



WAYSIDE HOUSE OF HAMILTON

September 21st, 2017



Annual Report

2016 — 2017

Inside This Report

**A COMMITMENT TO RECOVERY.
A COMMITMENT TO QUALITY.**

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**CELEBRATING 50
YEARS OF SERVICE
EXCELLENCE
1967 — 2017**



Wayside House of Hamilton

**A Commitment to Recovery. A Commitment
to Quality.**



Premier of Ontario - Première ministre de l'Ontario

May 18, 2017

A PERSONAL MESSAGE FROM THE PREMIER

On behalf of the Government of Ontario, I am very pleased to extend warm greetings to everyone at the Wayside House of Hamilton as you mark the organization's 50th anniversary of incorporation.

I commend the staff and directors — both past and present — of the Wayside House of Hamilton for their commitment to providing integrated residential treatment and supportive housing to the organization's clients. I also want to recognize all Wayside clients for the considerable strength of character they demonstrate in embarking on a journey of recovery.

Our government will continue to work with partners like the Wayside House of Hamilton to ensure that every person in Ontario who needs it can access high-quality, evidence-based addictions services in their community.

Please accept my best wishes for a productive meeting and for much continued success.

Kathleen Wynne
Premier



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BISHOP OF HAMILTON

September 21, 2017

John Hartnett and Regan Anderson
Wayside House
15 Charlton Avenue West,
Hamilton, Ontario L8P 2B8

Dear Mr. Hartnett and Mr. Anderson,

Congratulations on the 50th anniversary of Wayside House – fifty years of quietly going about the work of saving lives! The commitment of so many people to this important work is commendable.

The men who turn to Wayside House seek treatment for addictions so they can rebuild their lives. The residential treatment and supportive housing provided at Wayside House and related houses offer a safe and secure environment for this to happen. We can only honour the courage of the men who want to learn about and address their substance dependency, and express our profound gratitude to the staff and Board who are there to help.

To mark the occasion, I am pleased to offer from the Diocese of Hamilton a sign of our encouragement and support! May you know God's rich blessing for the work you do!

Sincerely in Christ and Mary Immaculate,

(Most Rev.) Douglas Crosby, OMI
Bishop of Hamilton



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Spiritual Leader: Rabbi Daniel Green
Rabbi Emeritus: Rabbi Mordechai Green
Executive Director: Rabbi Chanan Weiser
President: Mr. Stanley Katz

September 1, 2017

In Biblical tradition a 50th Anniversary is a Jubilee. A Jubilee is a celebration of an enduring legacy - a moment in time where we recognize how visions can become transformed into great new realities.

Over five historic decades, Wayside House has believed in the inner potential of each and every individual. One of the cornerstones of religion is how each and every one of us is imbued with a "spark of God." For Wayside House, this axiom was not just a concept but, more fundamentally, a guiding principal.

The Jewish community in Hamilton is proud to have supported Wayside House over these many glorious years.

May God bless their efforts and give them strength to enable each and every member of our community to shine.

With heartfelt congratulations.

A handwritten signature in black ink, appearing to read 'Daniel Green'.

Rabbi Daniel Green



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BOARD OF DIRECTORS

John Hartnett	President
*Blake Albright	Past President
Derek Bartens	Vice President
Rene Juneja	Treasurer
*Nick Janic	Secretary
Anthony Volpe	Director
Malkan Pinto	Director
Joey Temprile	Director
*Ellana Venn	Director
Khang Nguyen	Director
Ryan McHugh	Director
Niksa Zaric	Director

** Resigned during the year.*

CONTACT INFORMATION

Wayside House of Hamilton

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DEDICATION & FOREWORD

This Annual Report is dedicated to those whom we serve. To men who turn to us for stability, education, direction and support. To men who deserve access, understanding and respect. To men who should always have the choice to live their recovery on their terms.

This report is also dedicated to the men we lost this year. We acknowledge the following brave individuals who are no longer with us: John, Daniel, David, and Dennis.

It is these men who truly represent the purpose of our service. They have humbled all of us and we will hold their memory and desire for recovery as the cornerstone for all that we do.

