Sustainability
- Dedication & Quality

Beliefs

- Recovery
- Sobriety
- Abstinence
- Confidentiality
- Client choice

Values

- Integrity
- Thoughtful Leadership
- Respect
- Innovation

Goals

- Accreditation
- Fundraising
- Supportive Housing Capacity Enhancement
- Transitional Youth Development

Contact Information

Wayside House of Hamilton

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 Hamilton, ON
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Staff

Regan Anderson — Chief Executive Officer
 Bobby Silva — Clinical Supervisor
 Colleen Abi Rashed — Administrator
 Robert Primrose — House Manager
 Ryan Kitchen — Counsellor
 Ron Jonhston — Counsellor and Intake Lead
 Steven Presta — Counsellor
 Bob Gaal — Counsellor
 Craig White — Counsellor
 Ken Barwick — Counsellor
 Chris Hines — Counsellor
 Jason Palmer — Counsellor
 Ray Bryan — Counsellor
 Amit Parmar — Counsellor
 Brent Jones — Counsellor
 Louis Muscat — Counsellor
 Suzanne Edwards— Hepatitis C Coordinator
 Jane McQueen— Hepatitis C Registered Nurse
 Jason Paulley—Hepatitis C
 David Baskin—Hepatitis C Outreach





A Message from the President & CEO

A Commitment to Recovery. A Commitment to Quality.

It is a pleasure to report on the operations of the Wayside House of Hamilton as we enter our 48th year. Originally established as a recovery home in 1967, our services have expanded to include 51 beds in our integrated program and an additional 3 crisis beds that are accessible 24 hours a day, 7 days a week, on an immediate need basis. We have grown into a provincially recognized, integrated service provider that serves the community with both residential treatment and addiction supportive housing. We see recovery as a process and acknowledge that relapse may be a part of this process. With this mentality we ensure that clients in crisis will not need to wait for care, and with us, they never will. In alignment with the HNHB-LHIN and Ministry of Health, it is the goal of Wayside House of Hamilton to improve the client experience by fostering an environment that develops services of the highest quality.

This year, the Board of Directors have made a formal commitment to quality improvement through assessing services and optimizing outcomes. We have implemented a Quality Plan, developed a series of quality indicators, and will oversee the effective execution of the plan to achieve the organization's aim to improve quality at all levels. As a result, we promise to provide an unprecedented standard of care that will be recognized through the achievement of accreditation from the Canadian Centre for Accreditation.

The Wayside House of Hamilton also works with the Hepatitis C Secretariat through the Ministry of Health. We have a solid team of professionals whose sole mission it is to improve the quality of life and access to treatment for those living with the Hepatitis C virus. We do this in collaboration with the Shelter Health Network and are privileged to be one of a select group of dedicated providers in the province.

Our commitment to quality, integrity, thoughtful leadership, respect, and innovation have enabled the Wayside House of Hamilton to be the provider of choice for men's substance-dependent abstinence-based services. We intend to further establish ourselves as the program of choice for any man seeking a lifestyle of abstinence. We respect this choice and honour any man who makes it. We would like to thank the HNHB I-HIN and other funders for their continued investment and caring support, and look forward to continuing to develop our partnerships in the years to come.

Blake Albright, President, Board of Directors

Regan Anderson, Chief Executive Officer



Treasurers Report

I am pleased to provide the Treasurer's Report for Wayside House for the fiscal year end of March 31, 2015. The past fiscal had many highlights demonstrating strategic and operational successes which set the organization up for great opportunities in the near future. The CEO, the Board of Directors, Management and Staff have been instrumental in overcoming the challenges that it faced over the past year; a testament to their dedication and focus on ensuring Wayside House continues to deliver high quality care and support to its clients.

Core funding from the Ministry of Health Supportive Housing has increased by 36% from prior year. It is the major contributor to the overall increase to the funding/revenues of over 6% year over year. This increase is a direct relation to the support and the confidence Wayside House has with the Hamilton Niagara Haldimand Brant LHIN.

The Board's commitment to obtaining Accreditation along with the requirement to have the roof repaired and re-shingled lead to a 5% operating deficit or \$76,307.

