

Annual Report

2015-2016



Métis Addictions
Council of
Saskatchewan Inc.

Contents

Executive Director’s Message.....	2
About MACSI	3
Our Team.....	4
Services Delivered.....	5
Findings and Trends.....	6
Department Updates.....	7-24
Finance and Administration	7
Programming, Research and Development	13
Human Resources	15
Community Relations	17
Prince Albert Centre.....	19
Regina Centre.....	21
Saskatoon Centre	23

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Annual Report 2015-2016
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July 2016

Executive Director's Message

At the outset of 2015-2016, I predicted a demanding year characterized by the resolve to wrap up outstanding tasks of our current strategic plan, while also looking forward to determining strategic priorities for the coming three years. My predictions were correct. It was a demanding time. However, over the year team members, stakeholders and members of the public had opportunity to contribute to MACSI's next strategic plan. Hours and hours of ground-work were completed so that at the close of the fiscal year, the Strategic Plan 2016-2019 *Answering the Call* was launched. This was an important milestone of the year. It was a pleasure to see our team successfully compile an ambitious yet achievable plan that sets out clear strategic goals and objectives for the coming three years.

Now, although I predicted a demanding year and anticipated a time of transition, assessment and review, what I didn't predict were the challenges our organization would face throughout the year. At the strategic planning table we talked in broad terms about the challenges of maintaining our team. We considered the serious financial constraints faced by our organization, we lamented the ongoing pressure to do more with less and worried over the increasingly complex issues faced by all stakeholders in the field of substance addictions. Away from the strategic planning table, these issues were very real and were confronted on an almost daily basis. As a result, the leadership team was compelled to make several difficult decisions over the course of the year in order to remain viable and continue service delivery.

Despite hard decisions and rigorous financial management, MACSI faced a difficult financial position at the close of the year.

Strangely enough, although this was one of the most challenging years in recent history, MACSI also saw some remarkable successes. We recorded increased numbers in our inpatient department at all three treatment locations and saw unprecedented growth in use of our stabilization department. The harm reduction based day program continued to be a valuable presence in Saskatoon, while in Prince Albert day program successfully launched and completed a one year pilot phase. Our Regina Centre continued to improve services to meet transitional needs of individuals with substance addictions.

Our team bid farewell to colleagues, welcomed others and maintained several long term employees, many of whom have been with MACSI for over 10 years. A train the trainer initiative was implemented as part of our onboarding in hopes that we will continue to promote long term employment with MACSI. MACSI has worked to strengthen community ties and has improved community engagement through networking, social media and local initiatives.

What follows is an overview of our year with updates from each department and from each of our three treatment locations.

Sauna Lafontaine

About MACSI

Our story

Métis Addictions Council of Saskatchewan Inc. (MACSI) is a non profit agency that has been involved in addictions recovery for over 45 years. While MACSI is recognized throughout the province as a key stakeholder in the field of addictions, each location, whether in Prince Albert, Saskatoon or Regina, is also a part of the fabric of the local community. MACSI strives to offer a steady presence in a chaotic world and a holistic approach to make whole, lives broken apart by substance addictions.

Our vision

MACSI values our Métis heritage, embraces our future and envisions a world for all people free of the harmful effects of addictions.

Our mission

To empower individuals to make healthy choices in our communities through a continuum of addictions services including education, treatment and aftercare to restore a balanced harmonious, productive lifestyle.

Our values

Client-Centred Practice -We put the client at the centre of what we do.

Family Sensitive -We recognize the needs of families and the critical role supporting people with mental health and addictions problems.

Holistic View of Health -We believe in understanding and helping the whole person in ways that are holistic and focused on recovery.

Respect-We believe that treating people with respect is a key guiding principle for any effective and healthy organization.

Continuous Learning-We foster creativity, discovery, learning and sharing of ideas.

Partnership-We build respectful, collaborative and effective partnerships.

Evaluation and Accountability-We improve, monitor and evaluate services. We will be accountable to our stakeholders.

Our Team

MACSI's team is comprised of a Board of Directors, an Executive Director as well as a complement of managers, addictions counsellors, addictions workers, office and support personnel. From our three treatment locations and an administrative office, MACSI employs approximately 65 individuals. Over the past fiscal year, we have truly come to see the reality that our commitment to serve the people of our province will always be priority, even in the face of challenges and changes to the structure or function of the team.