CLINICAL STAFF

Regan Anderson	Chief Executive Officer
Bobby Silva	Clinical Supervisor
Colleen Abi Rashed	Administrator
Robert Primrose	House Manager
Ryan Kitchen	Addictions Counsellor
Ron Johnston	Addictions Counsellor & Intake Lead
Craig White	Addictions Counsellor
Ken Barwick	Addictions Counsellor
Amit Parmar	Addictions Counsellor
Brent Jones	Addictions Counsellor
Julie Todd	Addictions Counsellor
Jeff Brabant	Addictions Counsellor
Rochelle White	Addictions Counsellor
Carleen Fullerton	Addictions Counsellor
Michael Van Arragon	Addictions Counsellor
Andrew Span	Quality Improvement & Special Projects
Suzanne Edwards	Hepatitis C Coordinator
Jane McQueen	Hepatitis C Registered Nurse
Jason Paulley	Hepatitis C Team
Ray Bryan	Hepatitis C Outreach



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ORGANIZATIONAL OVERVIEW

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 the substance dependent male 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. 2016—2017 saw great steps taken towards improvement and innovation.





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ORGANIZATIONAL ALIGNMENT

Our Mission

As a community based non-for profit charitable organization, Wayside House of Hamilton is committed to residential addiction treatment and supportive housing for males and transitional male youth, including those with concurrent disorders. Wayside House provides quality, evidence-informed programming through integrated services and partnerships in the province of Ontario.

Our Vision

To be the provider of choice for men's substance-dependent evidence-informed services.

Our Guiding Principles

- Honesty & Integrity
- Responsibility & Accountability
- Cooperation & Collaboration
- Sustainability & Accessibility
- Quality Improvement
- Safety

Our Beliefs

- We believe that recovery from substance dependency is possible and achievable.
- We believe that every individual has a right to recovery.
- We believe in developing and fostering a client-centric environment to empower individuals to take responsibility and accountability for their own recovery, needs, strengths and weaknesses, and goals.
- We believe that confidentiality and trust are paramount in maintaining an environment where individuals can recover.
- We believe that the care-path for every client should include the components of the social determinants of mental health and addiction: specifically, freedom from discrimination & violence, social inclusion, and access to economic resources.



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ORGANIZATIONAL ALIGNMENT

Our Values

- Integrity and accountability at every level of the organization and its interactions.
- An ethical framework based on evidence-informed best practices.
- Respect for diversity, embracing differences and ensuring a discrimination free environment.
- Developing healthy life-skills and self-efficacy.

Our Philosophy

In support of Wayside House of Hamilton's vision, mission, and values, we will consistently provide high quality services to enable men to recover from substance-dependency while maintaining self-identified goals. We are committed to continuous, long-term improvement so that we may consistently meet the needs of the individuals we serve. Our primary measure of service success is a positive outcome as indicated and determined by the clients we serve; whose best interest remains at the centre of all decisions made.

We believe that alcohol and drug addiction is not a character flaw or a moral failing but rather a chronic health condition which deserves to be treated with care, backed by evidence-informed treatment in a safe environment that fosters consistent, positive outcomes.

It is the philosophy of Wayside House of Hamilton that we will:

- Embrace a culture of continuous improvement, critical thought, and innovation.
- Empower the client to take ownership and responsibility for their program.
- Employ best practices in our service delivery and ensure treatment of the highest quality.

Our Program Focus

Integrated Residential Addiction Treatment and Supportive Housing for Men. Increased Focus on Concurrent Disorders in a trauma-informed environment.



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A MESSAGE FROM THE PRESIDENT

Looking back on the past year invokes vivid reminders of the challenges that our clients face in their recovery, as well as the tremendous benefits that support from Wayside House of Hamilton can provide. Men come to Wayside in a state of need, seeking support along a path to take back control of their lives. It takes courage to seek this change, so in order to ensure these men are well equipped to carry themselves forward, we address all aspects of the social determinants of health before transitioning our clients out of our care. Wayside's success is the direct result of hard work and determination by both our staff and our clients. Over the past year, we have had 148 clients live in-house and worked with countless more through supportive housing or ongoing support. In this time, Wayside has helped 60 clients return to full or part time work, 31 clients complete their educational goals - receiving GED's or post-secondary certificates/diplomas, and 105 clients re-establish relationships with their family and/or children. Data indicates a reduction in emergency visits by Wayside clients that were in-house by approximately 83% (2016-2017). It has been a fulfilling year for our program.

