
RENASCENT: OUR IMPACT

2018-2019 ANNUAL REPORT



Renascent®

The road to recovery starts here.

THE 2018-2019 IMPACT

A letter from our CEO, and the President of our Boards

The spectrum of addiction treatment options in Canada offers relatively few residential programs, which results in ever-growing wait lists for publicly funded beds. This is the conundrum our community faces during the ongoing addiction crisis.

In the past year we have continued to show leadership in our approach to the opioid and broader addiction crisis: our unique and innovative This Can't Wait bursary program secured funding from private donors to provide 38 treatment bursaries for the most vulnerable people on our wait list; ongoing donations from the community have supported government-funded treatment; our drive to maximize the effectiveness of our program offerings has led to collaborations across the health system.

As we approach our 50th year, we are proud to continue delivering the treatment services we are recognized for, and serve the community who so needs and deserves those services. This Annual Report focuses on the impact we have all made together in the past year.

Laura Bhoi, Chief Executive Officer,
Renascent Fellowship and
Renascent Foundation

Sue Jaffe, President and Chair,
Renascent Fellowship Board and
Renascent Foundation Board



BY THE NUMBERS

PHONE CALLS

Our Access Centre team handles nearly 500 phone calls each week, responding to the call for help when it matters most. In the 2018-2019 year, the team made and received

24,292

phone calls with people looking for support.



INPATIENT CLIENTS

906

people were admitted into our inpatient treatment centres.

PATIENT DAYS

Patient days represents the combined length of stays for each of the individuals served via our inpatient treatment program. Between our 28-, 35-, and 42-day program stays, we saw a total of

24,049

patient days in 2018-2019.



70%

UNDER 44

Almost three quarters of the clients who entered our inpatient treatment centres were aged 44 or under.

FAMILIES

Our Essential Family Care Programs helped

299

children, parents, siblings, partners, and loved ones cope with the stress that comes with loving someone who is experiencing addiction.

STAFF

Team Renascent is made up of some incredible people. Altogether, there are

51

full-time staff, from cooks to counsellors, fundraisers to finance. This core team is supported by

43

part-time and relief staff.

COUNSELLING

Outside of our inpatient treatment centres, we offer individual counselling, to those struggling with addiction, and to families and loved ones. In 2018-2019, our team provided

228

individual counselling sessions.

THE GRAND TOTAL

Between our inpatient treatment program, our Essential Family Care Programs, and our individual counselling sessions, in the 2018-2019 year, Renascent gave

1,433

people the tools to recover from the impacts of addiction.



SYSTEM LEADERSHIP

Leading system improvement and building connections is critical to ensuring people receive the help they need, when they need it.

Renascent has made building connections within the system a top priority. In the last year, Renascent networked with over 100 other organizations to improve the many transitions people make along their recovery journey. This includes from hospitals and withdrawal management centres to residential addiction treatment, and further along their recovery path, connecting with recovery home environments, housing, vocational and employment supports, and ongoing continuing outpatient care.

A particularly innovative partnership was built between Renascent and the Centre for Addiction and Mental Health (CAMH) in the 2018-2019 year, providing a streamlined stepped model of care between CAMH's Concurrent Addiction Inpatient Treatment (CAITs) Program and Renascent's community residential addiction treatment program. Over the year, more than 90 people from the CAMH CAITs program transitioned to Renascent as the best next step in their treatment.

"The devoted relationship between the CAMH CAITS team and the Renascent team is the gold standard in evidence-based care. Both organizations strive for a direct transfer of clients between these two crucial, lifesaving services," says Glen Adams, Manager of Renascent's Access Centre.



RESPONDING TO A CRISIS

Renascent launched a groundbreaking bursary program, called This Can't Wait, in May 2018.

In 2018, we responded to the addiction crisis by setting an ambitious goal.

The challenge is that in Ontario, people who are in desperate need for residential treatment have to wait months for a funded bed. At Renascent, people are currently waiting as long as four to five months.

