

# Fourcast Annual Report

2023





## Land Acknowledgment

We acknowledge, respectfully, that Fourcast, across all its locations, occupies the traditional territory of the Michi Sagiig Anishinaabeg on land associated with the Williams Treaty of 1923 and Rice Lake Treaty #20 of 1818. Our presence on these lands connects us to Rice Lake, Curve Lake, Hiawatha, Alderville, Scugog Island, Chippewas of Rama, Beausoleil, and Georgina Islands First Nations. Fourcast's mission is to champion the health and well-being of all by respecting the diversity of every individual and working collaboratively with the community; with guidance from the Truth and Reconciliation Commission's Calls to Action, Fourcast aims to be accountable by nurturing relationships that acknowledge and honour the rightful caretakers and inhabitants of this land. We offer gratitude to the First Peoples for their continuous care for, and teachings, about our earth and our relations. May we honour these teachings and our responsibilities to reconciliation, as we are all Treaty People.



## Vision, Mission, Values

### Our Vision

Everyone has access to compassionate and professional support services they need to live a healthy life.

### Our Mission

We provide a continuum of treatments that support the health and well-being of individuals and their families who are impacted by addictions.

### Our Values

#### Collaboration

We work closely with community partners to ensure service users get the support and care that is most appropriate for them.

#### Dignity

We provide choice in a non-judgmental environment to meet service users where they are at.

#### Diversity & Inclusion

We strive to create an accessible, welcoming, and inclusive environment where everyone feels they belong.

#### Innovation

We pursue excellence by investing in quality care and by exploring and pursuing innovative evidence informed strategies and practices to meet the needs of service users.

#### Professionalism

We respect and value our relationships within our team, with service users, and community partners and work with integrity and accountability.



## Message from the Chair

As Fourcast's Board Chair it has been my pleasure to work with an exceptional group of volunteers who dedicate their time and talent to Fourcast's Board of Directors. Board member Steve Streeter will be leaving the Board following this AGM and I would like to extend a special thank you to Steve for his commitment and work on this Board. Steve is always a valuable contributor to discussions and decisions and has served the Board well on the Finance and Audit Committee. I would also like to acknowledge the ongoing commitment and skill of Donna Rogers, Executive Director to Fourcast brings to her role. We have relied on her guidance a lot in the past year as we navigated new challenges.

This past year has been a time of excitement tempered with uncertainty as we navigate the opening a residential

withdrawal management and addiction treatment beds. Moving our services into a 24/7 operation is a major transition in the operations of the organization.

We have been incredibly humbled and inspired by the support of our municipal partners in collectively dedicating \$400,000 to contribute to the start up of our bedded services at Paddock Wood. At a time where municipalities are struggling to meet the social needs in their communities, their support indicates to us that we are a trusted partner, and we will honour their contributions to serve our community well. While the timeline may feel too long for those awaiting services, we are working through all the routine challenges of completing any renovation but with the additional oversight of the Ministry's Capital Branch.

It is very important that the service site is safe and accessible for clients, and we are working hard to meet all requirements for the facility in compliance with local, and provincial oversight bodies. We are excited to open these services and offer this life changing treatment option to our community.

This is also Year 1 of our new 3-year Strategic Plan. On behalf of the Board, I would like to express my appreciation and admiration to our managers group for their leadership in moving forward on our strategic goals. Of note is the implementation of the Pathways to Excellence (P2E) program that provides strong support for two priorities ie 1) Client Centred Programs and Services and 2) A Well Supported Team and Organization. In the current environment, health human resources are a scarce commodity. Our goal is to support professional development that creates high quality programs and services and supports a confident and competent workforce.

As evidenced by this report, Fourcast is a vital part of the recovery journey for many people in Peterborough, Northumberland, Haliburton and the City of Kawartha Lakes. Our mission is to "...provide a continuum of treatments that support the health and well-being of individuals and their families who are impacted by addictions." We continue to be committed to providing excellent services, while expanding and improving in this area.