The Statement of Financial Position indicates a healthy state, with a net fund balance of \$514,473 (\$590,780) as at March 31, 2015. Internally restricted funds include those for approved building repairs, maintenance and renovations of \$242,024; The Operating and Community Fund account for the Organizations program delivery and administration activities of \$88,972; The Capital Fund reports the assets, liabilities, revenues and expenditures related to the organization's capital assets of \$183,477.

Wayside House continues to integrate with other community partners to ensure its clients are able access to quality care. The Board is steadfast in its resolve to continue to develop strong relationships with other healthcare providers and other community organizations to increase awareness and support. At present the Board's focus continues to be accreditation, increasing capacity with a parallel focus of improving its financial health. I am also honoured to present the audited financial statements as prepared by Vine and Partners LLP.

Respectfully submitted,

Sarbit (Rene) Juneja, MBA, CPA ,CMA, CD



Auditors Report

To the Directors of Wayside House of Hamilton

We have audited the accompanying financial statements of Wayside House of Hamilton, which comprise the statement of financial position as at March 31, 2015 and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.



Auditors Report (Con't)

Basis for Qualified Opinion

In common with many not-for-profit organizations, Wayside House of Hamilton derives revenue from fundraising activities the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of Wayside House of Hamilton. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenues over expenses, and cash flows from operations for the year ended March 31, 2015, current assets and net assets as at April 1, 2014 and March 31, 2015.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Wayside House of Hamilton as at March 31, 2015 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

CHARTERED ACCOUNTANTS
LICENSED PUBLIC ACCOUNTANTS

VINE AND PARTNERS LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

Audit Statements



WAYSIDE HOUSE OF HAMILTON Statement of Financial Position March 31, 2015

	2015	2014
ASSETS		
CURRENT		
Cash	\$ 93,214	\$ 162,505
Restricted cash (Note 9)	7,922	7,922
Short-term investments (Note 4)	445,357	441,878
Accounts receivable	37,136	39,177
	<u>583,629</u>	<u>651,482</u>
CAPITAL ASSETS (Note 5)	<u>183,477</u>	<u>198,462</u>
	<u>\$ 767,106</u>	<u>\$ 849,944</u>
LIABILITIES		
CURRENT		
Demand loan (Note 7)	\$ 196,190	\$ 217,691
Accounts payable and accrued liabilities (Note 8)	56,443	41,473
	<u>252,633</u>	<u>259,164</u>
NET ASSETS		
Operating and community fund (Schedule 4)	88,972	153,773
Capital fund (Schedule 5)	183,477	198,462
Reserve fund (Schedule 6)	242,024	238,545
	<u>514,473</u>	<u>590,780</u>
	<u>\$ 767,106</u>	<u>\$ 849,944</u>

WAYSIDE HOUSE OF HAMILTON Statement of Changes in Net Assets Year Ended March 31, 2015

	Operating and Community Fund (Schedule 1)	Capital Fund (Schedule 2)	Reserve Fund (Schedule 3)	2015	2014
NET ASSETS - BEGINNING OF YEAR	\$ 153,773	\$ 198,462	\$ 238,545	\$ 590,780	\$ 604,877
Deficiency of revenues over expenditures	(46,697)	(14,985)	(14,625)	(76,307)	(14,097)
Interfund transfers (Note 6)	(18,104)	-	18,104	-	-
NET ASSETS - END OF YEAR	<u>\$ 88,972</u>	<u>\$ 183,477</u>	<u>\$ 242,024</u>	<u>\$ 514,473</u>	<u>\$ 590,780</u>

