
Richmond Addiction Services Society (RASS)

Annual Report

April 1, 2013-March 31, 2014



MISSION

**WE ARE DEDICATED TO PROVIDING EXPERTISE IN PREVENTING AND TREATING
ADDICTIONS IN OUR COMMUNITY**

VISION

HEALTHY AND SAFE LIVING FOR INDIVIDUALS AND FAMILIES IN OUR COMMUNITY

We wish to acknowledge the commitment and partnership of our two main funders.

Vancouver Coastal Health and the City of Richmond



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President's Report

This is our 39th year serving Richmond as we continue to move forward with our mission of being dedicated to providing expertise in preventing and treating addictions in our community.

This past year we have been preparing for accreditation with the evaluator visiting us just the week before our AGM. In preparation, staff has been busy reviewing operational policies and procedures and the operational plan, while, at the Board level, we have reviewed and fine-tuned our policies and by-laws, successfully completed an evaluation of the functioning of our Board, and reviewed our strategic plan with our staff.

In 2012 we developed eight strategic goals and I am pleased to report that generally we were successful in achieving positive progress on each goal. I would like to highlight a few of our successes.

Our first goal was to improve the quality of our services. In addition to annual client and stakeholder feedback, we undertook and completed an evaluation of one program each year and used this information to revise and improve our services. An example of one important change we made was to increase the availability of our services from one evening to two evenings per week.

Our second goal was to improve communication. In addition to improving internal and external communication, we revamped our website to make it more user-friendly and developed new brochures and rack cards to better describe and advertise our various programs.

Our third goal was to achieve security and resources for our services. Objectives for this goal covered a range of items from securing a long term arrangement for space – something that we are still working on – to establishing a capacity within our agency to cover for our Executive Director when he is away – something we just achieved with a newly created program coordinator position.

Our fourth goal was to expand our programs to better serve our community. In 2013, we enhanced our seniors' services with the Community Action Ambassador Program and the Recovery Mentors program. This coming year, we are planning a recovery day program for youth.

Our fifth goal was to find alternative sources of funding. In this regard, our Executive Director has been amazingly successful in applying for various grants. This year we have grants to continue support of the Youth Media Program and the Initiative, Supporting Families Affected with Parental Mental Illness and/or Substance Use. And we have obtained 5 grants totaling about \$90,000 to support our new recovery day program for youth.

Our sixth goal was to address our growing and changing multi-cultural community. In addition to collaborating with multi-cultural agencies, and developing information about our services in various languages, we continue to try to recruit staff and practicum students and Directors with language and cultural backgrounds that match the major immigrant and cultural groups in our community.

Our seventh goal was to increase our community collaboration. In addition to active participation in many community committees, we have successfully collaborated with other agencies on new joint initiatives – for example, with Volunteer Richmond on the Community Ambassadors Program.

Our eighth and final goal was to improve the health and safety of our staff and clients. In this regard, we have done a number of things such as training of staff, putting first aid kits in outreach cars, and developing a critical incident reporting system.

For the coming years, we have condensed and revised our goals to four areas: 1) health and safety; 2) destigmatizing addiction; 3) quality assurance; and 4) finding resources to improve and expand services.

While these goals give us an overall direction for the future, it is important to recognize the valuable day to day services provided by our expert and dedicated professional staff.

In total, RASS received 326 referrals into our Intake Service.

Our Youth and Family counselling program received 118 new referrals and saw 172 clients.

Our Constructive Alternative to Teen Suspension (CATS) program received 51 referrals and served 70 youth and some of their parents.

Our Aging Well program received 24 new referrals and provided support services to 59 seniors.

Our Prevention program delivered prevention messaging to over 8500 community members with over 62% being to youth.

These services are provided with the ongoing core funding and support from our major funders, Vancouver Coastal Health Authority and the City of Richmond.

As mentioned earlier, we have also been able to obtain other time-limited grants. In particular I would acknowledge the Vancouver Foundation for the sustainability funding for the Community Action Ambassadors Program.

In addition to this core funding, and many one-time grants, we depend on donations and volunteer support to help us extend our services. Thank you to the many supporters of RASS who have made donations or other contributions this past year.