From a governance perspective, Wayside has met or exceeded all M-SAA requirements while continuing to meet targets set by the Canadian Centre for Accreditation. We have made significant leeway in our approach to data metrics and quality control over the past few years. The board recognizes the benefits of relying on the quality improvement reporting metrics to serve our clients. We believe that the standardization across the province will ensure community health care programs continue to move closer to closing gaps along the continuum of care. Our program relies on concrete data and best practices to ensure our current, past and future clients have access to the seamless care that they deserve.

Unfortunately, the trends related to substance abuse have continued to worsen across North America over the past year. Focusing on Canada, there were 2,458 deaths reported as opioid overdoses in 2016. I have a bittersweet outlook of the light shed on the addiction world because of the highly publicized opioid crisis. At the cost of many lives, the public has reconsidered the accepted norm for caring for those suffering from addiction. While an ideal world would have no suffering at the hand of this disease, the reality is that people were dying from addiction related causes long before the recent outcry. The 2,458 Canadians that died from an opioid overdose in 2016 only represents the mortalities that cited a drug as the direct cause of death; it is unclear how many more lives were lost due to opioid abuse. Furthermore, people in our community continue to die because of addiction related crises that are detached from opioid use, but sadly, this fact is not as publicized because the opioid crisis is "trending" in the news. Keeping the needs of all of our clients in mind, we have taken steps to ensure Wayside's involvement in short-term municipal planning that will try to diminish the opioid crisis while ensuring long-term plans are in place to reduce the impacts of all forms of addiction in our society.



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I applaud those responsible for planning immediate responses to the crisis, such as the potential rollout of supervised injection sites, but I also stress the need for long-term, proactive planning to reduce the substance dependency within our society. We cannot focus solely on creating new responses to imposing threats at the expense of the established community infrastructure; we need to ensure that those who seek support continue to have immediate and quality access to care.

This year, the Board of Director's emphasis on putting the client needs first lead to a decision to provide Opioid Replacement Therapy to clients for the first time in the organization's history. This is significant as Wayside has always been an abstinence-based program, but we recognize that we must evolve to serve our client needs. Wayside staff and the Hep C team have been extremely successful in distributing Naloxone kits and training to a significant number of high-risk individuals across Hamilton. The Board continues to focus our attention on stigmas related to addiction and concurrent disorders. Mental health issues and acquired brain injuries play a prominent role in addiction, but it has become apparent that the common understanding of their relation to addiction has not matured to a state that satisfies the demand for concurrent care. The push to raise awareness and lift the stigmas around mental health have outpaced those related to addiction, and it is our intent to develop the public knowledge about the realities of addiction over the next year.

Our Hepatitis C program also took a lead role in assuring improved access, support and treatment for those living with and/or affected by the Hepatitis C virus. Expansion and innovation now finds us in more agencies, the McMaster Family Health Team and proudly, the Six Nations of the Grand River. This emphasizes our comprehensive harm reduction approach and philosophy. The Hep C team is now fully equipped to offer phlebotomy services to clients; relieving pressure on other service providers while offering clients a safe and rapid means to provide blood samples for testing.

It is right to celebrate the successes of the past fifty years as we look forward to the year ahead. We recognize the incredible support from the Hamilton Niagara Haldimand Brant Local Health Integration Network, our community partners, families and friends. We celebrate the incredible and unwavering dedication of our staff. Men and women who work selflessly in an environment that while rejuvenating and rewarding, is also challenged by growing demands for service and ongoing funding restraints. We recognize our clients most of all; it is our clients that drive our initiatives forward. It is our respect and value towards those we serve that makes all of this matter. We are honoured to be trusted with their well-being and strive to do right by these men and their loved ones.