Audit Statements



WAYSIDE HOUSE OF HAMILTON Statement of Operations Year Ended March 31, 2015

	2015	2014
REVENUES		
Ministry of Health operating grants	\$ 600,998	\$ 600,996
Local Health Integration Network Hepatitis C fund	379,128	379,132
Ministry of Health supportive housing	312,772	229,791
Personal needs, medical and dental	71,207	76,259
Other	39,760	36,251
Guests' room and board	14,861	14,114
	<u>1,418,726</u>	<u>1,336,543</u>
Expenditures		
Accreditation	17,190	16,680
Advertising and promotion	2,829	792
Amortization of capital assets	14,985	17,510
Bank charges and interest	337	473
Communications	16,070	15,034
Equipment rentals	2,543	1,908
Food and medical	100,056	83,973
Fundraising	1,808	4,745
Hepatitis C program	49,178	52,284
Insurance	13,462	11,271
Interest on demand loan (Note 7)	8,393	9,166
Office and general	22,101	26,764
Personal needs, medical and dental	78,432	76,248
Professional and consulting	25,491	20,337
Program	15,911	8,448
Repairs and maintenance	66,940	28,262
Salaries, wages and employee benefits	1,014,579	925,076
Training and development	7,952	7,161
Transportation	15,437	20,922
Travel and meals	2,465	5,295
Utilities	18,874	18,291
	<u>1,495,033</u>	<u>1,350,640</u>
DEFICIENCY OF REVENUES OVER EXPENDITURES	<u>\$ (76,307)</u>	<u>\$ (14,097)</u>

Audit Statements



WAYSIDE HOUSE OF HAMILTON Statement of Cash Flows Year Ended March 31, 2015

	2015	2014
OPERATING ACTIVITIES		
Deficiency of revenues over expenditures	\$ (76,307)	\$ (14,097)
Item not affecting cash:		
Amortization of capital assets	14,985	17,510
	<u>(61,322)</u>	<u>3,413</u>
Changes in non-cash working capital:		
Accounts receivable	2,041	(16,577)
Prepaid expenses	-	7,153
Accounts payable and accrued liabilities	14,970	(9,622)
	<u>17,011</u>	<u>(19,046)</u>
Cash flow used by operating activities	<u>(44,311)</u>	<u>(15,633)</u>
INVESTING ACTIVITY		
Short-term investments - net	<u>(3,479)</u>	<u>(1,474)</u>
FINANCING ACTIVITY		
Repayment of demand loan	<u>(21,501)</u>	<u>(18,040)</u>
DECREASE IN CASH FLOW	<u>(69,291)</u>	<u>(35,147)</u>
Cash - beginning of year	<u>170,427</u>	<u>205,574</u>
CASH - END OF YEAR	<u>\$ 101,136</u>	<u>\$ 170,427</u>
CASH CONSISTS OF:		
Cash	\$ 93,214	\$ 162,505
Restricted cash	7,922	7,922
	<u>\$ 101,136</u>	<u>\$ 170,427</u>

Quality Plan



Quality services are services that are provided in a safe, effective, recipient-centered, timely, equitable, and recovery-oriented fashion.

Wayside House of Hamilton is committed to the ongoing improvement of the quality of care of its individuals served. The organization continuously strives to ensure that:

- The treatment provided incorporates evidence-based best practice for optimal effectiveness;
- The treatment and services are appropriate to each individual served, and available when needed;
- Risk to consumers, providers and others is minimized, and errors in the delivery of services are mitigated;
- Individual needs and expectations are respected; those served have the opportunity to fully participate in all decisions regarding their treatment;
- Treatment is delivered with sensitivity and is trauma informed; Procedures, treatments and services are provided in a timely and efficient manner, with appropriate coordination and continuity.



Quality improvement is a systematic approach to assessing services and optimizing outcomes. The Wayside House of Hamilton's approach to quality improvement is based on the following principles:

- Individuals Served Focus
- Recovery-Oriented
- Flexibility and Individuality
- Empowerment
- Leadership Involvement
- Data Informed Practice
- Proactive Prevention
- Continuous Improvement

It is the goal of Wayside House of Hamilton to improve the client experience. Wayside House of Hamilton fosters an environment that develops services of the highest quality. This is in alignment with priorities identified by both the LHIN and the Ministry of Health.

Quality improvement activities emerge from a systematic and organized framework for improvement. This framework is understood, accepted and utilized throughout the organization, as a result of continuous education and involvement of staff at all levels in performance improvement.

Quality Plan (Con't)



Quality Improvement involves two primary activities:


- Measuring and assessing the performance of services through the collection and analysis of data.
- Conducting quality improvement initiatives and taking action where indicated and appropriate.

