

31st AGM Executive Director Report

This last year has been one of tremendous accomplishment and growth for ADSTV. We have begun to work towards our first accreditation survey through the Canadian Centre for Accreditation and continue to prepare for October 2016. I have every confidence that we will do very well. Completing this work has been a very satisfying experience as we meet the standards with many existing revised policies, protocols and procedures, and some new ones as well. I want to thank the staff who volunteered for the ADSTV Accreditation Implementation Team as they have made a significant contribution to the future success of the agency. Your work ethic and commitment to this project was not missed by the leadership of this organization, and we want you to know how much we appreciate your hard work. In particular, I want to thank Mamta Teves, Coordinator of Research and Development, for her leadership and guidance as the ADSTV Accreditation Lead. This is a monumental task, as many of you know who work in accredited agencies or organizations. Somehow we managed to have some fun, too!

We have also been busy rolling out a two-staged screening process using the GAIN Short Screener and the Modified Mini Mental Health Screener, and the new GAIN Q3 MI, Ontario's standardized assessment tool for substance abuse. Four of our staff members are certified as trainers with a goal to certify most of the clinical team to administer the tool as per licensing standards. Along with our addiction partners and the SWLHIN, we will develop a training plan to maintain and sustain licensed counsellors across the SWLHIN.

The GAIN Short Screener can be used to evaluate client progress and we will begin an internal program where we measure client improvement. In the fall of 2016 we will begin to use the Ontario Perceptions of Care, a survey of client experience for both mental health and addiction services. This survey information will give us feedback about the experience our clients have as well as a measure of the impact that services have had on behaviour change. The OPOC-MHAN can also be used with family members who were both registered clients or non-registered. This will be an important component of our ongoing Quality Improvement practices.

In 2016 we also began a two-step process with new clients using the Outcome Rating Scale (ORS) and the Session Rating Scale (SRS), following a workshop with Scott Miller, PhD, organized by ADSTV as a part of our 30th anniversary celebrations. The scales allow the client to give direct feedback to the counsellor on how they have been since the last session (ORS) and then how well the counsellor did addressing the identified concerns within that specific session (SRS). These processes systematically allow the counsellor to self-adjust and improve themselves through client feedback. All of these initiatives represent our commitment to quality service provision and ultimately to the improvement of client's lives.

Our focus on Coordinated Access for Thames Valley has also been a very rewarding process. The creation of a 1-800 one number to call system for addiction and mental health information, crisis and treatment referral will ensure that community members in Thames Valley receive the best service in the most expedient way. We are working diligently with our partners in mental health and ConnexOntario to improve access across Thames Valley.

One of the most amazing and recent developments was the creation of the Mental Health & Addictions Crisis Centre with walk in hosted by CMHA-Middlesex! This has been a welcome opportunity for ADSTV to be one of the Executive Sponsors. I believe this Centre is the model for the province! Emergency department diversion statistics are very strong and the community is using the centre as we knew they would. Congratulations to CMHA-Middlesex for hosting such a successful program!

In addition to launching new programs such as Street Level Women at Risk, ADSTV continues to work on stabilizing existing programs, seeking new ways to deliver services in the hospitals and building stronger bridges to and from hospital and the community.

Our commitment to Quality Improvement has spanned over 20 years and 2015 has furthered that commitment in both Operations and clinical services.

We have a committed group of staff, students and volunteers. I want to thank each of you for the last year. Our Governance Board of Directors has worked very hard to prepare for accreditation plus our Foundation Board has just held its first successful fundraising Gala! Funds raised through the Gala will help to further the work of the Possible Campaign and pay for Stage for Change events across Thames Valley during Addiction Awareness Week in November. I want to thank both Boards for their commitment to the work of ADSTV!

Management and Leadership Team members at ADSTV have done an amazing job again this past year! I appreciate your work and the extra lengths you go to, not just to get the work done but to exceed expectations and requirements. It has been my pleasure to coach the Management and Leadership Teams. ADSTV is an agency to be proud of with its ongoing commitment to learning, innovation and partnership.

I look forward to the coming year. We will continue to work together to reduce stigma and improve the lives of people seeking assistance for addiction related concerns.

Respectfully submitted by

**Linda Sibley, Executive Director
Addiction Services of Thames Valley**