Acknowledgment also goes to the many dedicated individuals within our organization: our Board, our members, our Executive Director, and our staff – all of whom play valuable roles in the achievements of our agency.

And, within our community, we appreciate the contributions of our many service partners who collaborate with us on our common goal of making Richmond a better community for all of us. With all of these supporters, I am confident that RASS will continue to play an important role in achieving our vision of healthy and safe living for individuals and families in our community.

Christine Kline

Executive Director's Report

October 10, 2014

Last year I spoke of RASS' commitment to community building and creating relationships through committee work and grant writing, this year I want to discuss how RASS has much to give thanks for, feel grateful for and acknowledge and appreciate.

Firstly, I am grateful for the staff that I work with on a daily basis. This year, we have had members of our staff go on long term leave due to illness and come back from maternity leave. Though our personnel have not changed, we have had modifications in roles and responsibilities and also reductions in positions. Through all of this change, our staff team feels strong, committed and focused on another year of 'saving lives'!

I also want to appreciate our Board of Directors who has worked diligently and methodically through many of the recommendations offered through our Accreditation process of three years ago. I want to thank all eight of them today and look forward to welcoming our four new Board members to the team.

I am grateful for the funding we receive from VCH-Richmond, the City of Richmond Community Grants, the VCH-SMART fund, the BC Gaming grant, Green Shield Community Grants, Civil Forfeiture, Variety: The Children's Charity, TELUS and Sunrise Rotary because together we support the development of a healthier community.

I also want to thank our donors, TCSI Consulting LTD., Starbucks on Ackroyd and No 3 Rd., the McPhail Foundation through the Richmond Community Foundation and our anonymous donors as without this support, RASS would not be able to offer such expertise to the City of Richmond.

I am grateful for the community partners that RASS enjoys. We have very supporting partners and collaborators in Richmond and I feel extremely appreciative of the mentoring, friendship and camaraderie that my staff and I benefit from in this community.

I am grateful for the courage that our clients demonstrate on a daily basis and appreciate what it takes to change their lives and chose healthier ways of coping. I want to acknowledge the pain and commitment to recovery that many of our clients embody and feel blessed to be able to support them in their journey.

Lastly, I am grateful for our volunteers who have really come to RASS' aid this year! Thank you for giving back and choosing to spend your free time with us.

Richard Dubras

Treasurer's Report

This is to advise that Richmond Addiction Services Society (the "Society") is currently in a sound financial position as noted on the March 31, 2014 audited financial statements attached hereto.

For the year ended March 31, 2014 the Society had total revenue of \$1,196,604 and total expenses of \$1,228,840 resulting in a deficit of \$32,236 for the year. The deficit is a result of accruals made, as required by the collective agreement and Accounting Standards for Not for Profit organizations, to cover benefits that has accrued to staff. The following is a note in our audited financial statements from our auditors: "As part of the union contract that the Society is party to, the Society has certain obligations with respect to sick leave and severance benefits. The accrued benefit obligation is based on the most recent actuarial valuation report prepared for funding purposes." The Society has now accrued \$34,546 for employee future benefits.

As at March 31, 2014 the Society has total assets of \$532,445. As a non-profit organization the Society has been financially conservative and the assets are primarily located in cash (\$402,848) and term deposits (\$78,447). Current liabilities are mostly deferred revenue (\$238,285) received from government agencies. The internal restricted fund of \$60,000 reflects potential liabilities which the Society would have to meet in case of emergency.

The Board of Directors has approved a budget with a \$218 surplus for the 2014/2015 fiscal year. Budget revenue of \$1,205,267 represents a 0.5% decrease from the 2013/2014 fiscal year. With a budget expense of \$1,205,049, it is anticipated that there will be no surplus or deficiency for the 2014/2015 fiscal year. Details of the 2014/2015 budget are attached.

As a small organization like the Society, the Board of Directors reckoned that the use of budgets, the quarterly review of financial reports against budget and regular Board meetings are the most effective and adequate internal controls for the Society and are also tools to ensure enough funds are available for smooth provision of services to the community.