For each of the four quadrants on the balanced scorecard, staff has assumed responsibility and ownership for various indicators. This involves the collection of data, the creation of committees, and the reporting of such activities to populate priorities identified. This will provide management with appropriate trending analysis data to identify, achieve, and improve upon targets.

The outcome of this process is to develop quality improvement initiatives and enable the organization to take affirmative action where identified. Wayside House of Hamilton is committed to establishing, delivering, and realizing value through its Quality Plan (QP).

Leveraging Technology

As part of Wayside House of Hamilton's commitment to Quality, great effort has been dedicated to the development of a centralized data source, as the basis for advanced analytics and as a tool to identify statistics, track and measure analytics, and provide the basis to implement quality enhancing activities. Below is an example of a sample scorecard interface, identifying key metrics and tracking variances to better equip management in decision making. This form is built on top of a database to reduce data redundancy, transposition errors, and to enforce referential integrity.

Balanced Scorecard: WAYSIDE HOUSE OF HAMILTON - Residential - RS													
<div>  Wayside House Of Hamilton </div>													
For the Month Ending: April													
Health Service Provision							Patient/Client Perspective						
	Q1 Y%	Q2 Y%	Q3 Y%	Q4 Y%	Target	Projected		Q1 Y%	Q2 Y%	Q3 Y%	Q4 Y%	Target	Projected
Individuals Served					384		% Satisfied with Service					80.00%	
Client Sessions					11296		Client Survey - 3 Key Questions					80.00%	
Client Contacts: Phone, Text					8644		% Reporting Reasonable Wait Time					10.00%	
Group Sessions					4225		% Reporting Difficult Access to Service					10	
Boys 32 Pre/Post Result					140		# of Complaints					400	
Treatment Plans Completed					90		Referrals Made						
ED Visits					40								
Organizational Health							Financial Health						
	Q1 Y%	Q2 Y%	Q3 Y%	Q4 Y%	Target	Projected		Q1 Y%	Q2 Y%	Q3 Y%	Q4 Y%	Target	Projected
% Staff - Moderate to High Satisfaction					80.00%		Residential Cost Service Units/Day					0	
% of Staff Turnover					10.00%		% of Budget for Admin					20%	
# of Staff Days Lost					60								
% of Board Complement					100.00%								
% of Performance Ass. Completed					100.00%								
% of Staff Current in Credentialing													
# of Staff Sick Hours					700								



The Wayside Program

Wayside House of Hamilton is a residential addiction treatment program for adult males. Our programs are specifically designed to address the needs of men who have identified an issue with alcohol and drug use. Program components meet best practice and are as follows:

Orientation

- 3-5 day orientation to program
- Introduction to residential setting and counsellors
- Formulation of treatment plan
- Introduction to self help supports including AA, NA, & CA
- Discharge planning begins

Core Program

- 5-6 week comprehensive treatment program
- Educational sessions, process groups and 1:1 counselling
- Life skills, recreation, and development of social learning skills
- Developing and maintaining established treatment goals

Recovery

- 3-4 week duration
- Completion of comprehensive relapse prevention program
- Discharge plan put into action
- Reintegration into the community; options may include stable housing, employment opportunities, and other supports

Relapse Prevention: An integral part of recovery

- Considered one of the most important aspects of the recovery phase
- Applied after the core program modules are completed
- Helps to reinforce all that has been learned and further provides the tools and skills needed to maintain the goal of abstinence
- Establishes the framework to cope with trials that come along the way
- Clients learn how to avoid pitfalls and how to stay the course

