

RECOVERY; EVERY VOICE MATTERS

FRESH START RECOVERY CENTRE
ANNUAL REPORT 2015



WHAT'S YOUR
MESSAGE?

Providing Solutions That Recover Lives

FRESH Start
RECOVERY CENTRE

MESSAGE FROM THE EXECUTIVE DIRECTOR

Welcome to your Fresh Start Recovery Centre 2015 annual report. We are passionate about what we do and grateful to share with you exactly what that is, who we are and the successes we shared in 2015. It is our pleasure to introduce you to some of the men and their families that have been through our program and have learned a new way to live. Our staff, board, donors, alumni, residents and volunteers have become an integral part of not only our treatment centre, but also the Canadian recovery movement that is quickly growing.

For the last 23 years Fresh Start has been housing, treating and supporting people affected by addiction. We are an abstinence based, men's addiction treatment centre using the 12 Step recovery model. We also offer a Family Healing Program for anyone affected by a loved one's addiction. The men and their families that come to us for help seek the opportunity to transform their lives; they CAN and they DO. With your help, we are fortunate to see lives changed everyday.

Some feel that addiction is too complicated, confusing and may wonder what they can do to help. We are grateful that you are here with us. If you have not found your voice in this recovery movement then perhaps some of the stories written in these pages will help you find it. Take for example Ron and his daughter Lawna, or Billy who has a powerful story of transformation, from a life in jail to one of purpose and giving back.

For years the disease of addiction has thrived in the shadows of shame, lacking compassion and understanding. The theme of this year's annual report is "Recovery; Every Voice Matters" and it's a call to action for us all.

Whether you are sharing your story, struggling to get clean and sober, speaking in a meeting, supporting, donating, advocating on the front lines, volunteering or simply expressing compassion; what you do and say DOES matter and DOES make a difference. The recovery movement is helping us understand that we are all impacted in some way and we have an opportunity to do better. Recovery is real and there is a solution!

2015 was a year of stellar growth for Fresh Start as you helped us expand our reach to Canadians by opening a satellite office in Niagara Falls, Ontario. It is a great opportunity and platform for reaching out to other communities, cities and provinces, to share the message of recovery from addiction. It allows anyone with a desire to get well the opportunity to do so with our nationally recognized treatment program.

We invite you to be part of our Fresh Start family and to share with us your message of hope. Simply asking the question "how can I help and how can I make a difference?" tells us you have something amazing to contribute to this incredible recovery movement. Thank you for taking the time to read your 2015 annual report and making your voice heard. This is a great place to start!

In Service,
Mr. Stacey Petersen RSW
Executive Director





The **REALITY** is that in Canada approximately **90 PERCENT** of people that need addiction treatment do not receive it. **ADDICTION** is the only disease that tells you that you don't have a disease. It is **CUNNING, BAFFLING** and **POWERFUL**. For every one person with addiction there are many more lives touched and impacted. Spouses, children, parents, friends, siblings, and co-workers. They are also impacted when that person gets well! It is going to take many **VOICES** to speak up and speak out to **MAKE CHANGE HAPPEN**. No more lives need to be lost. No more shame and guilt surrounding this disease has to hold men and their families' hostage. Whether we are in **RECOVERY**, support someone in **RECOVERY**, or our lives have been touched by **RECOVERY** in some way, there has never been a better time to use the power of **OUR MESSAGE** to shape the future. **TOGETHER** we are **STRONGER**.

EVERY VOICE MATTERS.



MESSAGE FROM THE BOARD CHAIRMAN

I am grateful to be the Chairman of the Board of Directors of Fresh Start Recovery Centre. Over this past year we've seen how you have helped the men and families we serve experience positive changes in their lives. I would like to thank you and our staff for your tireless work to make an undeniable impact on our community.

Our success as an organization relies on the passion of our people. Together, we continue to make significant strides in increasing our benchmark rates on a yearly basis and providing families an active role in recovery through our Family Healing Program which has seen record attendance since its inception in 2011.

Addiction reaches deep into the fibres of our families and friendships. It is rare for someone to be able to truly say they have

not been affected by addiction in one form or another. With your continued help, our goal as an organization is not only to increase our effectiveness in helping people recover from addiction but to destigmatize addiction in our communities. Many times it is the social barriers that hinder someone's ability and desire to get help. Their sense of worthlessness can only be overcome by the love of their family, friends and the community they live in. Together, we can use our voices to let them know that recovery matters to our community, because they all matter to us.

