

Know the Signs of an Opioid Overdose



Blue lips or nails



Dizziness and confusion



Can't be woken up



Choking, gurgling or snoring sounds



Slow, weak or no breathing



Drowsiness or difficulty staying awake

Suspect an Overdose?

CALL **911** or your local emergency number

Administer **naloxone** if you have it

Stay with the person until help arrives

You have the power to save a life.

Learn more at Canada.ca/Opioids
Together we can #StopOverdoses



Government of Canada

Gouvernement du Canada

Canada

RASS

Richmond
Addiction
Services
Society

ANNUAL REPORT 2017/2018

"People are forced into the illicit stream of opioids because they can't get legal access to meet their opioid needs. So they will access whatever is available and least expensive."

- Scott MacDonald. Providence Crosstown Clinic.

Learn more at [**Canada.ca/Opioids**](https://Canada.ca/Opioids)

We are dedicated to providing expertise in preventing and treating addictions in our community

President's Report

I would like to acknowledge First Nations people from the Musqueam territory when conducting the activities of our organization. When I talked to Elder Roberta to ensure I was including the nations who were traditionally here in Richmond, she pointed out that Richmond and Steveston in particular was the location of summer camps for other Coast Salish nations including the Cowichan, Stolo and Nanaimo people although the Musqueam were the main guardians of this land.

Next, let me introduce the other members of our 2017/2018 Board of Directors:

| | | |
|---------------------------|--------------------------|-----------------------------|
| Christine Kline Treasurer | Margaret Scarr Vice-Pres | Anand Dhatt (Youth Now Rep) |
| Sandra Gebhardt Secretary | Charmian Tuet | |
| Cyrene Beavis | Yasmin Rahman | |

I would also like to acknowledge the commitment, loyalty, courage and creativity of all 17 employees of RASS. We have had several opportunities during the year to interface with them and to strengthen our ties and understanding our roles and responsibilities.

I will mention the highlights of the RASS Board activities for the 2017-18 year, our first year in the Storey's building which has offered several advantages including our location in the centre of Richmond, our proximity to other agencies, our proximity to residences and being next door to the wonderful Storey's Cafe.

Foundry - We formally signed a partnership letter with Foundry in November 2017 (you will be hearing more about that);

Homelessness - RASS employees and Board members participated in public discussion groups addressing homelessness in Richmond and were members of a Steering group focused on renewing a new city plan;

Accreditation - in anticipation of updating accreditation requirements, our Board reviewed Board policies and updated our Strategic Plan in preparation for the site visit this fall;

Community engagement - we want to ensure that the Strategic Plan which guides the work of our Board fully takes into account the needs and goals of the residents of Richmond;

Youth Now - we continued to have a representative from the Youth Now program;

Focus on prevention and building community - increasing emphasis on prevention and building community but not to the exclusion of individual support; we implemented programs in the schools to establish relationships early; we took a broader look at addiction, seeing overall physical health as well as mental health requiring attention;

Seniors Health Issues: We benefit from staff feedback about the changing needs of seniors in our community;

Evaluation of the effectiveness of our Board - in addition to our annual evaluation, we also completed the Governing functioning tool survey which reminds us how we can improve

The RASS Staff continued:

- **CAI Overdose Prevention and Education Network** project helping facilitate a community approach to prevent overdoses
- **Brain Health Workshops**
- **Community Education Series on addiction**
- **Community in Motion Fundraiser**

Part of my responsibility as Board President is to communicate how our agency is doing overall. So these are the key strategies that guide our work followed by the quality indicators that measure our performance.

1) To ensure the safety of staff and clients

We achieved 100% on a client satisfaction survey and 92% on a Patient Safety Culture Tool.

2) To focus on “de-stigmatization” of addiction with an understanding of our multi-cultural and diverse community and to continue to find ways to engage and connect to our community to ensure our services are relevant in Richmond

This goal was assessed through the number of community prevention activities held, increased membership on social media sites and the number of clients served. The numbers were virtually the same as last year.

3) To continuously develop our quality and expertise in providing addiction-related services

- 92% of staff gave a positive rating regarding training and development
- we also exceeded our goal of 150 participating parents and in fact served 194 parents, an increase of approximately 5% from last year.

4) To maintain ongoing sustainability regarding finances and human capital for the agency

The performance indicators showed stable funding or increases in funding sources.