In our work, we know that many people can't wait that long. Many people fall deeper into their addiction over this time, and some people don't survive the wait. So, our goal was to raise enough money to be able to pull some of the most vulnerable people on our waitlist off of the list, and into treatment right away.

Because of three generous donations, we exceeded our goal in 2018-2019 and were able to launch the This Can't Wait Fund, and offer 38 fully funded treatment bursaries for Renascent's programs. This funding brought some of the most at-risk individuals on our waitlist into Renascent's Complete Care program, giving them immediate access to intensive inpatient care, ongoing Continuing Care programming, and Family Care Programs for their families.

Dear Funders,
Thank you so much for making it possible for my son and myself to attend The Children's Program that was November 22, 2018. The experience and bonding time was great. The program was very beneficial to both of us. We have learned better ways to communicate & express feelings which has brought us closer. The counsellors were excellent and fantastic with the children and went above and beyond to make sure we could attend. Thank you so much for the opportunity to participate.

TO THE ONE WHO SAVED MY LIFE...
WHOEVER YOU ARE JUST KNOW I PRAY FOR YOU
EVERY SINGLE DAY. YOU HAVE NO IDEA HOW
THANKFUL I AM FOR YOU. I HAVE LEARNED HOW
TO FEEL HUMAN AGAIN. THANK YOU FOR TAKING
A CHANCE WITH ME. YOU ARE THE REASON WHY
I'VE COME TO BELIEVE IN A HIGHER POWER.
YOU WILL ALWAYS BE IN MY HEART AND I
WILL LIVE MY LIFE EVERYDAY WITH LOVE AND
DETERMINATION FOR THE REST OF MY LIFE.
GOD BLESS YOU AND YOUR FAMILY.

RESPONDING TO A CRISIS

Renascent launched a groundbreaking bursary program,
called This Can't Wait, in May 2018.

To My Anonymous Donor
As I sit here the day before I graduate from the Renascent House, I find myself overwhelmed with the caring and support you have given me to find a new way to live away from addiction. Before coming here my life was in complete chaos. I want to thank you for the generous donation you have given me to free myself from this disease. In the future I hope to help someone, somewhere to overcome their addiction and find a path to a better way of life.

Thank you so very much

You know I can't explain to you really what you did for me. To pay a debt that wasn't yours, who would be that nice. I questioned your trust to believe all that you have said to me. Now people that know me from before can't understand that I could believe in this house so strong!!

This is my gratitude,
to share the hope this house
gave me, the love that
set me free!!

Thank you so much!!

Dear Donor,

October 9/2018

I am truly grateful for the kindness you have shown me as without you I wouldn't have been given this opportunity that I desperately needed. I was completely broken and in need of help. It is kind people like you that have restored my faith in humanity. I pray for you every night and hope one day I can give back like you have given to me.

I received the call September 10 2018 informing me someone had donated money for me to go to treatment, which was a blessing in disguise as my 28th birthday was September 12/2018, the day of my admission into Renascent.

Moving forward I chose to go to another 6 month treatment centre which would have never been possible without your donation.

I truly needed this and am so excited you gave me this chance to recommit to my life. There will never be enough words to express how grateful I am to move forward in this new chapter of my life and recovery.

ACCREDITATION

In 2018-2019, Renascent achieved full marks from the Canadian Centre for Accreditation.

Accreditation is a peer review program where professionals from the addiction and mental health field analyze policies and procedures, visit agencies and interview staff, Board, Management and clients to assess the degree to which agencies meet quality standards. Standards span everything from program delivery to financial management to staff training and development.

In May of 2018 Renascent had its second accreditation review from the Canadian Centre for Accreditation (CCA) and achieved a 4-year accreditation renewal. The reviewers toured the Renascent sites observing everything from fire safety to client rights and responsibilities; from client bedrooms to the kitchens, spontaneously interviewing clients and staff as well as having formal structured interviews. The CCA commended Renascent in its report for achieving all mandatory and leading practice standards.

Accreditation is an important validation of Renascent's service delivery and organizational functioning. It is valued by government, corporations, insurance providers, and individuals seeking a place to get help.