Thank you for your support.

John Hartnett, President, Board of Directors



Wayside House of Hamilton

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A MESSAGE FROM CEO

As your CEO, it is an honour to present this report. The year 2017 has ushered us into a new era. This is our 49th Annual Report, presented in our 50th year of service. For half a century, Wayside House has provided, innovative, quality and accessible care.

We have grown from a modest 12 bed recovery home, positioned halfway up the escarpment on Kenilworth Avenue, to a fully integrated residential addiction and supportive housing program with 60 beds. 60 beds developed specifically to provide seamless, equitable care for men living with an addiction and concurrent disorder.

We are recognized and respected provincially. We have partnered with key stakeholders and community agencies to meet the needs of those we serve, aligning to best practice and upholding accountability. We are accredited by the Canadian Centre for Accreditation and provide services that directly align with all expectations of the Local Health Integration Network. Our Hepatitis C program compliments the harm reduction continuum and truly honours and respects client choice. Over the past half century, thousands of men have accessed our service. Men living with a serious and persistent addiction to alcohol and drugs, concurrent disorder and acquired brain injury. From crisis beds, comprehensive in-house treatment programs, continuing care and supportive housing the process is clear. By addressing the social determinates of health, creating client centered treatment and transition plans all while maintaining a trauma informed approach, our men are able to establish and sustain lives that are of their choosing.

With a dedicated staff and an invested board, Wayside House looks to the next decade with guarded optimism. The complexity of required supports are growing. Resources and funding have become challenging and pressures to maintain quality services are ever present. Waitlists increase, client demands remain and access to service has become more and more difficult. We look to our community, our funders and ourselves to improve current realities. In an era of restraint and priority funding, our programs sustainability is now in jeopardy. Recovery must remain an achievable reality and respect for our clients must be maintained. Failure to do so will further erode the work that we have done, weaken the achievements reached and create a system that is chaotic and dangerous for our clients. As is, too many people are dying. We have a responsibility to act. Complacency has no place and the time to call for action is now.

Please join me in honouring the men we serve. Please join me in forming a collective voice. Please join me in creating a system that rises to meet the needs of all we serve. Please join me also in remembering the lives of those we have lost.

Regan Anderson, Chief Executive Officer



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TREASURER'S REPORT

I am pleased to provide the Treasurer's Report for Wayside House for the fiscal year end of March 31, 2016. Wayside House of Hamilton once again had a successful year in terms of donations and support from our community partners and I would like to personally express a heartfelt thank you on behalf of the Board of Directors.

Wayside continues to effectively and efficiently deliver high quality patient centered care while ensuring that the staff have the tools and support to do their jobs to the best of their ability. In addition, Wayside House's commitment from the staff and board in terms of time and effort towards obtaining Accreditation came to a successful conclusion as Wayside House achieved full accreditation this past fiscal. There were many other initiatives and achievements during the year and Wayside House was able to meet all these goals while being fiscally responsible; this was demonstrated by Wayside House ending the year in a balanced position.

The Statement of Financial Position indicates a healthy state, with a net fund balance of \$513,617 as at March 31, 2017. Internally restricted funds include those for approved building repairs, maintenance and renovations of \$248,850; The Operating and Community Fund account for the Organizations program delivery and administration activities of \$96,417; The Capital Fund reports the assets, liabilities, revenues and expenditures related to the organization's capital assets of \$168,350.

I am also honoured to present the audited financial statements as prepared by Vine and Partners LLP.

Respectfully submitted,

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



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AUDITOR'S 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, 2017 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 evaluation 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.



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AUDITOR'S REPORT

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 are 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, 2017, current assets and net assets at April 1, 2016 and March 31, 2017.

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, 2017 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.