Directors

Shauna Lafontaine, Executive Director

Adon Hoffman, Director of Finance and Administration

John Welden, Director of Human Resources

Curtis Brad, Director of Programming, Research and Development

Beverly Palibroda, Director of Community Relations and Outreach

Lana Blondeau, Regional Director, Regina Centre

Karen Menard, Regional Director, Prince Albert Centre

Laurissa Fedusiak, Regional Director, Saskatoon Centre

Scott Mostoway, Human Resource Generalist, Saskatoon Centre

Board of Directors

Marlene Hansen, Chair

Jackie Kennedy, Vice Chair

Lawren Trotchie, Treasurer

Patricia Tait, Secretary

Lloyd Shoenthal, Director

MACSI is led and governed by a volunteer Board of Directors comprised of five voting members and a non voting representative of the Ministry of Health. The Board of Directors assumes responsibilities for oversight in the development and application of MACSI's vision, mission, values and policy. A Métis Nation-Saskatchewan (MN-S) appointed Chair, and other board members, represent varying perspectives and regions.

Services Delivered

1503 Total Services Accessed

Inpatient Program

486 services were accessed through MACSI's Inpatient Program. Inpatient services are available at Regina (12 beds), Saskatoon (15 beds) and Prince Albert (16 beds) Centres for a total of 43 inpatient beds.



Outpatient Program

439 services were accessed through MACSI's three outpatient departments.

Day Program

368 services were accessed through MACSI's harm reduction based Day Program. Day Program is offered at the Saskatoon and Prince Albert Centres.

Stabilization

192 services were accessed through the 6 bed Stabilization Program offered out of the Prince Albert Centre.

Transitional

18 services were offered from the 6 bed Transitional Program out of the Regina Centre. Bed

Findings and Trends

Injection Drug Use

33% of services accessed were accessed by those with current or prior injection drug use. The trend that MACSI serves a high proportion of individuals with previous or current injection drug use has been noted in recent years.

Methadone Maintenance

11% of services are accessed by individuals who are prescribed methadone as part of their recovery plan.

Psychiatric Medication

15% of services accessed are by those who are currently taking prescribed psychiatric medication. An additional 1.5% take both methadone and psychiatric medication.

61% of those accessing services either complete (**49%**) or transfer (**12%**). **39%** discharge prior to completion (**35%** self **4%** staff).
n=997

Serving Saskatchewan Citizens

MACSI is a proud Métis led Organization. In the past fiscal year, of those who accessed service:

13% Métis
67% First Nations
20% Non Aboriginal
(n=1489)

42% females **58%** males
636 females 867 males

Legal Involvement

Approximately **50%** have some form of legal involvement. This finding speaks to the complexity of lives and the harms associated with substance addictions.

Finance and Administration

Strong Financial Policy

MACSI has created a Financial Manual for the entire organization. It was approved by the Board of Directors and implemented in June 2015. MACSI has always observed the principles of GAAP and Non for Profit, but further policies and clarification on procedures was not adequately documented on paper. With a full commitment and several lengthy conversations with our partners at Financial Services Branch, we were able to create a manual to meet the needs of the organization as well as meet the needs of our funders to ensure proper handling, documentation and practises were being upheld in the organization. Both the Ministry and MACSI have committed to a strong working relationship and have set aside numerous meetings in the future to ensure that this partnership remains strong. We also have a contract with Regina Qu'Appelle health region in which they use our six beds in the Regina centre for a transitional program.

Fundraising

The organization has been searching for ways to increase our profile and to ensure that the community at large understands that we are a registered charity. One of the ways that we have worked towards increasing our presence is by the creation of a fundraising committee. The first task was to identify our objectives and outcomes, so that we could then look at creating policies to safe guard the handling of any

donations received and how they would be spent. This is still a work in progress and will continue into the next fiscal year. We were able to get donations from local and Canadian based organizations in the form of gift cards, beds, and numerous donations of food, clothing and toiletries from the community. MACSI cannot offer enough thanks to our communities for their strong support. Also, the committee created a *Donate Now* option to our website and promotion on our Facebook page to allow anyone and everyone to donate easier to our cause. If anyone is so inclined please visit our webpage at www.macsi.ca.