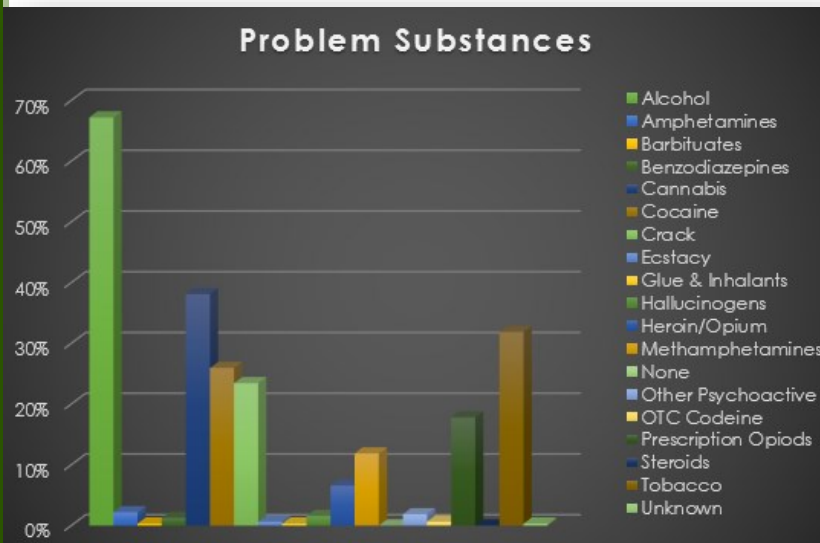
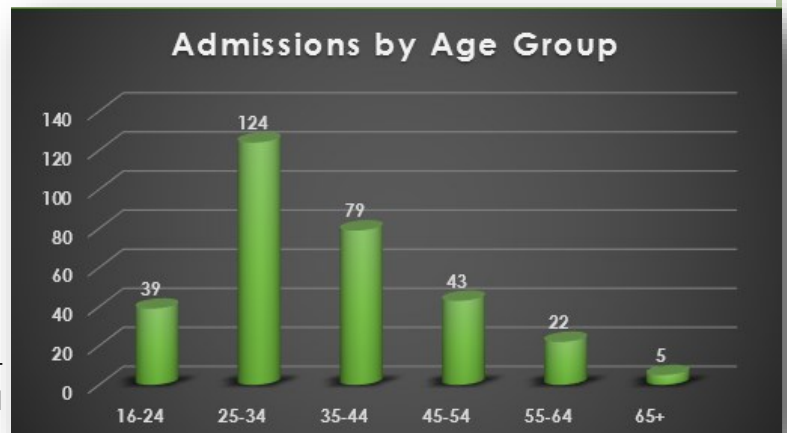
Continuing Care: An aspect of community treatment

- 2 years of supported aftercare
- Weekly support groups
- Client maintains a relationship with the program for ongoing support

With aftercare support, avoiding a return to regular use is now a stronger possibility. A commitment to recovery is Wayside's motto; "We say it and we mean it!"

Statistics at a Glance

- **351** individuals served
- **118** admissions into residential treatment with over **200** assessed
- **8212** supportive housing resident days and **6716** residential resident days.
- Over **4500** groups with greater than **56,000** participant equivalents
- **11,282** face-to-face interactions in residential treatment; **3538** in supportive housing
- **12,940** phone call/texts with clients in residential and supportive housing
- **38%** return to employment upon program completion
- **74%** of residential clients reunited with family
- **83%** of supportive housing residents reunited with family
- **68%** of residential clients engaged in mental health supports
- **49%** of supportive housing client engaged in mental health supports



→ Reduction in ER visits from **180** prior to admission to **19** while in program

→ **96%** of clients maintained self-help involvement

→ **28,470** meals served and over **\$100,000** contributed to food preparation

Working With The Hepatitis C Team

MORE THAN 250,000
CANADIANS ARE LIVING
WITH HEPATITIS C

SERVING THE
SHELTER HEALTH
NETWORK



Who are we?

We are a multidisciplinary team of highly specialized Hep C professionals dedicated to serving patients throughout the continuum of the treatment process. We are 1 of 18 teams funded by the Ministry of Health & Long-term Care's AIDS Hepatitis C Programs (Provincial Programs Branch) to try and curb the prevalence of Hepatitis C in the province of Ontario.