Accredited by
**Canadian Centre
for Accreditation**



Agréé par
**Centre canadien
de l'agrément**

EDUCATION

Through education events and training sessions,
we learned together and with our community.

Throughout the year, Renascent hosts various training sessions and workshops for our team. This year, staff education sessions included Concurrent Disorders with Dr. Kelly McShane, Motivational Interviewing with Dr. Marilyn Herie, Compassion Fatigue with Bill Sparks, and Opioid Use and Dependence with Jordan Anderson.

In 2018, we opened these sessions up by extending standing invitations to the teams at our corporate, community, and referring partners at Alpha House, Transition House, St. Michael's Homes, Street Haven Grant House, and Health Access St. James Town.

On September 16th we hosted "I'm Sweet Enough", a public education event about the addictive properties of sugar. Renascent's Medical Director Dr. Vera Tarman was joined by Dr. Robert Lustig and Dr. Nicole Avena for the lecture at Mount Sinai Hospital.

On November 2nd, in the weeks following the legalization of cannabis, we hosted our annual education event for the public. For the event, we brought three experts together to discuss the facts about cannabis as it pertains to addiction, mental health, and the law: Dr. Vera Tarman, Goodman's LLP Associate Money Khoromi, and Mental Health Advocate Michael Stroh.



THE CHANGE YOU MADE

This year, 1,054 individuals and organizations donated a total of almost \$1,000,000, changing hundreds of lives.

Your donations and support meant that Renascent was able to:

- **Ensure cost was not a barrier** by delivering funded residential treatment to 583 people. Thanks to the contribution of Guardian Angel donations (2018's Guardian Angels are pictured below) and other revenues, we covered the gap between government funding and the real cost of treatment.
- **Pull high risk individuals off the long waitlist** via 38 Complete Care Bursaries funded through the This Can't Wait fund, creating additional funded treatment capacity above and beyond government-funded treatment.
- **Invest in important new furnishings and upgrades** to our houses to create the comfortable, healing spaces we know our clients rely on in early recovery.
- **Support treatment bursaries and program development** for other programs such as the Essential Family Care Programs, the Food Addiction Program, and the Continuing Care Program.



DONORS

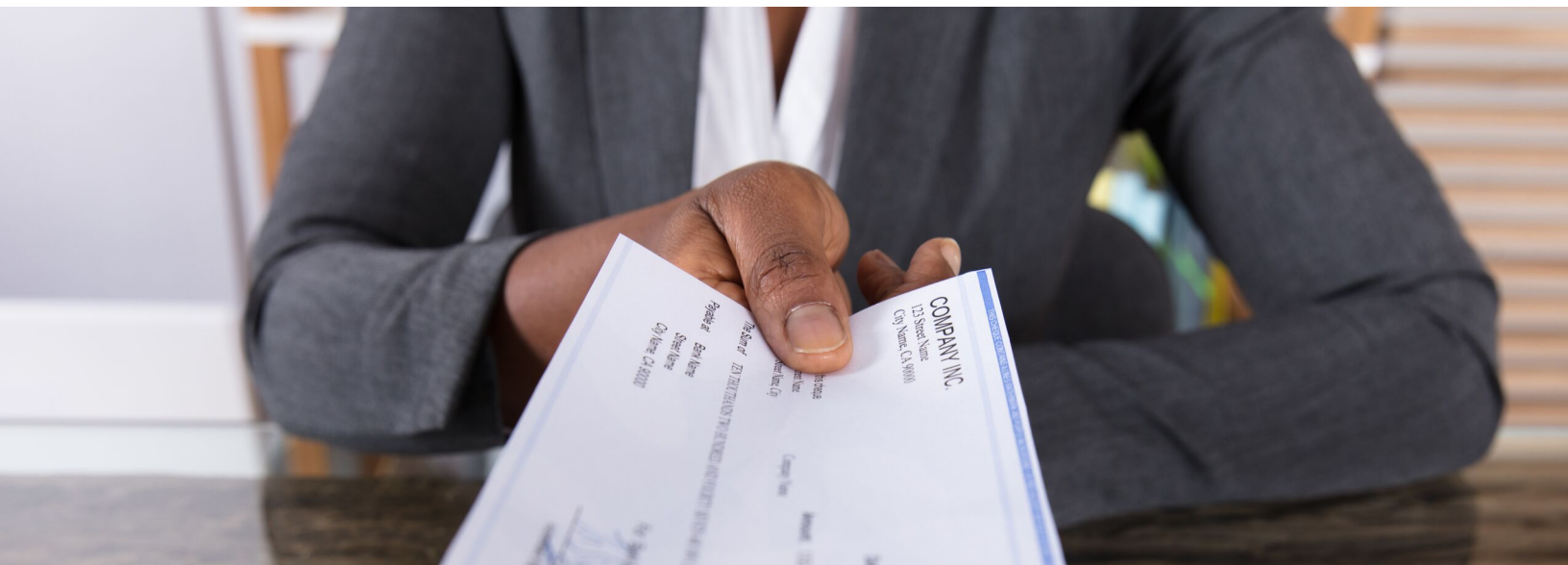
Our donors make it possible for us to provide life-saving treatment to those who couldn't otherwise afford it.