Managing Inventory

The Director of Finance and Administration worked with the centres to implement an upgraded inventory system. This has improved the overall ordering of food in the centres with their budgets in mind. All costs in aspects of supplies being brought into the centre are in accordance with our budgetary limits and the Director has seen the centres able to severely reduce the expenses on a quarter to quarter basis. Also this has provided the need-

Finance and Administration

ed asset management for the organization. The Director has been striving for to be fiscally responsible in accordance with our Finance Manual.

Financial Guidance at the Centres

The Director of Finance and Administration offered an enhanced presence at the three treatment locations this past year. Having an improved presence at the centre level across the province has helped to promote a greater understanding of fiscal responsibility and has offered the centres support in implementation of and accountability to the financial policies.

Audited Statements and Budget

The organization has felt the constraints of our financial position throughout the year. With our economy being in the shape that it is in and the standard of living increases, numerous aspects of our budgets have not been met with a minimal increase in funding. Therefore management has made rather difficult decisions that greatly affected our budget dollars on a province wide basis. This has freed up the use of the unused dollars elsewhere in the budget to cover off on the steadily rising costs of

operations. The Director of Finance and Administration is pleased to share the audited financial statements to this report. However, the Director is proud of the team at Core office as without the payroll, payables, and guidance under the Executive Director the timeliness of all reporting would not have been appropriate if at all accomplishable. The Audited Financial Statements have been prepared by MNP and approved by our Board of Directors for submission to the Ministry. Throughout the year MACSI believed that we were running in a deficit position but in actuality, with the actions that the Directors of the organization took we were able to come back to a surplus position. It was a challenging year in terms of financial position but the steps management took to halt the deficit is commendable. The surplus position was increased due to a year-end entry calculated by our auditors for overstating our accrual of vacations in the previous year.

Audited Statements

Management's Responsibility

To the Member of Metis Addictions Council of Saskatchewan Inc.:

Management is responsible for the preparation and presentation of the accompanying financial statements, including responsibility for significant accounting judgments and estimates in accordance with Canadian accounting standards for not-for-profit organizations. This responsibility includes selecting appropriate accounting principles and methods, and making decisions affecting the measurement of transactions in which objective judgment is required.

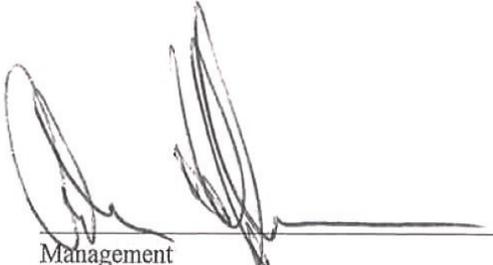
In discharging its responsibility for the integrity and fairness of the financial statements, management designs and maintains the necessary accounting systems and related internal controls to provide reasonable assurance that transactions are authorized, assets are safeguarded and proper records are maintained to provide reliable information for the preparation of financial statements.

The Board of Directors (the "Board") is comprised entirely of Directors who are neither management nor employees of the Organization. The Board is responsible for overseeing management in the performance of its financial reporting responsibilities. The Board fulfils these responsibilities by reviewing the financial information prepared by management and discussing relevant matters with management and external auditors. The Board is also responsible for recommending the appointment of the Organization's external auditors.

External auditors are appointed by the Board to audit the financial statements and report directly to the member; their report follows. The external auditors have full and free access to, and are available to meet periodically with, both management and the Board of Directors to discuss their audit findings.

June 24, 2016


Management


Management

Audited Statements



Independent Auditors' Report

To the Member of Metis Addictions Council of Saskatchewan Inc.:

We have audited the accompanying financial statements of Metis Addictions Council of Saskatchewan Inc., which comprise the statement of financial position as at March 31, 2016, the statements of operations, including supporting schedules, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Metis Addictions Council of Saskatchewan Inc. as at March 31, 2016, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Saskatoon, Saskatchewan

June 24, 2016

MNP LLP
Chartered Professional Accountants



ACCOUNTING > CONSULTING > TAX
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Métis Addictions Council of Saskatchewan Inc.
Annual Report 2015-2016

Audited Statements

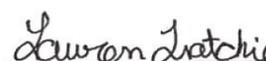
Metis Addictions Council of Saskatchewan Inc. Statement of Financial Position