**Hamilton, Ontario
April 28th, 2017**

 **VINE GROUP**



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AUDIT STATEMENTS



WAYSIDE HOUSE OF HAMILTON Statement of Financial Position March 31, 2017

	2017	2016
ASSETS		
CURRENT		
Cash	\$ 125,157	\$ 83,218
Short term investments (Note 4)	400,537	447,213
Accounts receivable	28,091	37,684
Restricted cash (Note 9)	824	7,927
	<u>554,609</u>	<u>576,042</u>
CAPITAL ASSETS (Note 5)	<u>168,350</u>	<u>173,967</u>
	<u>\$ 722,959</u>	<u>\$ 750,009</u>
LIABILITIES		
CURRENT		
Demand loan (Note 7)	\$ 152,924	\$ 173,263
Accounts payable and accrued liabilities (Note 8)	56,418	56,530
Deferred income	-	6,564
	<u>209,342</u>	<u>236,357</u>
NET ASSETS		
Operating and community fund	96,417	95,805
Capital fund	168,350	173,967
Reserve fund	<u>248,850</u>	<u>243,880</u>
	<u>513,617</u>	<u>513,652</u>
	<u>\$ 722,959</u>	<u>\$ 750,009</u>



WAYSIDE HOUSE OF HAMILTON Statement of Changes in Net Assets Year Ended March 31, 2017

	Operating and Community Fund	Capital Fund	Reserve Fund	2017	2016
NET ASSETS - BEGINNING OF YEAR	\$ 95,805	\$ 173,967	\$ 243,880	\$ 513,652	\$ 514,473
Excess (deficiency) of revenues over expenses	612	(5,617)	4,970	(35)	(821)
NET ASSETS - END OF YEAR	\$ 96,417	\$ 168,350	\$ 248,850	\$ 513,617	\$ 513,652



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AUDIT STATEMENTS



WAYSIDE HOUSE OF HAMILTON

Statement of Operations

For the Year Ended March 31, 2017

	2017	2016
REVENUES		
Local Health Integration Network operating grants	\$ 601,002	\$ 601,002
Ministry of Health Hepatitis C Secretariat Fund	379,128	379,128
Local Health Integration Network supportive housing	312,768	312,768
Ministry of Health medical and dental reimbursements	55,763	72,010
Other	54,783	54,370
Ministry of Health community infrastructure renewal fund	36,555	-
Guests' room and board	24,259	18,433
	1,464,258	1,437,711
EXPENDITURES		
Accreditation expense	-	25,201
Amortization of capital assets	5,617	9,510
Bank charges	300	362
Communications	28,108	24,334
Dues and memberships	2,244	-
Food and medical	111,562	109,529
Funded capital expenditures	38,989	-
Hepatitis C program expenses	45,435	47,058
Insurance	12,270	12,000
Interest on long term debt	6,377	7,133
Office and general	19,075	23,668
Personal needs, medical and dental	55,763	73,014
Print and promotion	3,651	787
Professional and consulting	20,200	19,686
Program	15,650	18,868
Repairs and maintenance	31,262	27,693
Salaries and benefits	1,017,884	994,255
Training and development	10,843	12,270
Transportation	13,715	13,377
Travel and meals	7,635	3,774
Utilities	17,713	16,013
	1,464,293	1,438,532
DEFICIENCY OF REVENUES OVER EXPENDITURES	\$ (35)	\$ (821)



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AUDIT STATEMENTS



WAYSIDE HOUSE OF HAMILTON Statement of Cash Flow Year Ended March 31, 2017

	2017	2016
OPERATING ACTIVITIES		
Deficiency of revenues over expenditures	\$ (35)	\$ (821)
Item not affecting cash:		
Amortization of capital assets	5,617	9,510
	<u>5,582</u>	<u>8,689</u>
Changes in non-cash working capital:		
Accounts receivable	9,593	(548)
Accounts payable and accrued liabilities	(112)	87
Deferred income	(6,564)	6,564
	<u>2,917</u>	<u>6,103</u>
Cash flow from operating activities	<u>8,499</u>	<u>14,792</u>
INVESTING ACTIVITY		
Short term investments - net	<u>46,676</u>	<u>(1,856)</u>
FINANCING ACTIVITY		
Repayment of demand loan	<u>(20,339)</u>	<u>(22,927)</u>
INCREASE (DECREASE) IN CASH FLOW	<u>34,836</u>	<u>(9,991)</u>
Cash - beginning of year	<u>91,145</u>	<u>101,136</u>
CASH - END OF YEAR	<u>\$ 125,981</u>	<u>\$ 91,145</u>
CASH CONSISTS OF:		
Cash	\$ 125,157	\$ 83,218
Restricted cash	<u>824</u>	<u>7,927</u>
	<u>\$ 125,981</u>	<u>\$ 91,145</u>