We asked some of our donors to tell us why they choose to support Renascent. Here's what they said:

"Renascent provides life-saving and ongoing life-giving help to addicts and families. I am happy to support this extraordinary organization."

"I support Renascent because of their help to others and great programs that saved my life."

"After 25 years in recovery, I continue to be active in AA and Renascent because I have learned that I am happiest when associating and working with people and organizations who are part of the solution rather than part of the problem."



CORPORATE & FOUNDATION DONORS

These organizations have generously supported Renascent in the past year.

834157 Ontario Ltd
Arch Reinsurance Company
B. F. Bahm & Associates Inc.
BearCom Canada
Benevity Community Impact Fund
Book Baby
Carson Dunlop Consulting Engineers
Climate Systems Ltd.
Cottonwood Management Inc
CP 24 CHUM Charitable Foundation
Diamond Landscaping
DivorceMate Software Inc.
Don Adamson Plumbing and Heating Ltd
DUCA Credit Union - DUGood Community Fund
ECHO Foundation
Estate of Annie Shaw Young Goudie
Foogal Inc.
Ford Motor Company of Canada
FrontStream
Gagan Consulting Inc
GDI Services LP
General Assembly Production Centre
Green Ace Landscaping Inc
Green Shield Canada
Herzing College
HSM LLP Professional Chartered Accountants
IATSE Local 58
IBEW Local 353
IBM Canada Ltd.

Industrial Alliance Financial Group
International Union of Elevator Constructors
Local 50
Ironworkers Local 721
LCBO
Lear Corporation
Levine and Company
Magna International Inc.
MED+ Medical Equipment Distribution
Meldrum Meat Packers
Mississauga Seating Systems
Mississaugas of Scugog Island First Nation
Neamtan and Associates CPA Professional Corporation
News Canada
Ontario Power Generation
Parkhurst
Polstar Group
R. Howard Webster Foundation
Region Of Peel
Riverside Natural Foods Ltd
Royal Bank of Canada Charitable Foundation
SCOR Canada Reinsurance Company
Senior Persons Living Connected
Sensibles Designs
Shoppers Drug Mart Life Foundation
Sunset Grill
Syncreon, Oshawa

CORPORATE & FOUNDATION DONORS

These organizations have generously supported Renascent in the past year.

The Bellwood Foundation

The Catherine and Maxwell Meighen Foundation

The Douglas Utting Foundation

The Harweg Foundation

The Lloyd and Gladys Fogler Foundation

The Norman & Margaret Jewison Charitable
Foundation

The Shoebox Project

The Woodbridge Group

Toronto Employment and Social Services

UA Local 46

UNIFOR Canada

UNIFOR Local 112

UNIFOR Local 1987

UNIFOR Local 200 Social Justice Fund

UNIFOR Local 252

UNIFOR Local 4401

UNIFOR Local 591G

UNIFOR Social Justice Fund

United Way Centraide

Ventra Plastics Peterborough

W Wolfe Homes Ltd.