In conclusion, I would like to gratefully acknowledge these funding organizations:

Vancouver Coastal Health Authority, Smart Fund and Community Action Initiative (CAI), City of Richmond, the Betty Averbach Foundation, The United Way of the Lower Mainland, the BC Government through community grants including Civil Forfeiture and funds received directly from the Ministry of Health, BC Gaming grant and from the Foundry Central Office. We received donations from the River Rock Casino, Swordfern Management, Costco and community members in support of the Community In Motion event.

And finally, much gratitude to RASS Volunteers, service partners, Foundry staff and RASS staff. Addiction can appear where you least expect it and RASS constantly demonstrates that it's a pillar to count on in our community.

Sincerely,

Dianne Milsom

Richmond Addiction Services Society Board President



EXECUTIVE DIRECTORS REPORT

It has been a year of change for RASS. We have settled into our new location here at Storeys and believe that the move to this area of the city has served our clients and our agency in positive ways. I want to thank the Board of Directors for their trust and support for making this move to Storeys. I also want to acknowledge the staff team at RASS who have demonstrated flexibility, adaptability and hard work in re-establishing our programs and services in this new location – let alone working out the parking situation!

I think it is really important to acknowledge this proven flexibility and adaptability of our staff team, and our Board of Directors as we embark on developing the FOUNDRY Richmond Youth Wellness Centre. We have been tasked to act as the Lead Agency in facilitating and operating FOUNDRY Richmond for this community.

Developing FOUNDRY Richmond for this community is a huge honor for RASS and we want to recognize the trust that the FOUNDRY Central Office team, Vancouver Coastal Health - Richmond, and the many funders and donors have bestowed on us. It is this trust that I wish to highlight in this year's report. Our community partners have committed to supporting this development as we work together to bring an integrated service model to Richmond. We have asked all of the significant youth serving agencies to partner with us on this venture and in order for this wellness centre to become a reality, we all have to trust each other as we remove barriers to treatment and care that have historically existed. We are all working together to understand what this will take from our funders to our front line staff teams.

Though we are still in the first phase of development, the Leadership Advisory Council and Funders Council are working through critical steps which include discussing Communication, Engagement and Change Management. As the lead agency, we are pushing toward the most integrated program possible that will see frontline staff working seamlessly together in ways that will create a program where it won't matter which agency is offering the service for our youth, their parents and families – our hope is that those who access the service will experience superb care and attention where their needs are being met in a warm, inviting and friendly youth focused atmosphere.

Trust is what will support our mutual goals of integration and will be the foundation for our collaboration to continue. Not only will it sustain FOUNDRY Richmond but our community of care that currently exists in Richmond which all levels of government and not-for-profits have created. We truly have an amazing community of partners which significantly contributes to the health of our community.

Sincerely,

Richard Dubras

Richmond Addiction Services Society



TREASURER'S REPORT

This is to advise that the Richmond Addiction Services' Society (the "Society") is in a sound financial position as noted on the March 31, 2018 audited financial statements attached hereto.

For the year ended March 31, 2018, the Society had total revenue of \$1,220,466 and operating expenses of \$1,213,049 resulting in a small operating surplus of \$7,417. With the addition of deferred capital contributions and amortization of capital assets, the net surplus was reduced to \$4,173.

As at March 31, 2018, the Society had total assets of \$673,417. As a non-profit organization the Society has been financially conservative and the assets are primarily located in cash and term deposits totaling \$626,172. Current liabilities total \$603,255 and are mostly deferred revenues of \$384,830 received from government agencies and other granting agencies. Assets include an internally restricted fund of \$60,000 that reflects potential liabilities which the Society has to meet in case of emergency.

The Board of Directors has approved a budget with a \$0 surplus for the 2018-19 fiscal year. Budget revenue of \$1,881,549 is a 38% increase from the 2017-18 fiscal year revenues, mainly due to new grants to support the development of Foundry Richmond. With budgeted expenses of \$1,881,549 it is anticipated that there will be no surplus or deficiency for the current fiscal year. Details of the 2018-19 budget are attached.

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

Respectfully submitted

Christine Kline

Treasurer, Richmond Addiction Services Society



Highlights in 2017-2018

The CATS program offered over 15 – 3 Day sessions this past fiscal year with 21 students completing the program. There were 47 individual counselling sessions of which 89% were outreach sessions. The CATS programs continues to receive overwhelming support from the school district. 100% of the administrators and counselors found CATS program met their need and endorsed the program for another year. 100% of the students found CATS program and individual counseling sessions useful. Last but not the least, 95.66% of the students found CATS program impact their use of drug or alcohol.