As at March 31, 2016

	2016	2015
Assets		
<i>Current</i>		
Goods and Services Tax receivable	32,179	24,772
Prepaid expenses	49,454	45,319
	81,633	70,091
Capital assets (Note 3)	1,001,855	1,063,408
	1,083,488	1,133,499
Liabilities		
<i>Current</i>		
Bank indebtedness (Note 4)	115,490	151,448
Accounts payable and accrued liabilities	14,025	16,593
Accrued wages and benefits payable	218,336	207,537
Accounts payable Ministry of Health (Note 5)	36,229	-
Current portion of deferred contributions – capital assets purchased (Note 7)	51,000	58,372
	435,080	433,950
Deferred contributions – funds unspent (Note 6)(Note 14)	194,061	200,353
Deferred contributions – capital assets purchased (Note 7)	408,956	446,281
	1,038,097	1,080,584
Contingencies (Note 8)		
Subsequent event (Note 14)		
Net Assets		
Invested in capital assets	541,899	558,755
Externally funded	(496,508)	(505,840)
	45,391	52,915
	1,083,488	1,133,499

ON BEHALF OF THE BOARD:

 Director

 Director

The accompanying notes are an integral part of these financial statements.

MNP

Audited Statements

Metis Addictions Council of Saskatchewan Inc. Statement of Operations *For the year ended March 31, 2016*

	Externally-Funded Programs					Total 2015
	Budget 2016 <i>(Note 10)</i>	Core Services	Addition Services	Field Educators	Total 2016	
Revenues						
Ministry of Health	3,189,326	620,012	2,361,893	171,191	3,153,096	3,177,749
Other	33,700	5,267	24,065	-	29,332	10,283
Deferred contributions recognized for capital assets	39,400	-	50,989	-	50,989	58,372
Expenditures						
	3,262,426	625,279	2,436,947	171,191	3,233,417	3,246,404
Core Services <i>(Schedule 1)</i>	620,868	587,788	-	-	587,788	642,177
Addition Services <i>(Schedule 2)</i>	2,338,893	-	2,397,742	-	2,397,742	2,438,268
Board <i>(Schedule 3)</i>	25,000	16,375	-	-	16,375	9,873
Field Educators <i>(Schedule 4)</i>	183,665	-	-	171,191	171,191	185,843
	3,168,426	604,163	2,397,742	171,191	3,173,096	3,276,161
Excess (deficiency) of revenues over expenses before the following:	94,000	21,116	39,205	-	60,321	(29,757)
Amortization	74,000	6,024	61,821	-	67,845	102,110
Excess (deficiency) of revenues over expenses for the year	20,000	15,092	(22,616)	-	(7,524)	(131,867)

The accompanying notes are an integral part of these financial statements.

Programming, Research and Development

Reducing Barriers

Early in the year, in an effort to decrease wait times and reduce access barriers, the overall referral and intake process was reviewed. The Director of Programming, Research, and Development worked closely with all three MACSI centres to capture the current intake process. Additionally, a number of Saskatchewan treatment centres were contacted to gain insight into the trends and variations between intake processes. Overall a high level of variance in relation to intake was discovered. Finally, external agency Inpatient referrals were reviewed from all centres to gain insight into some of the system created barriers client face when attempting to access services. The findings from these tasks helped generate both the revised Inpatient Intake process and Inpatient Referral Process.

When comparing the number of admissions from the 2014/15 fiscal year and 2015/16 fiscal year, MACSI has seen an increase in all in-house program admissions ranging from 16-55%; this increase in part is likely a result of the work completed in relation to the reduction of system barriers for clients accessing services.

Value Stream Mapping

Later in the fiscal year, MACSI decided to engage in a Value Stream Map on the Intake process at the Saskatoon centre with support from the Ministry of Health. The goal of Value Stream Mapping is to improve the Intake Process through the client's perspective using Lean initiatives. A variety of tasks were completed in the last two quarters in preparation for a Value Stream Event to be held early in the next fiscal year.

Mental Health

A Mental Health Committee was established this year consisting of five members. The overall goal of the committee was to provide MACSI clients with the best service possible in addictions while working in conjunction with clients mental health needs through partnerships. One of the first tasks of the committee was to evaluate where all MACSI staff are at in relation to attitudes/beliefs toward mental illness; as such, all employees had the opportunity to complete a survey designed to capture stigmatic attitudes/beliefs toward mental illness. Overall, the survey results indicated that the vast majority of employees at MACSI have a low level of stigma toward mental

Programming, Research and Development

illness. A total of four meetings took place throughout the year.