THE HCV Team consists of:

Hepatitis C—Treatment Physicians (Dr. Zahira Khalid, (Internal Medicine) & Consulting Physician, Dr. Tim O'Shea (Infectious Disease Specialist)
Hepatitis C—Treatment Nurse (Jane McQueen)
Hepatitis C—Community Coordinator (Suzanne Edwards)
Hepatitis C—Social Worker/Psycho-social Support (Jason Paulley)
Hepatitis C—Outreach Worker (David Baskin)

The Mission

Our Hepatitis C team follows the Mission of the Ministry of Health & Long term Care's AIDS & Hepatitis C programs which is as follows:

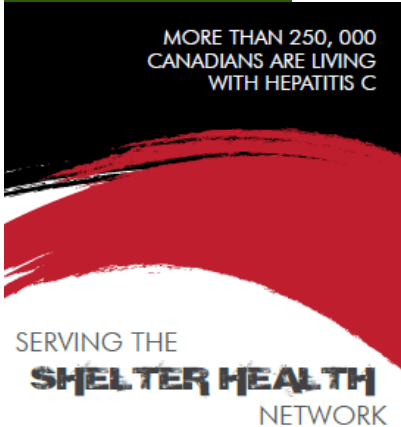
"To establish treatment services that will help curb the spread of the Hepatitis C Virus (HCV), by ensuring that people are diagnosed, and treated for Hepatitis C".

OUR MANDATE

The Shelter Health Hep C Team has been funded by the Ministry of Health & Long Term Care's Hepatitis C Secretariat to provide comprehensive hepatitis C care and treatment to individuals living with/at risk of acquiring/ or affected by hepatitis C within the Shelter Health Network of Hamilton. Individuals who identify with the priority populations are vulnerable, marginally housed and have various complex medical and social needs.

In addition to the hepatitis C care and treatment, the program also focuses on education, prevention, harm reduction, development of a peer support program, building strong partnerships, providing opportunities for knowledge translation, and exchange across sectors, as well as conducting outreach activities within an addiction framework. The team's mandate is also to not only work with the various Shelter Health Network's team of Physicians to offer treatment options to new and existing clients who identify with the priority populations, but to also receive eligible client referrals from Public Health, the AIDS Network, Six Nations Reserve (Ohsweken, ON), the De dwa da dehs nye Aboriginal Health Centre (Hamilton), as well as, discharged clients from both the St. Joseph's Hospital and Hamilton Health Sciences. Our team's focus lies in the responsibility of pursuing community development initiatives which recognize the most appropriate strategies aiming to reduce the impact and stigma of hepatitis C, as well as maintaining a coordinated and collaborative approach to care.

Working With The Hepatitis C Team



What we do:

- Provide Hep C support, testing, treatment, and follow up
- Outreach
- Counseling
- Peer-led Hepatitis C Support Group
- Addiction Services
- Support & Referral
- Education & Awareness
- Harm Reduction supplies and services
- Practical assistance/accompaniment

In particular, our target population are those who meet the following criteria (this list is identified from the MOH as being at higher risk for HCV):

- People who use drugs
- People Involved with the correctional system
- People who are homeless or under-housed
- Aboriginal Peoples
- Street-involved Youth
- People with Tattoos and/or body piercings

PEER SUPPORT GROUP

Our team also hosts a Peer-led psycho-educational Hepatitis C Support group for those who are at-risk or living with or affected by Hepatitis. The group meeting location is at 131 John St S (CMHA building across from Go Station). Group meets from 1:15-3pm every Wednesday. Refreshments are served. Members enjoy a variety of activities such: Art therapy, hiking, as well as a myriad of cultural and leisure activities. On the 3rd Wednesday of every month is "Clinic Day" where our Treatment Nurse is available for Hepatitis C consultations for group members as well as new clients from the community.

WE ARE AN OUTREACH TEAM

We meet patients "where they are at" anywhere in the community (home, coffee shop, etc.). We also have access to office space in our building to host one on one client visits.

THANK YOU TO OUR FUNDERS

We wish to take this opportunity to personally thank Policy Analysts: Samantha Earl and Elizabeth Royle, as well as Manager, Frank McGee, from the AIDS and Hepatitis C Programs for your ongoing support to our program. You are all so helpful and always willing to answer any questions we may have. We appreciate all you do to assist our team in being the best we can be. Thanks to you all, we have been able to make a difference in the lives of patients in the Hamilton area.

