



# ANNUAL REPORT

2017 – 2018

A YEAR OF ACCOMPLISHMENTS

*Recovery First*

## Message from the Board Chair

On behalf of the Board of Directors I am pleased to present our 2017-2018 Annual Report.

The theme of this year's report is "A Year of Accomplishments" to recognize the incredible achievements and shared dedication of the staff, Board and community partners.

In November 2017 we moved to the new site at 500 Oliver Road. The capital project was completed on time and within budget with the support of the North West Local Health Integration Network and St. Joseph's Care Group. This project was not only about construction and renovation; it was about transformation and a shared vision of a fully integrated system of pre- and post-treatment addictions services.

Over the last year, the Board of Directors continued to focus on governance development. Our by-laws and board policies were reviewed in depth and the recommendations for change reflect the new direction of the organization.

We thanked long-serving members of the Board for their years of dedication and service when they completed their terms. We have welcomed three new Directors who bring experience in health care, policy development, risk management and family perspective on addiction.

On behalf of the Board of Directors I would like to thank the staff for your commitment to the individuals we serve. Your dedication to supporting individuals in their recovery and to our Mission, Philosophy and Values is evident in the accomplishments we have celebrated over the past year.

Sincerely,

Elena Arena  
Board Chair

2017-2018

## Message from the Interim Executive Director

Transition, growth and collaboration are words that best describe the past year.

Every day the team epitomizes the meaning of client-centered care and teamwork through compassion, dedication and respect for individuals who chose to access treatment for addiction. Each member of the team is recognized for their contribution to the growth and accomplishments that have been achieved.

As a program we have had a positive and meaningful impact for clients and families through greater access to program information, support and admission and discharge planning. This is also reflected in the outcomes we have achieved from our commitment to training, education, safety and by engaging clients and staff in program development, implementation and evaluation.

In the true spirit of collaboration, Crossroads Centre has developed and strengthened new and existing partnerships across multiple service sectors. Building upon our mission and values, we have established a solid foundation to reflect the vision for a fully coordinated system of pre- and post-treatment addictions services.

It is a privilege each day to be a part of the recovery journey of the individuals we serve who inspire all of us through gratitude, resilience and courage.

Sincerely,

Nicole Spivak  
Interim Executive Director

*Serenity*

*Courage*

*Wisdom*

## Our Board of Directors

### Chair

Elena Arena

### Finance Chair

Lorne Kellar

### Directors

Jane Feaver

Greg Carfagnini

Dawna Perry

David Gladun

## Our Mission

To provide abstinence based recovery support services to individuals with substance abuse disorder. Our services are designed to encourage the development of new coping mechanisms, support networks, healthy lifestyles and independence within an alcohol and drug free environment.

## Our Philosophy

Crossroads Centre recognizes that addiction is a multi-faceted and complex issue which affects all aspects of an individual's life. We believe an abstinence-based philosophy is the most successful approach for long-term recovery. We use a variety of approaches in developing individualized recovery plans with an emphasis on the principles of Alcoholics Anonymous or Narcotics Anonymous, bio-psycho-social approach and the life skills model.

## Our Values

- We value the well-being of the individual above all else.
- We value diversity of experiences, culture and thought.
- We value working cooperatively with individuals utilizing an empowerment focus.
- We value teamwork and contributions from all staff.
- We value effective communication.
- We value our community partnerships.



## Miigwetch, Thank You, Merci



*Serenity*

*Courage*

*Wisdom*

[www.crossroadscentre.ca](http://www.crossroadscentre.ca)

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# 2017-2018

## Our Journey



## Pre- and Post-Treatment Services

**149** people served



■ 90 men

■ 59 women

**43%** of women completed their service plan

**57%** of men completed their service plan

Pre-Treatment: average **21** day admission

Post-Treatment: average **83** day admission

## Client Journey

“Hi! My name is Elizabeth and I am a drug addict in early recovery. I came 1800 km from home to Thunder Bay at Crossroads. I have nothing but great things to say about this pre and post-treatment program. I have been trying to get clean and sober since the year 2000, when I was 32. I am now 51. For the first time in my life I see a light at the end of the tunnel! Crossroads programs and counsellors have been wonderful and supportive. I am clean today and have a bright future ahead of me!”

*Serenity*

*Courage*

*Wisdom*