Waddington's

William F. Hayball Charitable Foundation

Williams Wilson Sherport Foundation



EVENTS

At events throughout the year, our community comes together to support Renascent's work.

Guardian Angel Luncheon,
Friday June 22nd:



24th annual Recovery Shot golf
tournament, Thursday, July 26th:



Alumni & Friends Golf Day,
Sunday, August 19th:



Scotiabank Toronto Waterfront
Marathon, Sunday, October 21st:



NEW & IMPROVED

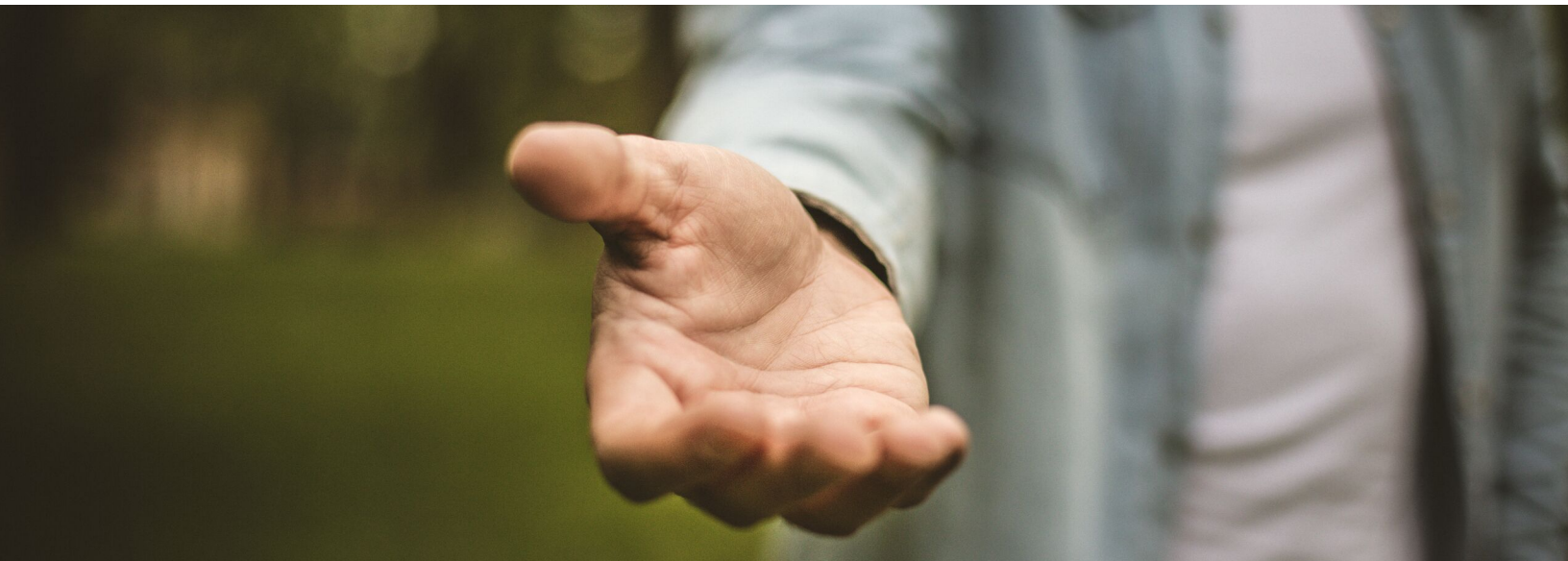
In 2018-2019, we enhanced our programs to provide continuous quality improvements, based on client feedback and clinical best practices.

Renascent is dedicated to continually reviewing services, program content, and program delivery to increase effectiveness and accessibility. Although Renascent has elicited client feedback for years and made changes as a result, in 2018 we launched a new feedback tool called OPOC (Ontario Perception of Care). This feedback tool is more comprehensive and covers client experience from first contact to the time the client completes treatment.

Renascent has also implemented a more comprehensive assessment tool called GAIN (Global Appraisal of Individual Needs) that will provide more in depth assessment and treatment planning information.

