

Leadership Niagara Community Leadership Development Program 24 25 Project Proposal Executive Summary

Company name: Niagara Health – Withdrawal Management Services
<https://www.niagarahealth.on.ca/site/wms>

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Company Mission Statement:

Withdrawal Management Services (WMS) offers supportive care for those experiencing withdrawal as a result of alcohol or substance use and provides a safe space to help you create positive lifestyle changes to support your sobriety and recovery process.

Org Type:

Incorporated Charity or Non-profit (with provincial, national or international leadership/support)

Description of Project and Statement of Need:

Withdrawal Management Services is seeking support in researching, proposing and establishing a fundraising campaign that focuses on improved client engagement during their admission, as we often hear feedback that an 'idle mind' can hinder the success of those seeking sobriety. Unfortunately, the funding for our program is limited and does not extend to resources or supplies beyond basic care needs. This has led to early client discharges as they seek distraction from cravings/urges/triggers to use substances but are not presented with enough resources or activities to overcome these feelings. Without enough resources to support truly client-centered care, this can lead to an inevitable relapse in their recovery process.

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seek distraction from cravings/urges/triggers to use substances but are not presented with enough resources or activities to overcome these feelings. Without enough resources to support truly client-centered care, this can lead to an inevitable relapse in their recovery process. I would like to explore a fundraising campaign to help bring in resources and activities that would support our clients in their recovery, and make WMS a safer and welcoming space for longer lengths of stay. We are encouraging increased length of stays, as we have the capacity and this allows for bridging of services with other community agencies (long-term residential treatment, supportive housing, etc.), however, this proposes new concerns with a lack of engagement during their stay.

Success Criteria:

WMS presently seeks client feedback, both through a formal feedback questionnaire at discharge, and through our partnership with the NRP (they meet clients in the community, and share feedback on their experiences at WMS with the team). Feedback consistently highlights that WMS feels more institutional than a care facility, and that the lack of engagement is a hinderance to bring successful in their sobriety. Seeking continued feedback would allow for us to evaluate if this gap is being addressed, but we could tailor the existing feedback questionnaire to include satisfaction ratings with engagement, comfort, and resources available to clients during their WMS admission.