The Recovery Day program has supported 15 individuals with an average age of 17 with over 180 hours of support including mentoring and coaching, education, career exploration and supports, digital media lab experiences, exercise and referral and aftercare support. The program will bring individual and family counselling, group therapy, life-skill development, 12 step groups, sponsors, employment support, academic support, recreational and creative opportunities like digital and media arts together to promote a substance-free lifestyle.

The Youth and Family program provided over 559 individual counseling sessions and over 65 family sessions. The program saw 145 clients last year. 17% of these counselling sessions were outreach sessions.

The Community Prevention programs offered 3 free 5-week education series on different addictions-related topics. 134 individuals attended these sessions last year. Over 3,000 community contacts were made this year involving prevention activities.

The first year of the Schools Out program was very successful. We worked with 52 individual children and helped them develop their resiliency and assertiveness skills through socio-emotional learning, and risky play. We also fed them 94 meals, 77 breakfast, and close to 2900 snacks, over the school year. We look forward to building on our successes for this upcoming year.

The last fiscal year alone, the Aging Well program team delivered over 1,200 hours of individual & family counselling, group support work, and integrated case management services!

The Aging Well Program is delighted to report we are celebrating our tenth anniversary of being in operation!

CONTRIBUTERS AND FUNDERS

Funders

Vancouver Coastal Health
The City of Richmond
FOUNDRY Central Office
Ministry of Health
Ministry of Finance—BC Community Gaming Grant
Ministry of Public Safety and Solicitor General—Civil Forfeiture Grant
Vancouver Coastal Health—SMART Fund
Community Action Initiative – Overdose Prevention and Education Network
Betty Averbach Foundation

Donors and Supporters

Costco
Gilmore Park United
Great Canadian Casino & River Rock Hotel
Swordfern Management Group & Goodwyn Enterprises
TCSI Computing
Numerous Donors

PARTNERSHIPS/COLLABORATIONS

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 table since it started in Richmond in 2008. For years now, RASS has been involved in co-facilitating the Resilient Kids and the Resilient Youth Groups. 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 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.

Richmond Youth Media Program

This collaboration between the Richmond Addiction Services Society and the City of Richmond and the Richmond Youth Media Program (RYMP) continues to inspire and connect with at risk youth in Richmond. The RYMP program had 69 participants through the year. Youth leaders also donated 186 volunteer hours of their time to contribute to the success of the program. The media program is a huge hit in the community and as one youth put it, "Everything here is the epitome of all my interests".

City Of Richmond—REACH Program

RASS Prevention staff again co-facilitated the Band of Brothers summer trip with the City of Richmond REACH program. Band of Brothers is an outdoor adventure camping excursion at Juan de Fuca Provincial Park that includes self-discovery and leadership while experiencing fun outdoor coastal activities. The program is geared towards male youth aged 14-18 and is designed to intentionally build self-esteem, self-confidence, personal power, sense of purpose, caring, positive peer relationships, resilience and empathy skills within the youth who participate. We had a fantastic time this year spending time on Mystic, China, and Botanical Beaches.

Foundry—Foundry Richmond

At RASS, we have a long history of partnership and collaboration. We believe that our community is stronger when we work together respecting our partners in the community and the work that they do to avoid duplication and inefficiency. We are stronger when we work together. We have been privileged by our partners and funders to be named the Lead Agency for FOUNDRY Richmond. This collaboration is focused on integrating services in a "one stop shop" model to better serve youth and their parents and families. FOUNDRY Richmond will see over 20 agencies, and funders come together to efficiently and effectively meet the needs of our youth and families. It will be a youth wellness centre that will promote client centred care above all else.

BOARD OF DIRECTORS

| | |
|-----------------------|-----------------|
| President | Dianne Milsom |
| Vice President | Margaret Scarr |
| Treasurer | Christine Kline |
| Secretary | Sandra Gebhardt |
| Director | Yasmin Rahman |
| Director | Maria Cruz |
| Director | Cyrene Beavis |
| Director | Charmian Tuet |
| Youth Now | Anand Dhatt |



ACCREDITATION
CANADA