Metis Addictions Council of Saskatchewan Inc. shared
Breakthebarrier.ca's photo.
October 29, 2015 · 🌐

MACSI recently completed a community survey. We learned that fear of judgement and stigma makes it hard for many Saskatchewan people to seek help for substance use issues. What can you do to help Stand Up To Stigma?



Evaluation

A six month comparative evaluation of the MACSI Day Program was completed this fiscal year. Client feedback was collected between January and June 2015 from both the Saskatoon and Prince Albert Day Program. Overall, findings suggest that the Saskatoon Day Program continues to be a successful program within the Saskatoon community. The Prince Albert Day Program proved to be well received from participants who attend and within the broader community setting. The Prince Albert Day Program appears to be reaching a wide range of participants through the offering of a valuable harm reduction approach unique to the Prince Albert community that is both flexible

and welcoming to all. Given the positive response of the Day Program within the Prince Albert community, it was recommended that the Prince Albert Day Program move from the pilot phase to an ongoing MACSI service that will continue to complement the services offered through the Stabilization department.

Reviewing and Monitoring Service

The Director of Programming, Research, and Development conducted regular file reviews at all centres throughout the year and worked closely with all Regional Directors to improve the structure and reviewing practices of client files within our organization. Client Information Discharge Sheets are used as a file review tool and are completed on a weekly basis by Regional Directors. As a result of continued and consistent file reviews, structure in client files across all centres has seen a substantial improvement this fiscal year. In addition to regular file reviews, the Director of Programming, Research, and Development completed quarterly reviews of the Alcohol, Drug, and Gambling electronic system for all MACSI services to ensure all ADG's are entered on a continuous basis.

Human Resources

Onboarding and Training

Employee recruitment and retention remained a major issue at each of the MACSI Centres throughout the year. In the previous fiscal year an onboarding process was developed and implemented. The process has been in place for over a year and since that time we have received positive feedback from employees. Designated trainers have been assigned at each facility. They have used the MACSI training manual thus achieving consistency, focus on key issues and a more uniform outcome. Feedback forms indicate a high level of satisfaction with orientation.

Management and Union Working Together

During the third quarter of the fiscal year, a joint training on lateral violence was held at the Centres. Lateral violence is an ongoing issue in many work places and this is an issue that was identified as relevant and of interest to MACSI's workforce. Participants in the training learned more about lateral violence through a formal presentation, interactive discussion and a most

enlightening round of role playing. Using real life scenarios and examples, employees were able to express some of their thoughts and concerns regarding lateral violence in their workplace. It appeared through role playing they were able to demonstrate issues or circumstances that perhaps would not have been addressed otherwise or have perhaps not been perceived as lateral violence in the past.

The union played a very strong and supportive role in this training and the uniform message that lateral violence will not be tolerated was delivered. As a result of the success of this collaborative approach, MACSI is looking forward to doing similar workshops on other important issues like this in the future.

Unfortunately it has been a challenging year to implement additional trainings due to the number of daily issues that arose. MACSI will pursue further training initiatives as we are able.

Job Analysis and Work load

A growing financial deficit through the year spurred on a number of conversations and changes in an attempt to minimize the deficit dollars. In order to address deficit and create a balanced budget for next year, the Director of Human Resources engaged in job analysis and examined how to ensure balanced workloads.

Human Resources

The Human Resources department was required to relook at how the current workforce can continue to deliver services. In some cases team members were able to expand their role and take on additional tasks. This approach ensured department coverage and measures were put in place to maintain quality service delivery. Additional changes were implemented near the end of the fiscal year that will have a greater impact on the coming fiscal year.

Refined Procedures

The Director of Human Resources identified a need for clearly defined, documented procedures. Over the fiscal year a set of procedures was created. The procedures offer a more structured and refined set of expectations and practices for all shifts and within all departments. The procedures cover inpatient, stabilization and counselling shifts. It is the intention that the procedures will empower all employees and will provide adequate information from which to make decisions and address issues as they arise. The procedures are in alignment with the MACSI Training Manual and replicate the key messages of the employee orientation period but in greater detail.

Human Resources Support for the Centres

With approximately 65 employees, including employees at our core administrative office and three treatment locations, there is a wide range of job classifications and human resource issues that arise. The Director of Human Resources is required to offer oversight and guidance at each location and is called upon to guide decision making processes, hold union and employee meetings, address performance, productivity and discipline issues, identify and address training needs, support compliance with policy and procedures as well as guide issues around occupational health and safety concerns.

