

Client Service Highlights

Accessibility, Belonging, Community

The building blocks for a healthy, thriving, and connected community.

At Stonehenge, Accessibility, Belonging and Community are more than values — they are commitments that guide everything we do.

Accessibility means offering services without unnecessary barriers, meeting people where they are at with compassion and respect. **Belonging** is about ensuring that everyone feels seen, valued, and accepted — essential ingredients for healing and recovery. **Community** reminds us that lasting change is possible only when we work together, supporting one another and building shared strength.



96%
of clients served
by Stonehenge
said they would
recommend the
program they
participated in to
other people





Accessibility

97%

of clients felt their values, beliefs, and traditions were respected by staff

96%

of clients said services were adjusted based on their needs and preferences

96%

of clients reported staff were there for them

90%

of clients reported that Stonehenge connected them to the services and supports they needed



My worker has helped me stay housed. I have a home for the first time and feel safe. I have paid off my rent for the first time and feel happy.

Client, Supportive Addiction & Mental Health Housing



The virtual support is crucial for those recovering from addictions. This one-of-a-kind program is so deeply necessary in every community.

Client, Rapid Access Addiction Medicine Clinic



Belonging

94%

of clients reported being encouraged to share their opinions, suggestions, and concerns with staff

94%

of clients said that staff made them feel more hopeful about their future

94%

of clients reported that staff made it easy for them to talk openly about difficult situations and experiences

94%

of clients reported that staff gave them good ideas and creative solutions for moving forward



Having someone who is there for me makes me feel like I am not alone. Even on days I feel like I don't have anyone, my support worker reminds me I do have people who care, and I am a good person.

Client, Addiction Support Coordination



Encouragement from the staff gave me hope, which played a huge role in me getting sober.

Client, Rural Wellington Addiction Services



Community

96%

of clients reported feeling supported and motivated to make healthy changes

90%

of clients felt understood by staff in relation to their issues, challenges, and situation

91%

of clients said staff helped them to improve their relationships with other services and people

86%

of clients reported that staff made sure the people supporting them had the information they needed



It is nice to have a support system or network of people making it easy to check-in with to keep me accountable to my goals and focus on milestones I'm working towards.

Client, Addiction Court Support



The love, care, and support I got from my peers was so helpful.

Client, Residential Services