Our graduates exhibit qualities that we can all use to lead our lives; the courage and perseverance to walk away from something that was once more important than the bare necessities of life; the resolve to rebuild their life after it has been torn away from them through the grips of addiction and their leadership to help guide someone else out of a dark path they have previously been down. These are all qualities that we need to fortify in our community.

I am truly grateful to be a part of the Fresh Start organization and to work with you to continue with our strategic plan and our mission of recovering lives by housing, treating and supporting people affected by addiction.

Yours in Gratitude,
Mr. Craig Borgland
Board Chairman



With your support Fresh Start officially became an Accredited Agency on October 31, 2015! Accreditation is a big deal; it sends a message to all we serve and to all who have invested in the Fresh Start Recovery process that we all take recovery seriously and that together we are able to constantly strive to be better so that we can offer the best chance possible for those who come to Fresh Start to realize recovery from addiction.

Health accreditation in Canada is largely voluntary. Organizations like Fresh Start that take part in the accreditation process choose to do so because we have first-hand knowledge of how accreditation improves quality, reduces risk and strengthens accountability.

NONPROFIT EMPLOYER OF CHOICE AWARD



Fresh Start Recovery Centre is one of ten first time recipients of Canadian Nonprofit Employer of Choice (NEOC) Awards. The NEOC Award recognizes organizations that have committed themselves to better business management practices ensuring successful mission achievement. Canada's nonprofit sector has recognized the vital importance of incorporating private sector business practices in areas such as marketing, financial accountability and people management while still honoring the sector's best practices in service and mission delivery. All winners successfully completed the NEOC Organizational Profile and Employee Commitment Survey achieving a minimum overall score of 75% to qualify for the award. Fresh Start was one of three organizations West of Ontario to receive this award and the only one in Calgary.



My name is Billy and I am a counselor at Fresh Start Recovery Centre and I am also a recovering addict. I was introduced to Fresh Start in 2006 during my stay in a federal penitentiary. In looking back at my life, it is clear that I was an addict from the start; the choices I had made in my life demonstrate a high degree of unmanageability and self-loathing.

I was given an opportunity to enter Fresh Start through a parole program and I arrived at the facility having had almost a year free from drugs and was immediately put into the group program. It was in this group that I started to live a lifestyle centred on the 12 Steps of Recovery. I was mentored and gently directed by many strong and positive influences in the house at that time; most memorably, the staff members who looked beyond the convict stereotype that I had often been labeled with. They saw me as a man who had the disease of addiction and who had the potential to become a contributing member of society and to live the life that God intended.

I have stayed clean ever since and have also stayed involved with Fresh Start in one capacity or another. I have remained active as a sponsor with many clients over the years, as well as remained in close contact with my friends and mentors from the house. I began my journey as a staff member of Fresh Start by working at the front desk and I briefly held a position on the Board. I joined as a counselor in September of 2015 and I continue in this role today.

I entered Fresh Start Recovery Centre broken and without hope or understanding. I was led down a path that would guide me entirely into a new peace and understanding of who I was and how I had a disease, not a moral deficiency. With honest conviction I can say that this program works; today I stand as a counselor in front of my own groups and lead these men to the same understanding that I was given in the hopes that they will see their self-worth and their potential to rise above the disease of addiction.

RON'S STORY

Addiction affects us all in some way, shape or form. What does a person with an addiction look like? We are your neighbours, brothers, fathers, grandfathers, cousins, uncles, children, sisters, mothers, grandmothers, employers and co-workers. We are the people that serve you your morning coffee. We are just like you. We work at Fresh Start and some of our greatest work has become being a voice for those that have not found their own.

Ron is just one of the many men that has found his voice because of recovery. Here is his story.

At age 64 Ron dreamed of having a great life, having raised his family and retired to spend his golden years with his wife. Instead Ron found himself widowed and at odds with his newfound solitude. He withdrew as he felt that nobody understood or cared, he turned away from people and turned to alcohol for comfort. However, alcohol was a short solace. Ron ended up losing his home and moving in with his daughter and her family. As his drinking increased, his reliability and honesty decreased, and by 2008 Ron's daughter had enough, disowned him, asked him to leave and forbid him from seeing his grandchildren.