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QUALITY IMPROVEMENT

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

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

This year our QI activities included:

- Aligning all services to address the Determinants of Health;
- Development of a standardized Scorecard and excel-based intelligence applications;
- EQIP project participation (data coach Secondment);
- Capacity development for our five year Quality Improvement Plan;
- Adopting an Agile approach to PDSA Improvement Cycle using the Model For Improvement;
- Standardized, Comprehensive Database for Reporting and Analytics, Longitudinal Performance Measurement, and Future Planning;
- Development of the Client Recovery and Employee Training Dashboards through the Website;
- Quadruple Aim Focus and Alignment;
- Comprehensive Training and Standardization;
- Community Engagement and Partnership programs;
- Opiate Replacement Therapies & Harm Reduction;
- Crisis Intervention & Naloxone Administration Training.

Wayside House of Hamilton acknowledges that while we have made incredible strides forward with respect to QI, we have only scratched the surface of potential. Over the next four years, the organization will be working tirelessly to ensure that we establish a strong leadership position within the industry, providing value and support for our clients and stakeholders. We are committed to continuous improvement, maintaining our position at the forefront of cutting edge innovation and progress.

We are Committed to Recovery. We are Committed to Quality.



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RESIDENTIAL PROGRAM

Wayside House of Hamilton is a residential addiction treatment program for adult males and transitional youth. 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 counselors;
- 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.



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STATISTICS AT A GLANCE

307 Individuals Served;

123 Admissions into Residential Treatment with over **225** individuals completing assessment;

10,993 Supportive Housing Resident Days;

7594 Residential Treatment Resident Days;

Over **3704** Residential Treatment Groups with greater than **61,948** participant equivalents;

16,833 Face-to-Face interactions in Residential Treatment;

3360 Face-to-Face interactions in Supportive Housing;

13,835 Phone/Text interactions with clients in Residential Treatment & Supportive Housing;

30% return to employment upon program completion;

85% of Residential Treatment clients reunited with family;

88% of Supportive Housing clients reunited with family;

56% of Residential Treatment clients engaged in Mental Health supports;

53% of Supportive Housing clients engaged in Mental Health supports;

Repeat visits to ED down **83 %** while in Residential Treatment & Supportive Housing;

90% of clients maintained self-help involvement;

34,865 meals served and over **\$110,000** contributed to food preparation.



Wayside House of Hamilton

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SHELTER HEALTH HEP C TEAM

Who We Are

We are an outreach team. We meet clients/patients “where they are at” anywhere in the community (home, coffee shop, etc.). We have access to office space in our building to host one on one visit with clients, and would be open to seeing patients at our building, our yours (or anywhere else the patient feels comfortable).



Our Mission

The Hepatitis C team follows the Mission of the Ministry of Health & Long-term Care's AIDS & Hepatitis C programs: “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 and Long Term Care's AIDS & Hepatitis C Secretariat to provide services and comprehensive medical care, and treatment to individuals, living with, affected by, or at risk of acquiring, the Hepatitis C Virus within the City of Hamilton and the Six nations Reserve in Ohsweken.