The Prince Albert, Saskatoon and Regina MACSI Centres saw benefits from the oversight and guidance provided and in this fiscal year with vacancy and restructuring in the area of human resources, this support became even more important. In the final quarter of the fiscal year a Human Resource Consultant position was created and filled. This role will work closely with the Director in order to meet the Human Resource needs of all three centres.

Community Relations and Outreach

Community Presence

Over the course of the year the Director of Community Relations and Outreach had meetings with a variety of community stakeholders. A few highlights included continued involvement in provincial FASD committees, meetings with Battlefords Lighthouse and North Battleford Indian and Métis Friendship Centre, attending Community Networking Coalition meetings in Prince Albert, participation in a Cultural Forum, presentation to City Council, hosting a practicum student from First Nations University and connecting with a variety of community organizations.

Every opportunity to meet or partner with community members creates greater awareness of MACSI and the work we do. It also provides a valuable opportunity to have conversations with others about their perspectives on community needs, possible solutions and how MACSI can work with others.

Field and Outreach

A challenge faced by MACSI in this fiscal year included vacancies in departments. The field program experienced vacancies at two centres for much of the fiscal year, however for those times where positions were filled

telephone meetings, in person meetings and check ins were a useful way of coordinating the program. Through the Saskatoon field program, outreach to the North Battleford community was established.

The Director of Community Relations and Outreach has maintained a steady partnership with Saskatchewan Impaired Driver Treatment Centre. In the past fiscal year 15 presentations to approximately 375 people were made. The Director also arranged and delivered presentations to academic facilities. The presentations raise awareness of MACSI and increase knowledge of our services.

Communication Strategies

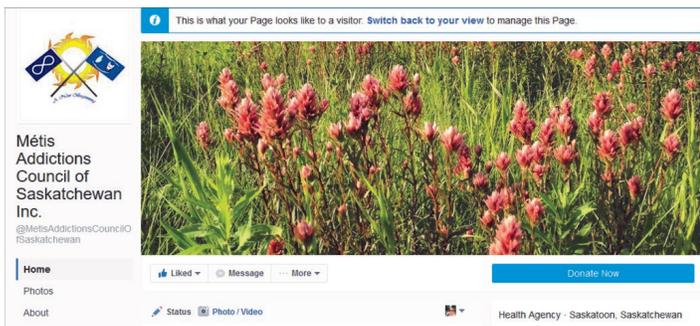
Communication is key to successful operations. As such, several steps were taken to enhance both internal and external communication strategies. A highlight of the year included distribution of a MACSI newsletter. Another key approach was the development and promotion of an online survey. The purpose of the survey was to gain feedback from the broader community. The results were then used to inform MACSI's strategic planning process. One survey finding was that in the three years since the previous online survey our profile has been raised and community ties strengthened.

Community Relations and Outreach

Social Media

MACSI's website is an important approach to creating an online presence. Through the fiscal year the website was updated and maintained and served as a successful means of communicating with others. For example, documents such as our Annual Report, Operational Plan, department and centre work plans, day program schedules and referral forms are available. Of course, the website also provides general information and this year a link to the MACSI Facebook page and a Donate Now button was added.

MACSI's Facebook page has been up and running for over a year. In particular during the final two quarters of the year, weekly consistent posts maintained a stronger online presence. MACSI also follows the pages of other service providers and finds this to be a great source of community information. The page also offers an opportunity to engage with community by sharing updates and interesting posts.



Strategic Planning

A significant outcome of the fiscal year was the completion of strategic planning. The Director of Community Relations and Outreach actively participated in this process and prepared the written document *Strategic Plan 2016-2019 Answering the Call*. Along with the planning document, a presentation was created so that employees can be informed of, and trained on, the strategic goals and objectives. Training, discussion and review of the strategic plan will be ongoing through the coming three years. The Strategic Plan is available on MACSI's website.



MACSI Prince Albert

Being a Part of our Community

MACSI Prince Albert has been an active part of the community this year. We have welcomed others into our centre and likewise have been out and about around Prince Albert. For example, we have offered tours to referral agents, post secondary students and other stakeholders. We have attended healthy community celebrations and events such as the Recovery Walk and regularly host and participate in the 12 Step community meetings.