Supportive Housing & Continuing Care: A Client Perspective





Client Quotes

"Wayside has impacted my life tremendously. Each conversation with a peer or counsellor, each class, each chore even if I don't want to do it is bringing me back to life literally. I'm slowly but surely becoming my authentic self and learning to love and respect myself again. My eyes are bright, I have things to smile about now, and I laugh again. Wayside has given me hope." - KS

"For me I needed something. I felt there was something missing to achieve sobriety. When I heard about Wayside it sounded that I may find what I needed. When I started my stay at Wayside I felt nervous being out of my element. As time went on I felt more comfortable. I began to learn about myself. My feelings, emotions I had kept buried deep down. I found myself being a part of a family. All with the same problems looking for help..... I'm learning to change to a much needed lifestyle with routine. Wayside is showing me that. I am not only feeling comfortable but I am part of a new life, a happy life. I need to work hard, easy to say I know but Wayside is taking me beyond that. The counsellors are outstanding. They do not take yes/no answers and make you dig deep." - PR

"I came to Wayside because I heard it was the best program in Ontario. I also heard the staff and program were highly praised by others who had attended. The recovery program is well administered and so is its ability to give a person positive structure in their time of need. Wayside has taught me to put myself and my recovery first." - LP

"I can honestly say that if not for the Wayside House of Hamilton, I would not be here today. Living with schizophrenia, treatment was questionable. However Wayside gave me an opportunity of a lifetime. Wayside was there when anxiety and fears made me want to leave treatment. Regan Anderson, with patience and tolerance took time out of his day to pick me up over and over again when my fears consumed me..... I'm grateful for this program. I saw that I was heading down a road towards death. Wayside never gave up on me and accepted me to do a lengthy stay to build a foundation. I come every day to interact with the house because it means the world to me. I don't fear leaving my house today. I just achieved 18 months of continuous sobriety because when I get off track, they reel me back in." - KD

"When I first came to Wayside house, I was a broken down individual who at the time was not only a completely broken down individual but also someone that was not even able to see the value and worth of himself. I left Toronto and came here to Hamilton to try to make a major change in my life. Upon arriving here at Wayside, I was not only welcomed by the staff and current clients, but I was made to feel accepted and quickly knew that I was at the right place to begin to get the help that I needed. While here for treatment I began to realize that dealing with the physical aspects of addiction was just a very small component of the overall goal of sobriety. I began to see and slowly understand the whole picture of addiction, and how it ultimately plays an important role in my life, all the while not letting it define who I am more than it already has. Also while here at wayside I was also dealing with some rather significant health related issues which at times placed a significant strain on my fledgling sobriety. Throughout all this, I was shown unconditional love and support by everyone here and everyone which helped give me an extra push to complete the program and begin a new chapter of my life." - GA

Appreciation and Thank You

If it wasn't for the following, the supports and services provided by the Way-side House of Hamilton would not be possible. From Government support, to community members, service providers and private individuals. We thank you, our client's thank you.

- Hamilton Niagara Haldimand Burlington Local Health Network
- Ministry of Health and Long Term Care
- Hepatitis C Secretariat
- Shelter Health Network
- Canadian Mental Health Association—Hamilton Branch
- Muise Legal
- Ron Tomblin
- National Steel Car Employees
- Dave Wallace
- Johnson & Johnson
- Carluke's Ladies Aid
- St. John's Presbyterian Women—Grimsby
- Janis Campbell
- Rhonda Leonard
- Dr. Myles Sergeant
- KS Customwear
- City of Hamilton Ontario Works
- Ministry of Community and Social Services – Hamilton
- Elizabeth Fry Society
- Lens Crafter's Gift of Sight Program—Mapleview Mall and Lime Ridge Mall
- Dr. Khalid
- HOCO Entertainment and Resorts
- Landmark Cinemas—Jackson Square
- Hamilton Police Service
- Dr. O'Shea
- Dr. Brasch
- Dr. Carr
- Men's Addiction Services Hamilton
- Regan Anderson
- North Hamilton Health Centre – Diabetes Clinic
- Andrew Span
- CML Health Care
- Medical Arts Walk-In Centre
- Dr. Vijay Garach
- Dr. Simali Garach
- Ray Sandhu
- Mike Dietrich
- The Women's Missionary Society and Guild—St. Columba Presbyterian Church

