

ADDICTION REHAB TORONTO

STRATEGIC PLAN

2020-2024



MISSION STATEMENT

Savings Lives... Reuniting Families

VISION STATEMENT

Our goal is for each and every client to develop the tools to lead productive and positive lives free from substance abuse, gain self-awareness, acquire a sense of self-worth, realize their full potential, reunite with families who have been affected, and ultimately achieve long-term recovery

CORE VALUES

- ▶ People-centered approach
- ▶ Holistic approach
- ▶ Individualized approach
- ▶ Personalized care
- ▶ Evidence-based practices
- ▶ Diversity
- ▶ Inclusion
- ▶ Integrity
- ▶ Synergetic Team Effort
- ▶ Treatment methods that foster determination or a better life
- ▶ Top-class Addiction Professionals
- ▶ Proper tools for life-long recovery
- ▶ Coherent continuum of care
- ▶ Ongoing support

*Our values are a source of guidance and this is what
Addiction Rehab Toronto stands for!*

GOALS (2020-2024)

Enhance overall service delivery and quality

Increase scope of treatment options & services

Improve overall Medication service delivery and
Pain Management options

Improve overall staff wellness and self-care
practices based on the *6 Dimensions of Wellness*

Staff Feedback (Program)

<u>Strengths</u> <ul style="list-style-type: none">- Program fulfillment- Excellent staff service- Family-oriented work- Compassionate	<u>Opportunities</u> <ul style="list-style-type: none">- Partnership with other holistic treatment centres- Nutrition education groups- Partnerships with a female geared sober living facility
<u>Weaknesses</u> <ul style="list-style-type: none">- Personalized group programming material	<u>Threats</u> <ul style="list-style-type: none">- Accessibility- Budget

Staff Feedback Trends (Work Environment)

<u>Strengths</u> <ul style="list-style-type: none">- Feel physically safe in the facility and from others.- Zero tolerance for violence of any kind.- Self care and mental health days encouraged.- Team work activities.- Added leadership role to reduce risk of burnout.- Re-evaluated mission, values and principles in a collaborative approach with the team.	<u>Opportunities</u> <ul style="list-style-type: none">- Set professional boundaries.- Add to policies on Workplace Wellness, and harassment policies.- Re-evaluate ethics and decision-making with the team; a collaborative approach.
<u>Weaknesses</u> <ul style="list-style-type: none">- Lack of education for counsellors on the 12-step foundations.	<u>Threats</u> <ul style="list-style-type: none">- Contract work and financial opportunities.

Barriers from Accessing Services

- Potential Falls
- Lack of wheelchair accessibility



CURRENT STATE ANALYSIS - SWOT (JUNE 2019-JANUARY 2020)

GOAL 1: Enhance overall service delivery and quality

Objectives

- ▶ All staff and new hires within the clinical team to be a certified member of a regulatory body (i.e. OCSWSSW, Nurses, CRPO, etc.) or the Canadian Addiction Counsellors Certification Federation (CACCF)
- ▶ Offer established original, facility-owned programming material
- ▶ The capacity to offer services in American Sign Language (ASL)

Outcome Measures

- ▶ All staff are able to provide proof of certification in a regulatory body upon hire or that they are working toward CACCF or like certification hours
- ▶ Decrease instances of unethical decision-making re: therapeutic relationships
- ▶ Utilize team member feedback to strengthen client-centred programming
- ▶ A minimum of one Staff member certified in the use/communication of ASL

Targets

- ▶ Reduce risk of burnout from team members.
- ▶ Increased professionalism, ethical & safety-related decision making, when addressing client boundary issues and risk behaviours (i.e. substance use, aggressive behaviours, etc.)
- ▶ Improved client outcomes post-treatment.
- ▶ Enhanced ability to offer an inclusive unique evidenced-based ART programming to all shareholders

Responsibility:
Clinical Director

Actions:

- Clinical Director to vet all incoming resumes to ensure all new Staff hires have appropriate membership within an applicable regulatory body.
- Clinical Coordinator to develop original programming materials.
- Clinical Director to identify and include certification in the use of ASL as an asset within the hiring process of new team members.