Respectfully submitted,

Elaine Akers  
Board Chair



## Message from the Executive Director

This past year has provided so many opportunities for learning. The Board of Directors three-year Strategic Plan is an inspiring document and a call to action at an organizational and practical level for our management team. Our key areas of focus this year has been: 1) the start up of our professional development program Pathways to Excellence (P2E), 2) Initiating internal processes to participate in an accreditation program 3) Engaging in processes to improve our client and program level data and 4) moving forward on residential addiction services in Peterborough.

**Pathways to Excellence (P2E)** kicked off in Fall 2023, our staff have welcomed the opportunity to acquire additional knowledge and skills in Dialectical Behavioral Therapy (DBT), Cognitive Behavioral Therapy (CBT), Indigenous Cultural Competency and Substance

Use/Concurrent Disorders. As we move through P2E core competency modules for the first time we are relying heavily on our staff participants and managers input to refine content and processes for our long-term adoption of this model for all new employees. We have also adopted an Indigenous Cultural Awareness module that all staff, managers and Board will use as our next step in increasing our response to Truth and Reconciliation recommendations.

**Accreditation** is a massive undertaking so this year we have spent a lot of time getting our head around it and exploring implementation options as well as completing some very preliminary self assessment. We expect this project to ramp up next year with full engagement of Board, management and staff.

The **Data System Project** moved much quicker than expected as our intention to have better data collided with a funding opportunity to adopt a new client data management system. With record speed we purchased and implemented EMHware in 12 weeks. This would not have been possible without Alison Stagg's relentless attention to detail and privacy and Meagan Hennekam's communication support to keep this implementation on track.

**Bed Based Services**, Fourcast received funding in August 2023 to implement 6 beds for residential withdrawal management services and 6 beds for a 35-day residential addiction treatment program.

This past year we have been working with our landlord partners CMHA HKPR and the CMHA HKPR Nonprofit Housing Corporation to prepare a site at Paddock Wood in Peterborough to operate these programs. The site requires a significant renovation, and we expect to complete this work within this year. While this process takes place, staff have developed evidence based programming for the treatment services, so that we are ready to welcome our first guests as soon as renovations take place.

I am extremely grateful for the leadership support of Directors Alison and Wendy and Program Managers Sonya, Jeanette, Sheri and Debbie. Our current initiatives have multi year timelines and are massive in scope. As a team we expect the highest quality services for our service users and we strive for our staff to be confident and competent working in an environment that supports them to be engaged and enthusiastic about the roles they play in serving those who look to them for support.

As always, the Board is a source of support and inspiration for me, their commitment to our organization and those we serve is unrivalled. We have many challenging discussions and decisions, but our community's needs provide the guiding light to accept the challenges we face.

