

Meeting Notes

Community Advisory Group (CAG) – Meeting October 4, 2021 via Microsoft Teams

- Agenda review was completed.
- Standing updates were discussed including site operations, full-site service planning, community engagement, and client feedback.
- Site visits remain above 650 each month, reflecting pre-pandemic numbers.
- Wait times have not been as long and more people are coming to the building to access other supports and services.
- The [Rapid Access Addiction Medicine \(RAAM\)](#) clinic continues to take virtual and in-person appointments. Walk-in appointments are also accepted.
- The [Safer Supply Program](#) began appointments for registered clients.
- The meeting concluded with a roundtable discussion and updates from CAG members.
- Members discussed upcoming winter weather. CTS staff have been discussing the capacity to support people needing a warm and safe place in the winter, while adhering to COVID-19 protocols.
- Members discussed STI testing and treatment services available onsite and in the community for continuity of care.
- The next meeting of the CAG is scheduled for December 2021.

Community Advisory Group (CAG) – Meeting August 9, 2021 via Microsoft Teams

- Agenda review was completed.
- Standing updates were discussed including site operations, full-site service planning, and community engagement.
- There continues to be a steady increase in site visits, returning to pre-pandemic numbers.
- The Rapid Access Addiction Medicine (RAAM) clinic continues to take virtual and in-person appointments. They also began accepting walk-ins in June.
- The [Consumption and Treatment Services Infographic Review](#) was shared publicly on Tuesday August 3rd 2021. The review sought to understand the early impact of this site and its first full year of operations (January to December 2020). The review was presented to Committee of the Whole (of Regional Council) on August 10th 2021. The

recording can be found on Region of Waterloo Council's YouTube page: [Committee of the Whole – August 10, 2021](#) at 5:51:22/7:18:20.

- The meeting concluded with a roundtable discussion and updates from CAG members.
- Members discussed overdoses occurring across Waterloo Region.
- Members discussed the Safe Supply program that was announced by Health Canada.
- Members discussed the need for smoking options on site.
- The next meeting of the CAG is scheduled for October 2021.

Community Advisory Group (CAG) – Meeting June 7, 2021 via Microsoft Teams

- Agenda review and introductions were completed.
- Standing updates were discussed including site operations, full-site service planning, community engagement, and client feedback.
- There is a steady increase in site visits, returning to pre-pandemic numbers.
- Updated photos were shared of the 2nd floor.
- Feedback from clients has been positive.
- A Rapid Access Addiction Medicine (RAAM) Clinic began operations at CTS on May 26, 2021. Virtual and in-person appointments are offered every Wednesday.
- A virtual launch event to celebrate RAAM services at CTS occurred on May 19, 2021. The recording can be found on Region of Waterloo's YouTube page: [Rapid Access Addiction Medicine Clinic at the CTS site](#)
- The meeting concluded with a roundtable discussion and updates from CAG members.
- Members discussed COVID-19 protocols at CTS.
- Members discussed overdoses occurring across Waterloo Region.
- The next meeting of the CAG is scheduled for August 2021.

Community Advisory Group (CAG) - Meeting April 26, 2021 via Zoom

- Agenda review and introductions were completed.
- Standing updates were discussed including site operations, full-site service planning, community engagement for 2021, client feedback, and safety and security.
- Site visits are continuing to increase, large increase in March.
- Updated photos of the second floor were shared of the site.
- Feedback from clients has been very positive. Clients and staff are continuing to build strong and trusting relationships.
- Staff are continuing to provide referrals to clients including information regarding the COVID-19 vaccine if eligible.
- Rapid Review of the CTS first full year of operations is currently underway.

- The meeting concluded with a roundtable discussion and updates from CAG members. There are no major concerns from members.
- Technology continues to be a challenge for participation in CAG meetings. Public Health continues to assist CAG members who are experiencing difficulties.
- The next meeting of the CAG will be scheduled in June 2021.

Community Advisory Group (CAG) - Meeting February 1, 2021 via Zoom

- Agenda review and introductions were completed.
- Standing updates were discussed including site operations, full-site service planning, community engagement for 2021, client feedback, and safety and security.
- Site visits are continuing to increase.
- Updated photos were shared of the site.
- Feedback from clients has been very positive. Clients are feeling “comfortable” and “safe” in the CTS site.
- On March 1, the Working to Improve Neighbourhood Safety (WINS) program will be operating out of the CTS site. WINS is a peer-based, needle and harm reduction supply retrieval pilot project.
- The City of Kitchener discussed work underway to create a resource for downtown business owners and members of the community. The goal of this resource is to direct calls from the public to the appropriate channel.
- The meeting concluded with a roundtable discussion and updates from CAG members. There are no major concerns from members, experience has been very positive.
- Members requested for a summary of CTS operations to update in their respected organization publications.
- Members discussed providing a platform poetry and/or artwork completed by CTS staff and clients.
- The next meeting of the CAG will be scheduled in April 2021.