Our Team

Dr. Zahira Khalid	Hepatitis C—Treatment Physicians <i>Internal Medicine</i>
Tim O'Shea	Hepatitis C—Treatment Physicians <i>Infectious Disease Specialist</i>
Jane McQueen	Hepatitis C—Treatment Nurse
Suzanne Edwards	Hepatitis C—Community Coordinator
Jason Paulley	Hepatitis C—Social Worker/Psycho-Social Support
Ray Bryan	Hepatitis C—Outreach Worker



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SHELTER HEALTH HEP C TEAM

Our Services

- Hepatitis C Treatment
- Hepatitis C Testing
- Hepatitis C Counselling
- Hepatitis C Case Management
- Education & Awareness
- Capacity Building for Professionals
- Weekly Peer Support
- Peer Support Training Program
- Harm Reduction
- Addiction Focus



In particular, our target population are those who meet the following criteria (this list is identified from the MOH as being at-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

Patients who are at-risk, affected by, or living with Hepatitis C are welcome to attend our Peer-led Support Group located at 131 John St S (CMHA building across from Go Station). The group meets from 1:15-3pm every Wednesday.

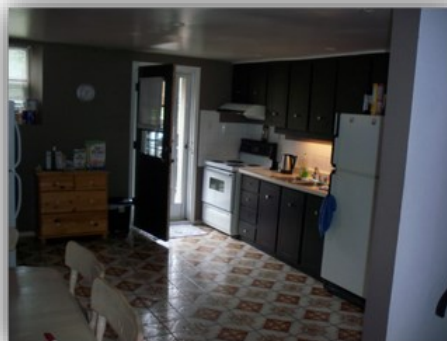
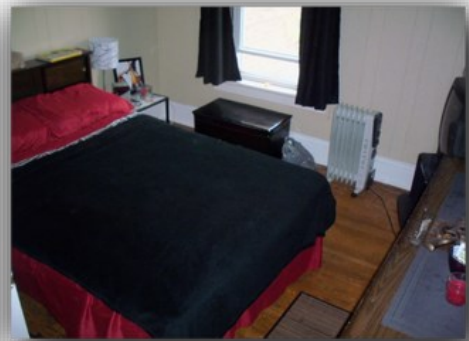
Currently in development is the Peer Support Program. When completed, clients can be trained to be Peer Support Workers and receive honorarium for their work with our team. Currently we have 4 Peer Support Workers working with our team in limited capacity awaiting full training.



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CLIENT SPOTLIGHT





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TESTIMONIALS

"Wayside holds a special place in my heart. It is the first place that I have been treated as a human being since I opened up about my substance abuse issues. I have seen countless doctors, social workers, psychiatrists, counselors, and been to other treatment facilities. I have always felt judged and treated as a number. During my time at Wayside I have been a part of a family.

"When I think of Wayside House, the first and only word that comes to mind is love. The staff here have lived experience and actually care about our well-being. We are treated like people and in turn, feel like people again. For the first time in a long time, I have love and respect for myself. Thank you Wayside! You have given me my life back and you have given my son his father back."

"When I think of Wayside House, I think of my new beginning, this house and the staff that work here have helped me in so many ways. I am so very blessed to have Wayside House be apart of me for the rest of my life and I know my family, ex and two boys have so much love this place. Thank you for saving my life, much love forever and always!"

"The best way to describe Wayside House is life-changing and life-saving. Everything that I have learned here has shown me that I don't have to be a slave to my addiction anymore. The clients and the counselors are true human beings, full of caring, compassion, and knowledge of all kinds. I am leaving here ready and willing to embrace recovery and all that it brings. I also leave here ready for life itself, and with hope, because I know I am a better human being just for being here."

"I see Wayside like the Brad Pitt true story Moneyball. Ball players rejected because of age or injury make the team because they still know how to get on base. Coming to Wayside, I felt rejected and unable to live without alcohol. To make the Wayside team, all that was asked is that I get on base and stop drinking. So Arrived one week sober and began one of the best experiences of my life. I learned the way to true recovery is not just abstaining from alcohol, it is also learning to live a happy, content, purpose-filled life without it. After years of alcohol and drug abuse and numerous burnt bridges, Wayside saw value in me on the journey to becoming more fully human."