In addition, the Continuing Care program has been extended to 20 weeks from its previous 15 weeks to provide additional time supporting clients, and the program itself is currently undergoing content review and update.

In terms of program development, the team has been developing an outpatient Food Addiction program that consists of an initial 5-day intensive program following by 20 weeks of Continuing Care.



VOLUNTEERS

Thank you to the amazing people who contribute to
Renascent's success at every level.

We asked some of our extraordinary volunteers why they choose to support us with their time and efforts. Here's what they said:

Carri: "I volunteer because Renascent saved my life. It's the least I can do."

Jamal: "I volunteer to give back to the organization that gave me so much."

Sandra M.: "I have volunteered every year since I got sober; this is my 13th year!"

Heather A.: "I volunteer because I love Renascent. They have saved some of my family members. It's all about the gratitude, baby! And I'm very grateful to be able to give back and be with everybody, having fun, and seeing everyone's successes."

Pamela McNamara Coutts: "I have had the honour and pleasure of volunteering at Renascent for over 40 years. Today I am happy to still be volunteering to help Renascent do the very special and life altering work they continue to do."

Dan W.: "I volunteer because I love Renascent and the work that they do."



AWARDS

In 2018-2019, Renascent acknowledged the extraordinary efforts of a few special people.

In 2013, in the spirit of their lives and legacy, the **Dr. Ed and Bobby Yielding Award** was established to support those who mirrored the work of the Yielding's within the addiction field, and specifically at Renascent. This year, Renascent awarded two Yielding Awards. The recipients are Ed Harding (pictured, far right) and Jim DeLeskie (pictured, far left). Both Ed and Jim are long-standing veterans of recovery who have worked at Renascent for more than a quarter of a century each. Their dedication, hope, and tough love approach has won the hearts of many on their journey of recovery.

The **Peter Armstrong Community Award of Excellence** was established in 2012 in partnership with the Renascent Foundation to celebrate and give gratitude to individuals and community partners for their outstanding contributions in areas of philanthropy, innovation, service and volunteerism, and awareness. 2018's recipient was Nene Kwasi Kafele, the former Director for Health Equity at CAMH and an advocate, researcher, trainer, conflict mediator, youth advocate, teacher, and community organizer. At our November 2nd education event, Nene's son Gyasi Kafele accepted the award on his behalf .



COMMUNITY OUTREACH

Renascent reached out and made connections with
a number of communities this year.

To strengthen our relationships within various communities, share information, and make our services known and available to those who may not yet know about Renascent, we made an extra effort in 2018-2019 to reach out to a few selected communities.

Prabhi, a counsellor at our Munro Centre, led a partnership with senior members of the Sikh community and gave a presentation at Ontario Khalsa Darbar to provide education about addiction and offer barrier-free access to treatment. Abshir, a counsellor at our Punanai Centre, led a similar partnership within the Somali community by completing workshops/presentation for both residents and employees of Toronto Community Housing.

Dennis James, our Director of Programs, and and Isaiah Gayle, Renascent's Client Relations Specialist, initiated partnerships with a network of social service agencies attempting to increase access to health care services for residents of subsidized housing at 250 Davenport and in St. James Town.

Renascent staff continue to volunteer on boards at partner agencies, and within the field.



COMMUNITY PARTNERS

We are proud and grateful to be part of a strong, supportive network.