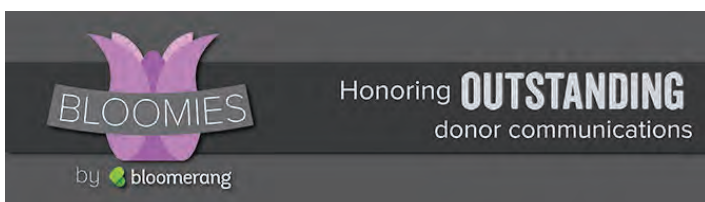
Ron was homeless, broken, and with nowhere to go, decided things had to change. He heard of Fresh Start from 12 Step meetings, so he called and put himself on the wait list. He was told that he might have to wait 90 days or more for admission. He called in everyday. On Valentines' Day 2009 he was told that he would have a bed at Fresh Start, subsequently, he took his last drink on February 16th, 2009. Ron had started his long road of recovery and life began for him for a second time at age 65.

His journey was not easy. Ron had a lot of hard work in front of him, and made amends for many wrongs, but bit-by-bit his recovery brought back people that he had once lost to addiction. His first gift was when his daughter hesitantly came to his Gratitude (graduation) Ceremony. Through visits afterwards, he earned her trust and eventually she would bring her children for visits. The visits became longer and more frequent and then more blessings happened. She asked Ron to look after his grandchildren by himself. Over the years their bonds have strengthened and Ron's sobriety has earned him a place in the hearts of his family once again.

Ron is active in his life and in his recovery. He sponsors other men, answers the phone to help others and uses his story to help change the conversation of addiction.



BLOOMIES



Once in a blue moon, a risk-taking piece of donor communications comes along, and that's what the Bloomies celebrate; intelligence, heart and guts. Fresh Start is doing some of the strongest, stare-you-straight-in-the-eye donor communications I've ever seen.

~Tom Ahern, Principal of DONOR COMMS



LAWNA'S STORY

Fresh Start gave me hope, my Dad back and gave my children the chance to have a loving relationship with their Grandfather!

Christmas was always a hard time because of my dad's drinking, as was every holiday. I always wondered and waited all day to see if I would get that call; the call where he was drunk, crying and apologetic. As a young girl it would break my heart. I would cry and ask my Mom, why my Dad wasn't here at home, or when he was coming home? Over the years I became numb to it. I dreaded the call. His tears on the phone, feeling guilty and ashamed. As a teen it finally got to the point that I didn't answer the phone. I didn't want another holiday ruined!

Since my Dad has been in recovery, he always spends holidays with us. He gets to see the joy and fun of watching his grandchildren grow up. Something I never in my wildest dreams would have ever have thought would happen. My Dad turns 70 this year. He entered Fresh Start at age 64. It's never too late for change!

Dreams and wishes can come true. With a little courage, hope, faith and belief!



STIGMA MAGAZINE'S PREMIER EDITION

Having Fresh Start Recovery involved with Stigma Magazine has been so important! It's given us a chance to succeed. It's giving us a chance to become a "Voice for the voiceless" I can't thank them enough for their support through their ads and their editorial content. They have helped us build relationships with people and organizations in the recovery community that we never would have had. Their good standing in the community is helping us get the message out that Stigma only grows in the dark! We are very grateful and thankful for Fresh Start Recovery!"

~ Luke de Leseleuc, President, Stigma Magazine

EVERY MONTH WE HOST EVENTS... HERE ARE A FEW OF OUR FAVOURITES

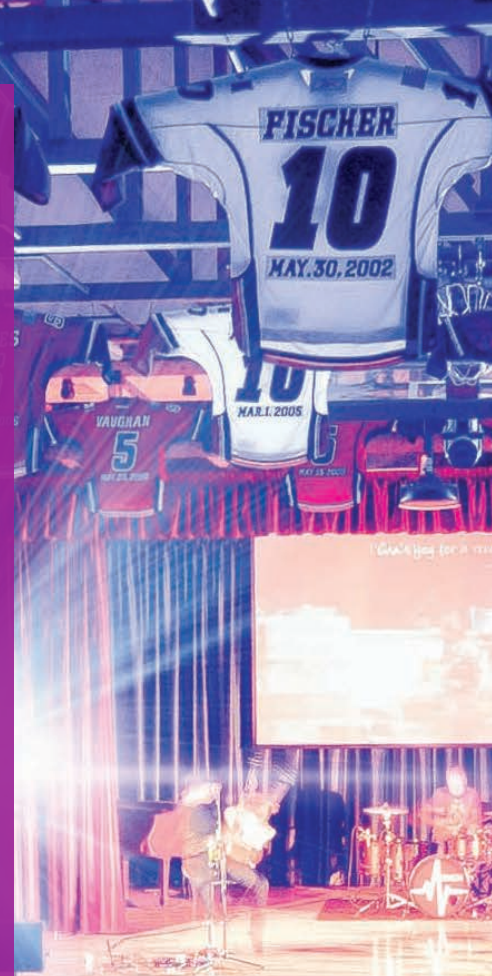
The last Saturday of each month we show our community spirit by hosting **sober dances**. This is an opportunity for the recovery community, their families, loved ones and children to come to a safe event and have food, fellowship and dance. Staff are always on hand and are mindful that people are in every stage of recovery; so we are working to ensure a positive experience.