Respectfully submitted,

Donna Rogers,  
Executive Director



# 5 STATS

## Service Interactions

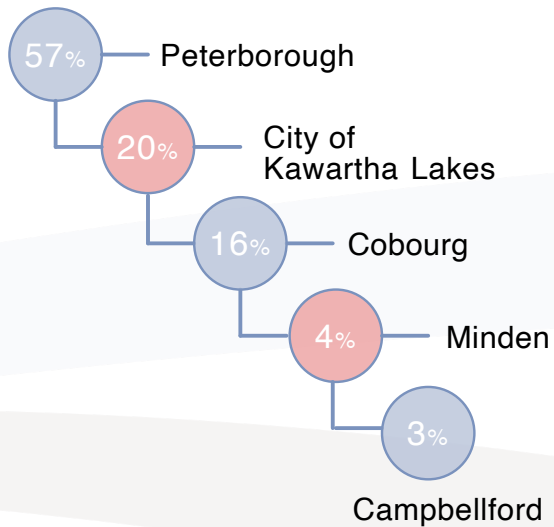
45,399

## Number Served \*

6,021

\* Includes CTS, Excludes MSORT

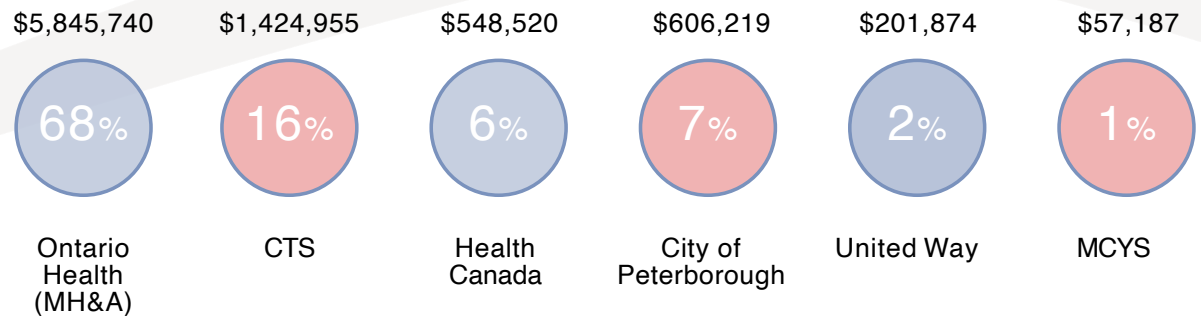
## Clients by Location



## Problem Substances



## Program Revenue



## Total Revenue:

\$8,684,495



## Program Highlights

### Community Treatment

Community Treatment is available in Peterborough, Lindsay, Cobourg, Minden and Campbellford. Community Treatment includes office based individual and group counselling programs as well as Hospital to Homes programs offered in partnership with Peterborough Regional Health Centre, Ross Memorial Hospital and Northumberland Hills Hospital. These programs also support those who might be concerned about another's substance use and offers supportive groups and counselling that is specific to this group.

In 2023-24 there was a full resumption of "normal" office-based services, including working in host organizations on a regular and predictable basis for outreach programs in hospitals. There was a deliberate focus on returning to in person treatment sessions with clients wherever possible. Our experience

during the virtual only or hybrid options during COVID was that client engagement is higher when clients can engage in person.

Group counselling is a key option for any substance use recovery program, virtual groups were offered during office closures however there was limited uptake by clients. The Community Treatment team actively reset Fourcast's group counselling options in this past year, they kick-started former groups and began adding more group options for clients. The results were amazing, agency wide there was a **32% increase** in the number of group sessions offered and a **76%** increase in clients attending groups.

Clients Served	2,199
Contacts for Service	12,748
Groups	
Group Sessions	522
Client Registrations	1,651

### Concurrent Disorder Programs

Fourcast recognizes that most client seeking our services have concurrent disorders of substance use and mental health concerns. There are two specific CD programs in Peterborough that are dedicated to Court Diversion and Crisis programs. These programs operate in partnership with other community agencies and provide services in community settings. Key changes in this past year have been to develop the capacity to support clients attending court virtually through various Fourcast sites including the Consumption and Treatment Site. This is an example of how specific outreach programs can support the reduction or elimination of barriers for clients.

Clients Served	155
Contacts for Service	1,083



## Problem Gambling

This program provides support to those who have concerns about their gambling activity and for those who are concerned about another's gambling. Clients in this program attend counselling at all Fourcast sites. Admissions to this program **increased by 72%** in 2023-24.

The Problem Gambling has seen a shift in the gambling activity that results in people seeking help. There has been a significant increase in people seeking help for online gambling and sports betting. This represents a shift away from our most common activity which was in person slot machine gambling activities.