Alpha House Inc.	Hamilton Men's Withdrawal Management Centre
Anishnawbe Health Toronto	Haven Toronto
ARID Recovery Homes	Health Access St. James Town
Billy Buffett's House Of Welcome	Health Sciences North
Breakaway Addiction Services	Homewood Health Centre
The Brock Cottage	Hotel Dieu Hospital
CAMH: Centre for Addiction and Mental Health	Humber River Hospital, Withdrawal Management Services
Centennial College	Ingles Housing and Support Services
Central Access, Toronto Withdrawal Management Services System	Jean Tweed Centre
Central East Correctional Centre	Kawartha District Intergroup
Centre of Hope Withdrawal Management Centre	KHSC Detoxification Centre
CMHA: Canadian Mental Health Association	Lakeshore Intergroup
Cochrane District Detox Centre	LOFT Community Services
Community Addiction Services of Niagara	Mount Sinai Hospital
ConnexOntario	Na-Me-Res
Cornerstone Community Association	Niagara Health System
Cornwall Community Hospital, Community Withdrawal Management Services	Niagara Region Withdrawal Management Services
De Novo Treatment Centre	North Bay Regional Health Centre Addiction Services
Detox Centre, Kingston	North York General Hospital, Branson Ambulatory Care Centre
Downsview Dells	OASIS Movement
Durham Mental Health Services	Ottawa Withdrawal Management Centre
Ecuhome	Our Homes
Fred Victor Concurrent Disorders Support Services	Ozanam House
FSEAP	Park Road South Community Home
G & B House	Pieces to Pathways
Gerstein Crisis Centre	Pinegate Addiction Services
Good Shepherd Ministries	Pinewood Centre
Grand River Hospital, Withdrawal Management Centre	
Grant House	

COMMUNITY PARTNERS

We are proud and grateful to be part of a strong, supportive network.

Porter Place Men's Hostel	Toronto East Health Network, Withdrawal Management Centre
Portuguese Mental Health and Addiction Services	Toronto Harbour Light Ministries
Progress Place	The Toronto Mental Health and Addictions Access Point
RAAM Clinics	Transition House
Reconnect Community Health Services	Transitional & Supportive Housing
Recovery Counselling Services	Services Of York Region
Royal Victoria Regional Health Centre	Victim Services of Durham Region
Ryerson University	Victim Services of Peel
Salvation Army Wilkinson Road Shelter	Victim Services of York Region
Sault Area Hospital Withdrawal Management Detox	Victim Services Toronto
The Scott Mission	Wilkinson Shelter
Seaton House	William Osler Health System Withdrawal Management Centre
Seven South Street Treatment Centre	Women's Own Withdrawal Management Centre
Sheena's Place	WoodGreen Community Services
Sinai Health System	
Society of Saint Vincent de Paul	
South Asian Community Health Services	
St. James Town Health Centre	
St. Joseph's General Hospital Elliot Lake	
St. Joseph's Health Centre, Withdrawal Management Services	
St. Michael's Hospital, Withdrawal Management Services	
St. Michael's Homes, Matt Talbot Houses	
St. Stephen's Community House	
Steps to Recovery	
Street Helpline	
The 519	
The Canterbury Clinic	
Toronto Bail Program	
Toronto Distress Centre	

BOARDS OF DIRECTORS

Renascent is governed by two Boards of Directors:
The Renascent Foundation Board and The Renascent Fellowship Board.

Together, Renascent's two Boards provide strategic governance and direction to the organization. The Foundation Board focuses on fundraising, revenue generation, asset management. The Fellowship Board focuses on the quality and scope of our treatment programs.

Renascent Fellowship Board

Suzanne Jaffe, President and Chair

Doug Wall, Treasurer

Ron Brooks

Mangesh Duggal

Rick Jatiouk

Akwatu Khenti

Steve Kruspe

Susan Raphael

Raj Sohi

Renascent Foundation Board

Suzanne Jaffe, President and Chair

Doug Wall, Treasurer

Stephanie Banfield

Terry Hickey

Money Khoromi

Marilynne Madigan

Sanford Shessel

Dan Walshe

Stephen Waymire



FINANCIAL STATEMENTS

Here's how it all came together in 2018-2019.