Our centre has also been fortunate to receive donations from community members this year. These items ease the way for individuals who access our services. We are grateful for a weekly bread donation, a donation of tickets to the NA convention and donations of comfort items like magazines and necessities such soap/toiletries.

Day Program Success

Launched in January 2015, the flexible, harm reduction based Day Program has been offered to the Prince Albert community for over a year. We have been building our success and those who walk through our doors find a warm and

welcoming space to explore their recovery.

Feedback from community members and participants has been very positive. During the winter months MACSI provided transportation for those in need. We have continued to promote the program through the year with posters and leaflets to provide awareness of this unique service.

Cultural Events

Individuals who attended the 28 day Inpatient Program participated in a range of cultural events. For instance this year the groups have attended pow-wows, rounds dances, feasts and monthly sweats. Each day the group participates in a smudge and sharing circle. The daily incorporation of cultural practices is an important element of MACSI programming and attendance at cultural events increases awareness and understanding of Métis and First Nations cultures.

Complex Needs

MACSI Prince Albert offers outpatient, inpatient, stabilization and day program services. Through this continuum of services we see individuals with a wide range of complex needs. Community partners are a vital resource to meet the array of needs. For example, we work closely

MACSI Prince Albert

with others in to address needs related to harm reduction, methadone maintenance, HIV services and mental health. Over the past year MACSI has made gains in working cooperatively with physicians and pharmacists to ensure medication and physical health issues are addressed. Finally, we have forged ties with Mobile Crisis and Homeward Bound and have found this stronger connection to service providers benefits clients with complex needs.

Many of the individuals with the most complex of needs access our stabilization department. This department has seen tremendous growth over the past year. In fact, 195 services were accessed through the 6 stabilization beds during this fiscal year. This is an increase of 57 more services accessed than in the past year.

Team Excellence

MACSI Prince Albert is fortunate to have an excellent team. We have the stability and steadiness of several long term employees along with the fresh energy and insight of newer team members. We have implemented an onboarding process and see the benefits of the consistent messaging and orientation. Regular team meetings are also held as an approach to foster team excellence and promote communication between and among all members.

While financial constraints have limited our ability to access training, counsellors were able

to attend no cost Motivational Interviewing training and addictions workers participated in a lateral violence workshop jointly presented by union and management.



Prince Albert Services Accessed	
Inpatient	201
Outpatient	86
Stabilization	192
Day Program	62
Total Services Accessed	541

MACSI Regina

Improved Processes

This fiscal year MACSI Regina implemented a set of improved counsellor processes related to client care. This included guidance on case management, documentation, inpatient intake and referral, clinical and planning meetings and substance screening. The clearly documented processes are a good tool for all employees to have on hand when needing clarification of what the process is for certain issues that arise. This will also benefit MACSI as a whole as we will have consistency throughout all three centres.

Training

Our centre faced some challenges this year with staff retention. Fortunately, by the close of the fiscal year the positions were filled and running smoothly. All new employees received extensive in house training on MACSI's policy and procedures, including the above noted improved counsellor processes. Since the initial training, all employees have settled into their roles.

Counsellors also participated in an online webinar on the topic of trauma informed practice. Given the trauma experienced by

many of our clients this was a valuable learning experience.

Maintaining our Building

MACSI Regina Centre experienced several significant issues with our building and equipment in this fiscal year. Fortunately, the repairs and improvements did not cause disruption in service. At the close of the fiscal year we have repaired shingles, addressed plumbing issues that caused damage, repaired railings, have an improved fire suppression system and have a new washing machine.



Safe and Healthy Celebrations

The past year MACSI Regina provided many opportunities for clients to attend and take

MACSI Regina

part in an assortment of safe and health activities. Some highlights of the year were attending a Round Dance and a Sweat at First Nations University, a family oriented Halloween Dance and attending the annual NA Convention which included a dry dance, speakers and breakfast. At the centre we also hosted special Thanksgiving and Christmas celebrations and a Meet and Greet with Board members. Other regular community outings include visiting museums, Wascana Park and the Legislative Building.

It is our hope that through participation in a wide variety of community and in house activities, we model healthy behaviour and introduce clients to events that do not centre around substance use and promote recovery.