Clients Served	98
Contacts for Service	506

## Early Access Service (EAS)

Fourcast provides **Community Withdrawal Management Services (CWMS)** through our Early Access Service. This team has a specific focus on engagement with clients as their first point of contact when seeking help for substance use concerns. The team provides quick access for clients to support early recovery. They operate at all Fourcast sites as well as provides onsite collaborative care with the Rapid Access Addiction Medicine (RAAM) Clinics with Peterborough Regional Health Centre's networks. Team's response for early recovery supports at point of walk-in or call in or at RAAM sites is designed to quickly connect people with help at their decision point of making changes to substance use. This means that Fourcast can provide service to our community without waitlists, meeting people where they are at, at the time they need support most. In 2023-24 there was a **40% increase in admissions** and **36% increase in visits**.

Clients Served	1,817
Contacts for Service	7,163

## Opiate Case Management

The Opiate Case Management Program provides office-based counselling as well as outreach case management services for those best served in community settings. This past year staff availability was reduced and the wind down of the MSORT program resulted in less community-based work. This team has reconvened in 2024-25 to explore alternate options for assertive outreach and will likely be engaged in Bridge Housing programming with EFry and the City of Peterborough.

Clients Served	258
Contacts for Service	2,874





# Housing

Fourcast's Housing program continues to evolve with landlord partnerships. In this past year an exciting partnership between Fourcast, City of Peterborough and Peterborough Housing Corporation opened opportunities for **20 clients** to move into new units at Bonnaccord. Clients moving to these units have entered the Fourcast housing program (or other transitional housing programs) from homelessness, achieved housing stabilization following lengthy period of intensive supports and moved to Bonnaccord with low support needs and are living independently.

The program also maintains a strong working relationship with OneCity for a congregate transitional housing program as well as partnerships with select and supportive private landlords.

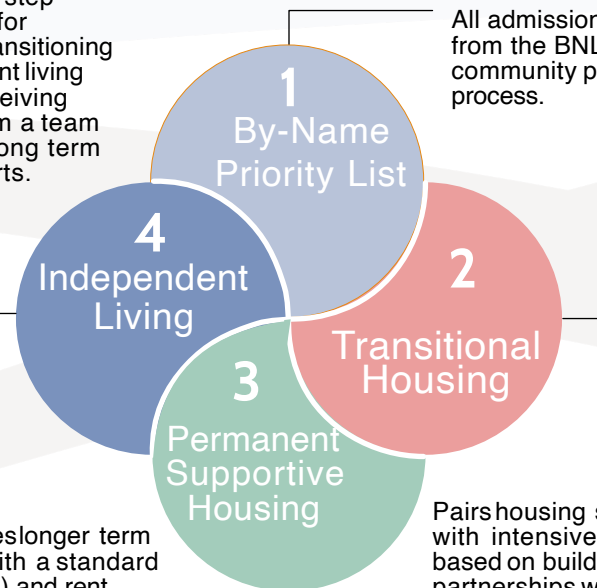
The Fourcast housing program re-engaged with our former partners at A Place Called Home (APCH) in 2023-24.

Our Health funded program is providing staffing support to APCH housing programs. Through innovative partnerships APCH has developed housing solutions for those exiting the shelter and the partnership with Fourcast adds the essential staffing supports to enhance outcomes for those in the program.

The Northumberland Housing program continues to provide housing stability supports to a small group of clients. The program provides housing inventory to the municipality's coordinated access process and admits clients based on that selection criteria.

An important step-down option for individuals transitioning to independent living while still receiving supports from a team and links to long term rental supports.

All admissions originate from the BNL using a community priority process.



Encourages longer term stability with a standard lease (RTA) and rent subsidies and staff supports.

Pair housing stabilization with intensive supports. It's based on building strong partnerships with landlords and community partners.