Sonny Ramanaidu

RASS Services

Aging Well Program

The Aging Well Program (AGW) provides outreach counselling and case management services for people 55+, living or working in Richmond, who are experiencing challenges related to use or misuse of alcohol, prescription and/or over-the-counter medications, and/or addictive behaviours (internet, sex, shopping, work, etc.). AWG works collaboratively with other service providers and community programmes to support the person's choices and wellbeing.

AGW also provides counselling services for individuals or family members who may be affected by the misuse of substances or problematic behaviours of a loved one. AWP saw 43 clients in 2013-2014 with an average age of 63.

AGW facilitated two groups last year:

Aging Well Support Group: for current and former AWP clients. This is an open ongoing group; the focus is on socialization.

AWP in partnership with VCH and the DART team piloted the Expressive Art...Works group: for individuals age 40+ who experience challenges related to substance misuse and/or mental health. This was well received and the group members highly recommended that we continue the group when funding permits!

New programmes:

The Recovery Mentor Program: recovering individuals are linked with Aging Well Program clients to support them in their recovery. This program has two current Recovery Mentors working alongside our counsellors supporting clients maintain recovery!

Youth and Family Program

The Youth and Family Program strives to support Richmond families in their experience of and struggles with substance misuse, problem gambling and gaming.

The approach is Feedback Informed Treatment (FIT; formerly Client-Directed Outcome-Informed) – we involve all clients in the entire process of counselling to attain the most desirable outcomes.

The program incorporates alternative approaches such as yoga, meditative practices, and ear acupuncture when possible. The program also provides referrals to residential treatment facilities in Vancouver and throughout BC.

There have been over 704 individual counseling sessions and over 68 family sessions and the program saw 172 clients last year. 8% of these counselling sessions were outreach sessions.

Constructive Alternative to Teen Suspension (CATS) Program

The program is offering a structured psycho-educational program consisting of a mandatory three day commitment for students who have either violated the drug and alcohol policy in the Richmond School District or are in need of specific education regarding drug and alcohol issues.

It's open every week from Monday through Fridays during the school year. This educational program with counselling has served over 450 students in the last six years. This year, there have been over 45 – 3 Day sessions and 70 students who have completed the program. There were 110 individual counselling sessions of which 65% were outreach sessions. Each year we receive overwhelming support from the school district to continue to offer the program in the community. We look forward to another year of supporting students with this program.

Community Prevention Program

RASS' Centre of Excellence in Prevention of Substance Misuse, Problem Gambling and other Addictive Behaviours creates and delivers workshops, seminars and customized programming to different age and interest groups in Richmond.

RASS Prevention programs and activities aim to change the personal, social, and environmental factors necessary to assist in delaying or avoiding risky drug use and the progression to problematic misuse, in addition to the development of problematic relationships with potentially addictive behaviors such as technology or gambling. Our Prevention strategies aim to efficiently support and meaningfully engage individuals and communities thereby increasing their capacity to avoid the harms that addiction can cause and live constructive self-determined lifestyles.

In helping Richmond residents become aware of and knowledgeable about substance misuse and addiction RASS staff provide customized information, programs, and training opportunities for youth, families, older adults, educators, and other professionals. We develop, deliver, and support prevention programming in the elementary, secondary and alternate schools in Richmond, as well as adult and older adult populations throughout the community. Additionally, collaborative partnerships with other Richmond service providers are a priority for our prevention team.

Community Education Series

This year RASS offered 4 (four) free 7-week education series in multiple languages on different addictions-related topics including: *The Development of Addiction; Chemicals and the Body; The Process of Recovery; The Family Context; Gambling; Helping Others; and Drugs in Our Society*. The series is open to the public and upon completion of all 7 sessions a certificate of accomplishment is issued. 69 individuals attended these sessions last year.

Over 8000 community contacts were made in the year where health promotion and prevention and awareness was raised regarding substance use/misuse and other addictive behaviors including gambling and internet and gaming.