Renascent Foundation

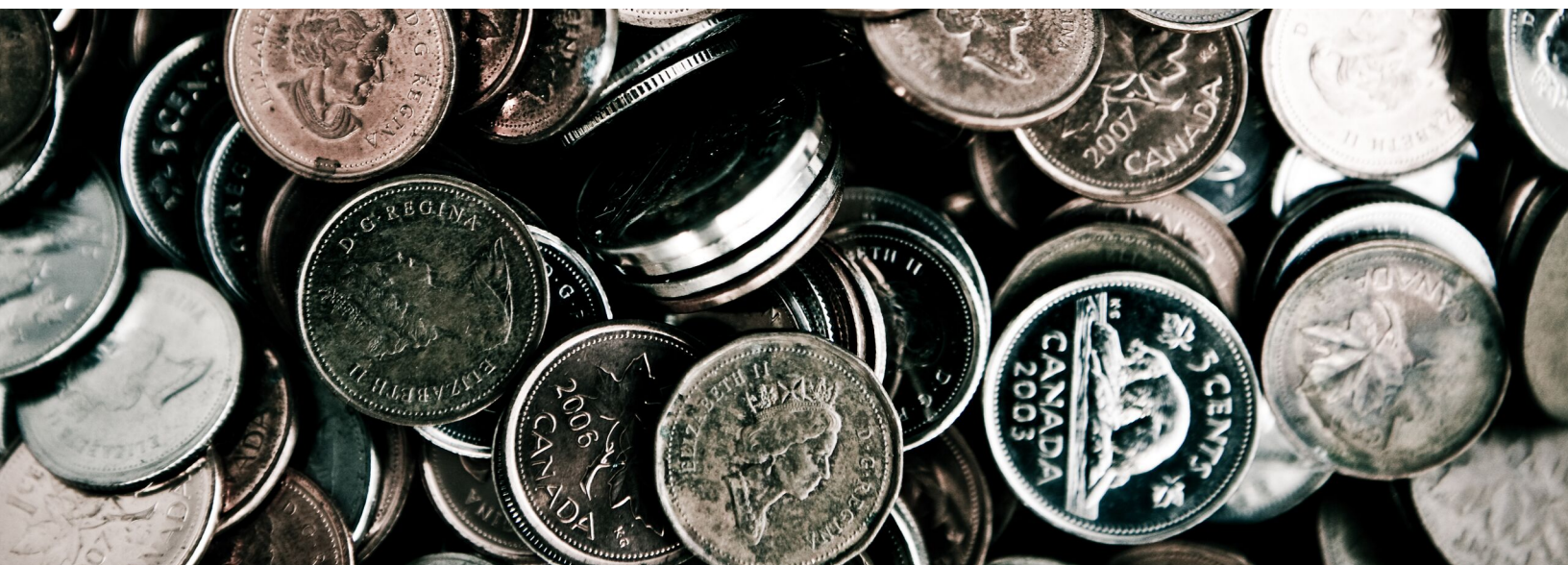
Condensed Summary of Revenue and Expenditures for the year ended March 31, 2019

Where the money came from

Client Service Program Fees	\$3,252,621	66%
Philanthropy	\$1,019,889	21%
Rental Income	\$642,959	13%
Total	\$4,915,469	100%

Where the money was used

Service Fees to Renascent Fellowship	\$1,809,468	35%
Grant to Renascent Fellowship	\$1,330,214	26%
Property Expenses, Insurance, Bank charges	\$522,675	10%
Fundraising Costs	\$454,945	9%
Client Service Program Administration	\$555,809	11%
General Administration	\$452,780	9%
Total	\$5,125,891	100%
Foundation revenue over expenses:	\$(210,422)	



FINANCIAL STATEMENTS

Here's how it all came together in 2018-2019.

Renascent Fellowship

Condensed Summary of Revenue and Expenditures for the year ended March 31, 2019

OPERATING REVENUE

Toronto Central LHIN	\$2,631,241	45%
Toronto Central LHIN -one time operating grant	\$89,395	1%
Renascent Foundation Service Provision Fee	\$1,809,468	31%
Renascent Foundation Grant - Operating	\$1,330,214	23%
Total Revenue	\$5,860,318	100%

OPERATING EXPENSES

Men's Residential, Outpatient, and Continuing Care Treatment	\$3,672,954	63%
Women's Residential, Outpatient, and Continuing Care Treatment	\$1,833,705	31%
Family Program	\$241,114	4%
Alumni Services	\$112,545	2%
Total Expenses	\$5,860,318	100%





Renascent®

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renascent.ca 1 866 232 1212 info@renascent.ca