Projected Timeline:
Ongoing

GOAL 2: Increase scope of treatment options & services

Objectives

- ▶ Adding counselors or contractors specialized or trained in addressing Process Behavior Dependency (PBD), Music Therapy and SMART Recovery.
- ▶ Adding group material to provide information on the nature of PBD and SMART Recovery
- ▶ Add a program addressing the issues surrounding Postpartum Depression to address an increase of addiction in new mothers
- ▶ Enhance ART's ability to address the needs of clients and their family/loved ones during and post-treatment.
- ▶ Offer online-based distance after-care and counseling services
- ▶ Increase awareness and general skill set of clinical team through team-lead "Lunch & Learn" seminars
- ▶ Refurbish building to be an accessible space

Outcome Measures

- ▶ Minimum 1 staff member is able to produce proof of certification in treatment of PBD and the SMART Recovery approach
- ▶ Increase monthly Family Program meetings to weekly
- ▶ Implement a 30-day program for Postpartum Depression and having a minimum of 1 staff member specializing in this
- ▶ Offer a 30-day treatment program via online; ART website to build and provide link to page for online-based services
- ▶ Renovating existing structures to be accessible to all potential clients

Targets

- ▶ Enhance capacity to treat a range of process behavior dependencies
- ▶ Improve client outcomes post-treatment
- ▶ Increase awareness of team members around PBD, use of SMART recovery and Music Therapy in treatment of client community.
- ▶ To promote alternative measures to educate on Addictions
- ▶ Increase ART's capacity to meet the dynamic needs of our client community

Responsibility:
Clinical Director,
Web Developer,
Director of
Operations, Owner

Actions:

- Clinical Director to identify and include certification in the treatment of PBD, Music Therapy and SMART Recovery as an asset within the hiring process of new team members
- Clinical Director to redesign pre-existing men's Sober Living program to female needs
- Clinical Director to hire adequate staffing for the new facility
- Web Developer to design web page re: online based services and acquire additional online software to facilitate meetings
- Owner & Director of Operations to design and finance through the Capital budget accessibility initiative

**Projected
Timeline:**
April 2021-
2023

GOAL 3: Improve overall Medication service delivery and Pain Management options

Objectives

- ▶ Implement a medication reconciliation plan for a client-centred approach to medical management
- ▶ Establish a policy to ensure the correct administration of medication and dosage
- ▶ Establish a policy to ensure the correct procedure of medication storage

Outcome Measures

- ▶ Guidelines and plan for reconciliation, administration and storage to be included as training for new and existing Medical staff team members
- ▶ Head nurse to provide educational training to staff every 6 months

Targets

- ▶ To enhance medication administration and delivery systems to offer a more client-centred approach
- ▶ To improve the capacity of medically trained Staff members in the documentation, safe handling and storage of medications according to best practices

Responsibility:
Clinical Director,
Withdrawal
Management
Head Nurse

- Actions:**
- Head nurse to write medication reconciliation policy
 - Head nurse to implement a medication administration and storage guidelines

**Projected
Timeline:**
January 2020-
2021

GOAL 4: Improve overall staff wellness and self-care practices based on the *6 Dimensions of Wellness*

Objectives

- ▶ Add a workplace wellness policy based on the 6 dimensions of workplace wellness and staff-centred practices
- ▶ Create self-care resources board and staff binder with applicable external community self-care resources

Outcome Measures

- ▶ Write a workplace wellness policy stating the importance of the 6 dimensions work wellness for each employee
- ▶ Utilize ART Employee Safety survey to track overall workplace wellness

Targets

- ▶ Team members are able to describe what each dimension means to them in the workplace and utilize readily available resources on/within self-care resources board and staff binder

Responsibility:
Clinical Director,
Staff

Actions:

- Accreditation Leadership to write Workplace Wellness Policy based on employee feedback
- Staff team members are expected to participate in an Employee Safety survey every 6 months

Projected Timeline:
Ongoing; Re-evaluate every 6 months

A Letter from the Clinical Director...



www.addictionrehabtoronto.ca

Letter from the Clinical Director

Hello, my name is Orit. I am the Clinical Director at Addiction Rehab Toronto. I would like to take the time to tell you a little bit about myself and the reason as to why I dedicated my life to the field of Addiction and Mental Health. Coming from a trauma-informed and client-centred approach, I have learned how addiction affects not only the individual but the family and society as a whole. Family involvement with client recovery and sobriety maintenance is also showing to be necessary within treatment. Our team at Addiction Rehab Toronto is a group of compassionate, caring people with personal stories that have affected their lives due to addiction. We offer unconditional positive regard, empathy, and authenticity to each and every client. Our main purpose is to empower and validate clients to help them realize and fulfill their potential in life. Our services aim to support our clients not through treatment alone, but on a long-term basis to ensure the best possible outcome. We are grateful for the opportunity to be helping those and making a difference in client lives.

A handwritten signature in black ink, appearing to read "Orit", is written over a horizontal line.

Orit Tordjman CCAC
(Member in Good Standing)
Clinical Director
S.S.W., B.A., A.M.