Programs (Ongoing Programs involving RASS)

Supporting Families Affected by Mental Illness and Addictions

Supporting Families Affected by Parental Mental Illness and Addictions is a community table. RASS has been part of the community table since it started in Richmond in 2008. For three years now, RASS has been involved in co-facilitating the Resilient Kids and the newly anointed Resilient Youth Groups. Last year RASS was again successful in securing a BC Gaming Grant which is now in its third year. In addition, RASS was again able to secure a further grant from the Betty Averbach Foundation to support these programs in the community. Between the children and youth groups over 80 families are served per year. Family Fun Nights are also an important part of the service and in the past year Supporting Families has had a significant increase in families attending these bimonthly family dinners and fun nights. On many of these evenings we have had over 45 parents and children attend. The education evenings co-sponsored with Richmond Library are also very successful and this year we were pleased that RASS and Supporting Families joined forces to do a family focused presentation. The incredible collaboration that has supported the Supporting Families program helps to prevent vulnerable families living in Richmond from falling between the cracks of the mental health and addictions service delivery system. This goal has been embraced by RASS in their continued collaboration with Supporting Families.

My Tween and Me

My Tween and Me is a prevention program for parents of tweens (elementary school-aged children). We are honoured to share the joys and challenges experienced by parents in preparation of the typically tumultuous teenage years. The material is well put together, stimulating, leading to fascinating conversations over which participants connected and were empowered to give the very best in their respective homes. The program occurred once from 2013-2014. We have enjoyed the partnership and collaboration with Richmond Family Place and the Bridging program that this program connects with.

Richmond Youth Media Program

This collaboration between the Richmond Collaborative Committee for Children and Youth, and the City of Richmond and the Richmond Youth Media Program (RYMP) continues to inspire and connect with at risk youth in Richmond. This year this program saw a significant increase in members and community contacts. Total members of the RYMP rose from 36 to 68 and community contacts from 709 to 2279. Fortunately, RASS and the City of Richmond have been notified that a fifth year of funding will continue for the program. A special shout out to Lauren Burrows-Backhouse who facilitates this program and partners with us to make this program work!

Projects in 2013-2014

Community Action Ambassadors' Project

41 seniors within Richmond, Vancouver and Surrey received 33 hours of training and have gone on to connect with over 1900 individuals. The CAA program was designed to overcome barriers such as language and transportation and ensure that the volunteers would appropriately and sensitively

connect to the ethnically diverse community, provide information and knowledge about community programs, and be a bridge to the community and to the seniors as a first step in connecting to service agencies. We wish to acknowledge the Community Action Initiative for this amazing funding and support for this project.

CATS Employment Program

31 vulnerable youth connected with service providers from Richmond Addiction Services Society (RASS), Richmond Youth Service Agency (RYSA) and the Youth Development workers and or Roving Leaders from the City of Richmond to focus on personality development and pre-employment support. Thanks to Vancity for this important funding!

Expressive Arts...Works Program

12 members of the Richmond community benefitted from working artistically and then debriefing with therapists. This was an important collaboration between the Drug and Alcohol Response Team (DART) with VCH and RASS and the Community Action Ambassadors. The feedback from the participants was overwhelmingly positive!

Grants and Partnerships

The City of Richmond - Richmond Community Services Advisory Committee (RCSAC), Roving Leaders Surf Trip and Boys Camping Trip, Richmond Youth Media Lab, Richmond Gambling Steering Committee, Richmond Community Grant

Volunteer Richmond Information Services - Community Action Ambassadors, Recovery Mentor Program

Progressive Intercultural Community Services - Community Action Ambassadors

SUCCESS - Community Action Ambassadors

Richmond Youth Services Agency - Community Action Ambassadors, and other multiple community grant applications

Vancouver Coastal Health – Core Funder, supporting a number of grant applications, Mental Health and Addictions Coordinating Committee, Richmond Advisory Council or Perinatal Issues (RACPI), Falls Prevention Network, Richmond Family Violence Prevention Network, and the DART Program for the Expressive Art... Works program!

Richmond School District - Prevention staff continued to nurture a strong relationship with Richmond's school district, primarily the secondary schools. The Peer 2 Peer program was delivered in 6 schools, and prevention support was also provided to an additional 3 secondary schools as well and of course the CATS Program.