Community Partnerships

MACSI Regina regularly hosts practicum students and we have established a valued practicum site in Regina. Our partnerships with academic facilities serve to benefit the centre, clients and students. Most importantly, the students gain valuable hands on experience and knowledge about the field of substance addictions.

During this fiscal year, we offered practicum experience to several students and have been proud to support their educational experiences and promote greater awareness and understanding of addictions and the services offered through MACSI. MACSI Regina Centre looks forward to continuing to deliver positive practical experiences.

Another longstanding community partnership is our agreement with the Regina Qu'Appelle Health Region, Transitional Outreach Team. Through this agreement we offer 6 Transitional beds. We saw some differences in use of this service in this fiscal year. For example, we saw a higher bed night occupancy rate than in previous years. It is our hope that with the longer stay, clients are able to have the time to address persistent issues prior to transitioning out of our care.

Regina Treatment Centre Services Accessed	
Inpatient	125
Outpatient	160
Transitional	18
Total Services Accessed	303

MACSI Saskatoon

Holistic Care

The MACSI Saskatoon Inpatient program offered enhanced holistic care during this fiscal year. Several initiatives addressed physical, mental, emotional and spiritual recovery.

- * Programming was held outdoors or by the river. Groups attended cultural events such as Sweats, Pow wows and Pipe Ceremonies.
- * Weekly exercise at the YMCA, monthly tours at Wanuskewin Heritage Park along with occasional events such as bowling, Ukrainian Day in the Park, free swimming at outdoor pools, a Blades game and a show at the Persephone Theatre were highlights.

Addressing Trauma

The link between substance addictions and past trauma has been well established. The Saskatoon Centre addressed trauma through programming in several ways with a primary way being a presentation and follow up provided by the Sexual Assault Centre. In one instance, during the presentation, over half the clients felt comfortable and supported enough in the group to disclose past abuse. Fortunately follow up counselling was available with MACSI counsellors and counsellors from the Sexual Assault Centre. The clients also took part in the Day of Mourning Walk on August 14th where support and remembrance was given to victims of the sex trade and gave insight into the impact of trauma.

Outpatient Care

The outpatient department provides one to one counselling, screening, assessment, recovery planning, aftercare as well as managing bed lists and intake for the inpatient department. The use of a cancellation list helped to lessen wait times and filled beds in a more efficient manner. The department also saw a number of clients accessing outpatient services on a harm reduction basis. This approach was successful and helpful for the clients. Aftercare services were promoted more extensively to Inpatient clients thus resulting in improved follow up.

Day Program

Launched in 2010, MACSI Saskatoon Centre's Day Program, Tools of Discovery has become a relied upon service in the continuum of substance addictions. This fiscal year saw a renewed energy in the program and as a result there were countless daily successes. The program owes much of its success to the welcoming atmosphere along with the assortment of topics, activities and presentations.

A Valued Tradition

September 9th marks International FASD Awareness Day. The Saskatoon centre proudly hosted our 14th annual FASD Walk. Each year is a success, however this year the community

MACSI Saskatoon

support was awesome. Approximately 80 people joined the walk. We had a lively presentation and a tasty lunch. Participants in the day included MACSI staff members, past and present clients, Saskatoon MLAs, representatives from several community partners, FASD Support Network and the Saskatoon City Police. This walk is truly a tradition at our centre and one that we look forward to every fall.

Raising our Profile

MACSI Saskatoon Centre certainly raised our profile during this fiscal year. On a daily basis we fostered positive relations with our Community Cares meetings as well as continued longstanding partnerships with other agencies through resource sharing and presentations. A notable experience was the opportunity to be featured on CTV Morning Live Show. The Regional Director and a counsellor were asked to speak about MACSI the services offered at our three treatment centres. Obviously positive media coverage such as this reaches a broad audience.

We also connected with high numbers of people at three noteworthy events this year. First, during Addictions Awareness Week MACSI's Field Educator presented at Prairieland Park where approximately 1250 7th graders from all over the city attended. Secondly, in May the Field Educator attended the YXE People Connect Resource fair where approximately 650 people were reached. Finally, MACSI hosted a booth at the Saskatoon Pride Week event, Wel-

come to the Gaybourhood. MACSI received wide exposure to hundreds of community members and distributed numerous pamphlets.



Saskatoon Treatment Centre Services Accessed

Inpatient	160
Outpatient	193
Day Program	306
Total Services Accessed	659