City-Transitional Housing

55

Health PSH\*

82

\* Includes APCH program

Clients Served

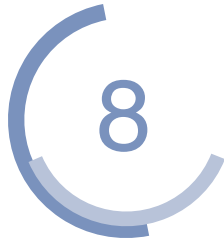
183

Reaching Home Step-Down

29

Northumberland Program

17



## Mobile Support Overdose Resource Team (MSORT)

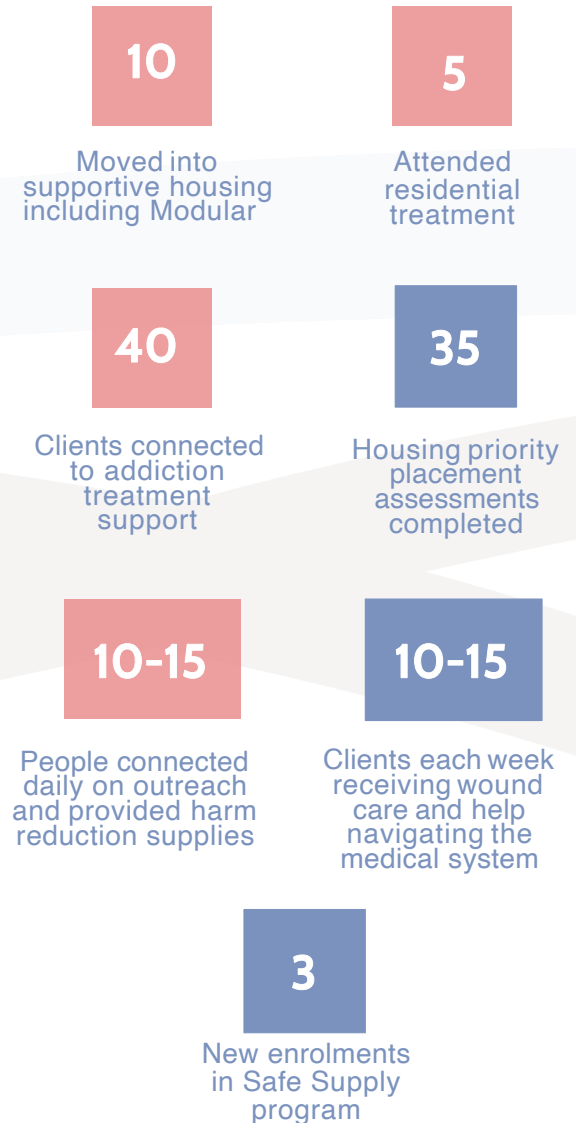
This unique program was funded by a Health Canada grant that was set to expire March 31, 2023, but received a last-minute extension to March 31, 2024.

MSORT was an assertive outreach team that included intensive case managers, harm reduction specialists and a community paramedic. This team had capacity and flexibility to reach people in traditional and nontraditional sites and offer supports as people were willing to accept them. This team's focus on low barrier engagement was instrumental in their success.

MSORT spent much of the 2023-24 year winding down operations and ensuring connections for longer term supports were in place prior to their supports being withdrawn. Many MSORT clients past and present were also included as candidates for the Wolfe Street Bridge Housing program. MSORT worked with other partners in the summer and fall to secure commitments from clients to make these moves.

One of the unique aspects of this program was the engagement and cooperative working relationship with our paramedic partner. As the MSORT grant was winding down the Peterborough County-City Paramedics wanted to find a way to continue to serve this community and were able to partner with OneCity for space and hours to continue their work. This is an excellent legacy service that likely would not have developed without the MSORT experience. Also, some MSORT staff are now working in other Fourcast programs bringing their experience and expertise from MSORT to these programs.

This project demonstrated the need for a team that could fill and bridge gaps across many services for those most challenged to navigate the myriad of services and supports needed to attend to their very complex needs. Fourcast and partners will continue to seek resource opportunities to replicate this team in the coming years.