Richmond Integrative Case Assessment Team (RICAT) – conducts a coordinated and collaborative response to assess the risk of serious bodily harm or death to the family and victims of domestic violence and provide

enhance safety and support systems to the victim while implementing proactive interventions for the alleged offender.

Community Action and Assessment Network (CAAN) – this network, hosted by Touchstone Family Association has grown to become an essential preventative program for youth struggling with or vulnerable to become involved in a gang lifestyle. The group has been supported by the community and Richmond School District and has been operating at full capacity since its inception.

Community Events

Steveston Salmon Festival Parade

Richmond Addiction Services marched in this year's annual Steveston Salmon Festival Parade alongside Turning Point Recovery Society on July 1st! The Community Action Ambassadors had many visitors stop by the table display. Thank you to everyone who came out to support us!

National Addiction Awareness Week 2013

NAAW (National Addictions Awareness Week) 2013 marked our 6th consecutive About Face event. RASS' annual event marking NAAW with efforts to humanize and de-stigmatize addiction had, BC Representative for Children and Youth, Mary Ellen Turpel-Lafond spoke on addiction and stigma from a family lens.

2014 News

With the help of various grants, RASS is creating a new Richmond Recovery Day Program for youth struggling with long term recovery. This new pilot program will fill an important gap in Richmond and Lower Mainland for grade 8 to grade 12 aged youth!

Quirky Kid Clinic representatives Kimberly O'Brien and Leonardo Rocker are coming to Vancouver in February 2015 to present to the Alternative School Conference and will be presenting their amazing programs to Richmond service providers and educators. Stay tuned and watch for the upcoming workshops and training sessions. www.quirkykid.ca

Continuous Quality Improvement

RASS just completed our 2nd accreditation site survey with Accreditation Canada which takes place every 3 years. Congratulations to the Board of Directors, staff and volunteers for continuing to create incredible programming for our community.

Supporters of RASS

Donors have allowed us to fund projects that wouldn't otherwise have happened, including educational events, school-based projects, and support groups. They play an important part in RASS continuing its role as a provider of support, education and services for years to come.

In today's economic reality we need to look to the community and its businesses to support us. Here are our donors:

We want to acknowledge Starbucks on Ackroyd & Number 3 Rd., TCSI Consulting LTD., and the McPhail Foundation through the Richmond Community Foundation and various individual anonymous donors.

We have a focus on creating opportunities to become a Board Member and increase sponsorship for our Fee for Service program for Internet and Gaming counselling. We would also like to support marketing and sponsorship of our Quirky Kid Canada enterprising non-profit social enterprise.

Volunteers

RASS has a number of committed volunteers who find meaning and value in their volunteer work. Our Board of Directors work continuously to ensure our society operates ethically and professionally. Our volunteers allow us to be more closely connected with the community and provide us with their valuable skills and knowledge. RASS completed its first year with the Youth Now program (coordinated by Volunteer Richmond Information Services), and have been fortunate to include Hamed Amiri as a full time member of our Board of Directors!

The volunteers are now recruited for specific volunteer opportunities (events, projects, needs etc.) that arise. We are taking a targeted approach dependent on the needs of each program or area at RASS. Over the past year, we've had booth attendants, receptionists, data entry assistants, and event assistants.

Supporting RASS

Richmond Addiction Services has been a proud supporter of the Richmond community since 1975 and we intend to continue to provide support, education and services for the years to come. However, it is apparent that in today's economic reality, we need to look to the community and its businesses to support us. We are proud to list our donors on our website to acknowledge our collaborative and close relationship to these individuals and organizations. For other ways to support RASS please don't hesitate to call the Executive Director, Rick Dubras.

- Become a member of the Society
- Give a donation of money
- Support a grant application
- Partner in a service or fundraising event
- Become a volunteer

For more information or questions and concerns about substance use, misuse or gambling and internet gaming within your customers, family or friends please call Richmond Addiction Services Society (RASS). All our services are confidential and free. Help us to help you!

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