



**Across STC's  
community programs,  
clients consistently  
note they feel:**

**Supported**

**Better able to work  
towards their change  
and recovery goals**

**Healthier**

**Connected to  
supports they need**

Clients of STC's community programs are asked to complete an evaluation survey that focuses on program outcomes and feedback on the program's strengths/areas for improvement. Community programs consistently show positive outcomes.

**Supportive Addiction and  
Mental Health Housing (SAMH)**

**99%** of clients

indicated their counsellor had provided the support that they needed to work toward their change and recovery goals

**over 90%** of clients

felt they were placed in units that were suitable for them

**over 90%** of clients

feel more hopeful about the future

**100%** of Transitional  
Housing clients felt they:

had a stable place to live, could make healthier/safer choices about substance use, and could focus on relationships, self-care, and change/recovery goals

**over 85%** of clients

reported experiencing better mental health

**"I tell people all the time, that if I could live anywhere in the world it would be in this very place. I am so full of gratitude for my place in this program."**





## Addiction Court Support

While most court appearances moved to virtual over the past year, this program continues to thrive and referrals remains consistent.



Clients continued to access face to face service this year; reporting this as helpful given the challenges accessing direct service during the pandemic.

### Clients who participated in the ACS program reported that:

The program helped them access substance use support/treatment

**95%**

Connected them with support for their mental health

**90%**

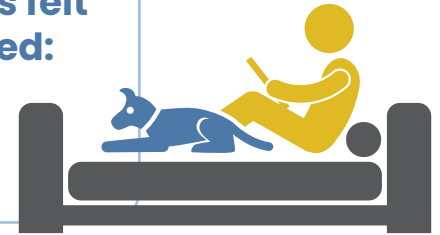
Helped them connect with community services to meet their basic needs, such as food or shelter

**89%**

## Community Withdrawal Support Services (CWSS)

**100%** of clients felt supported:

- Withdrawing at home
- Meeting their withdrawal goals
- In their wellbeing



Clients noted that their counsellors helped to facilitate a deeper understanding of personal triggers and assist them in developing healthy coping strategies

The CWSS program supported **37% more people this year compared to the previous year**

## Let's Grow Together (LGT)

**90%** of clients reported being part of the group has:

- Helped them gain confidence in their parenting
- Taught them more about child development.
- Taught them about positive parenting.
- Helped them balance their own need with what their child/children needs.

"Helping me to grow as a mom and work on my guilt and shame as a now sober mom."



## Rapid Access Addiction Medicine Clinic (RAAM)

**100%** of clients felt:

- welcome, comfortable and safe when attending the clinics
- supported in their recovery journey
- better able to meet their substance use goals

**88%** of clients:

- felt healthier and more stable because of their connection with the RAAM
- got connected with primary health care as a result of their involvement with the RAAM





**Rural Wellington Addiction Service (RWAS)**

Supported **91%** more people this year compared to the previous year

Provided **67%** more interactions with clients than was expected for the program

**Over the year, the RWAS team has:**

- established relationships with community partners
- provided expertise in substance use disorder to providers and clients in a traditionally underserved population
- established and maintained a successful peer-led skills based group which runs twice-weekly and seamlessly transitioned to a virtual platform

The staffing model of peer, community withdrawal, and substance use counselling has allowed for providers and clients to feel confident in accessing services to meet the person where they are at.



**Addiction Support Coordination (ASC)**

Supported **33%** more people this year compared to the previous year

ASC supports individuals across Waterloo-Wellington experiencing the most complex needs in our community.



**Community partners tell us:**

“Without ASC, I could not give our folks with higher complex needs the support they **need and deserve**”

“My clients involved with ASC have received **compassionate care** and have been able to speak with people who are highly educated in addictions”

**Peer to Peer (P2P)**

**100%** of clients felt the Peer Recovery Coach helped them work toward their recovery goals and appreciated having **“A SAFE PERSON TO TALK TO”**



“In the past it there was demeaning comments from nurses and physicians who have little to no experience with addictions... **being connected with a PRC makes things feel a little less scary.**”

Hospital staff have noted this role is a positive addition to their team, **“instilling a sense of hope in recovery”** and acknowledging the importance of ongoing support after discharge.