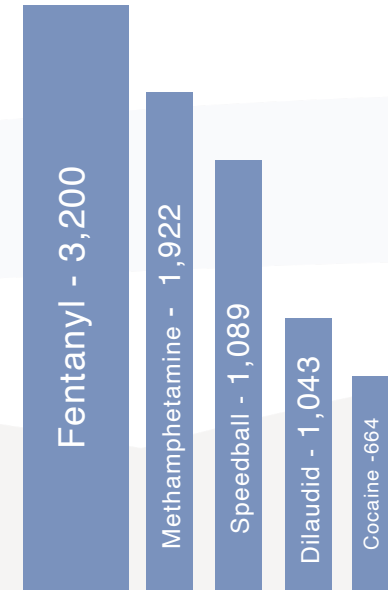
## Consumption and Treatment Services

Consumption and Treatment Services (CTS) is the latest addition to the addiction treatment continuum in Peterborough. Investments in harm reduction are critical to offer support for those most impacted by the toxic drug supply in our community.

### Overview of 2023-2024

The second year of CTS operations was a great opportunity to evaluate our start up phase and make changes based on our experience as well as being mindful of the evolving CTS landscape in Ontario. As always, the goal of this service is to provide a safe, clean space for people to bring their own drugs to use, in the presence of trained staff, as well as connecting people to important health and social services, including substance use treatment for those who are ready.

### Substances Consumed



### Overdoses-Poisonings

ODs Onsite Total = 48

ODs Requiring Naloxone = 17

ODs Requiring EMS Transport = 10

## Number of Consumptions

Number of visits indicates the number of service interactions where someone comes into the CTS to either consume a drug or to recover from a drug that they have consumed elsewhere. Consumptions represents consumption of drugs on site.

Consumptions

7,780

Visits

8,529

Total Clients Served

974

New Clients

186

## Referrals to Services & Supports

The CTS tracks how many unique service users visit 220 Simcoe Street each month. In addition to safe consumption supports, the CTS also offers onsite nursing, opiate case management and MSORT services on site. Staff work to connect service users to onsite supports in real time and when needed, make referrals to other health and social services.

Referral to CTS  
Supports & Services

705

Referral to  
Addiction Treatment

48

Referral to Mental  
Health Supports

39

Referral to  
Primary Care

177

Referral to Social  
Services

166

## Drug Checking

The City of Peterborough generously provided financial support for Fourcast to purchase a portable spectrometer to allow us to add drug checking to the CTS site. Using the equipment requires training, which for the CTS site purpose, means training from another Health Canada exempt organization that is using a comparable product and using samples of illicit drugs. In this past year we have focussed on establishing the capacity of trained staff to operate the drug checking service during all CTS operating hours. We are not quite there but getting close.

In addition to the spectrometer drug checking option, clients are also offered test strips to test their drugs onsite.

In 2023-24 **922** drug checking incidents were recorded and staff engaged in **6882** episodes of harm reduction education.



# Residential Addiction Treatment Services

In 2023-24 Fourcast received one-time funding through the provincial Addiction Recovery Fund to operate 6 beds of withdrawal management services and 6 beds for a 35-day residential addiction treatment program. Our excitement to get started with these services has been tempered a bit by the reality of preparing a suitable space where we can do so.

Canadian Mental Health Association, Haliburton and Kawartha Pine Ridge CMHA HKPR branch has become our facilities partner and together we are supported by City of Peterborough building department and the Ministry of Health's Capital Branch ensuring that our plans meet all requirements for providing safe and accessible care within at the Paddock Wood site. We are very close to starting the renovation and moving toward an opening day where we welcome the first clients into our services.

While we await our space to be ready, we are getting prepared. Here's what we have been doing:

## Staff

- **Debbie Maddison** has been hired as the Program Manager
- Residential Addiction Counsellors - Emma Hamilton and Breanna LaPlante
- Admissions Coordinator – Sheri Winslow

## Programming\*

- Completed all content for the 35-day addiction treatment program
- Engaged service users for design and implementation input
- Planning to pilot test the program sessions in outpatient programming model

*\*Special shout out to Sonya Trotter for her program development leadership*

## Operations

- Completing all operational policies and procedures
- Creating 24/7 schedules for programs
- Developing human resources plans for recruitment, selection and hiring all staff
- Developing onboarding and training plans
- Creating procurement plans for securing all equipment and materials for start up

# Notes