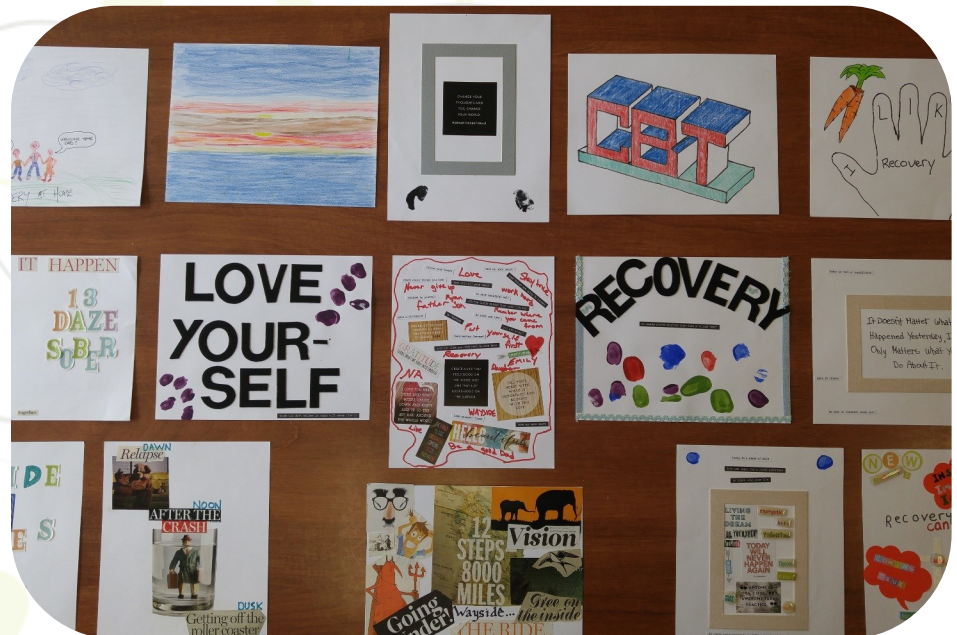
"When I first came to Wayside house, I was a broken down individual who at the time was not only a completely broken down individual but also someone that was not even able to see the value and worth of himself. I left Toronto and came here to Hamilton to try to make a major change in my life. Upon arriving 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."



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EXPRESSIVE ART





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APPRECIATION

If it wasn't for the following, the supports and services provided by Wayside House of Hamilton would not be possible. From government support to community members, service providers and private individuals. From the bottom of our hearts, we thank you!

- Alternatives for Youth
- Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN)
- Ministry of Health & Long-Term Care
- The AIDS & Hepatitis C Secretariat
- Shelter Health Network
- Canadian Mental Health Association—Hamilton Branch
- Ron Tomblin
- National Steel Car Employees
- Dave Wallace
- City of Hamilton Ontario Works
- Ministry of Community & Social Services
- Manny Ferreira—Mezcal TNT
- Elizabeth Fry Society
- Len's Crafter's Gift of Sight Program
- Dr. Khalid
- Hamilton Police Services
- Dr. O'Shea
- Dr. Brasch
- Dr. Carr
- Men's Addiction Services Hamilton
- Regan Anderson
- Anthony Volpe
- Madeleine Levy
- Andrew Span
- ArcelorMittal Dofasco
- Hope Place Centres
- Canadian Centre for Accreditation
- Mohawk College
- Pharmasave Medical Arts
- The Hammond Family
- North Hamilton Health Centre – Diabetes Clinic
- Lifelabs
- Medical Arts Walk-In Centre
- Dr. Vijay Garach
- Dr. Simali Garach
- Raj Sandhu
- Mike Dietrich
- The Women's Missionary society and Guild—St. Columba Presbyterian Church
- Southgate Presbyterian Church
- Kim & Mary Pare
- Johnson & Johnson
- Carluke's Ladies Aid
- St. John's Presbyterian Church
- Janis Campbell
- Rhonda Leonard
- Dr. Myles Sergeant
- KS Customwear
- Jeanine Lindley
- Rose Dipietro-Mazza
- John Street Clinic
- MERCK Canada
- The Hamilton Clinic
- SIS Clinic
- McMaster University—Health Centre
- McMaster University—Continuing Education
- Six Nations Health Services
- Addictions and Mental Health Association of Ontario
- Gilead Science Inc.
- The Winstanley Family