In April, we host a **Panel Discussion** where some of Calgary's leaders share with us their thoughts, wisdom and life experiences. We are always humbled by the honesty, vulnerability and humour of our speakers. Our theme in 2015 was United We Recover - Sheldon Kennedy said it best "If you want to go far, go together." Enough said.

The second Friday in July we get into the Stampede spirit and everyone can mosey on down to our recovery centre for a **Stampede Barbeque**. This is always a well attended event and full of fun activities and community support.

Our biggest in-house event and the one event we take to the streets is our **12 Stop Ride For Recovery** Motorcycle road rally. This is a scavenger-hunt style motorcycle rally where our guests receive a clue for each stop and each one of those stops represents one of the 12 Steps of Recovery. Our Bike Run is a great way to be involved with the community and to celebrate recovery while bringing awareness to the disease of addiction.

Each December, we host our annual **Christmas Open House** to celebrate the season and honour our amazing partnerships with a fantastic community of Alumni, Residents, Board Members, Donors, Staff, Community Partners, Family and Friends. Lunch is provided as we enjoy live music, story telling, fellowship, on-site tours and the gratitude that comes from being able to celebrate these moments together.





EVERY VOICE MATTERS

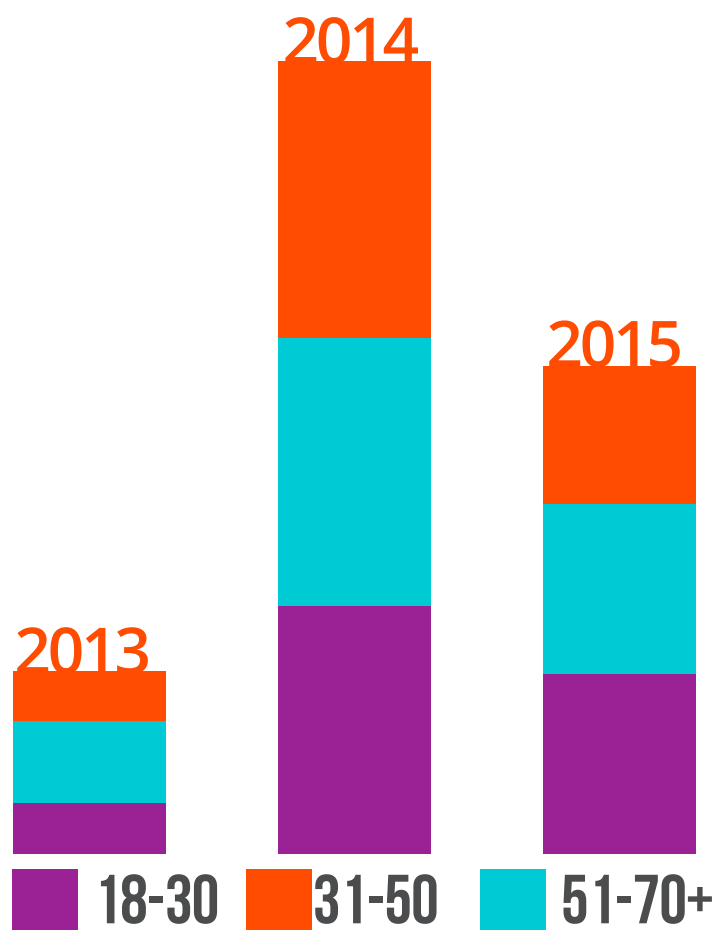
Every Voice Matters at our events. Everyone is welcome and encouraged to come and participate. We are proud of what we do and enjoy witnessing the gratitude people experience when first introduced to our recovery centre. Hosting events at Fresh Start gives us the ability to show others what recovery looks like and that recovery is possible, attainable and sustainable.

THE FIRST STEP: THE WAIT LIST

In 2015 our wait list grew to a high of 183 men waiting for their chance for 1 of our 50 beds to become available so they could start the recovery process that may be the difference between life and death. We don't get many of them, but we dread the rare call from a family member saying "Take him off the list. He won't need the bed anymore. He didn't make it".



AGE RANGE OF MEN IN THE PROGRAM

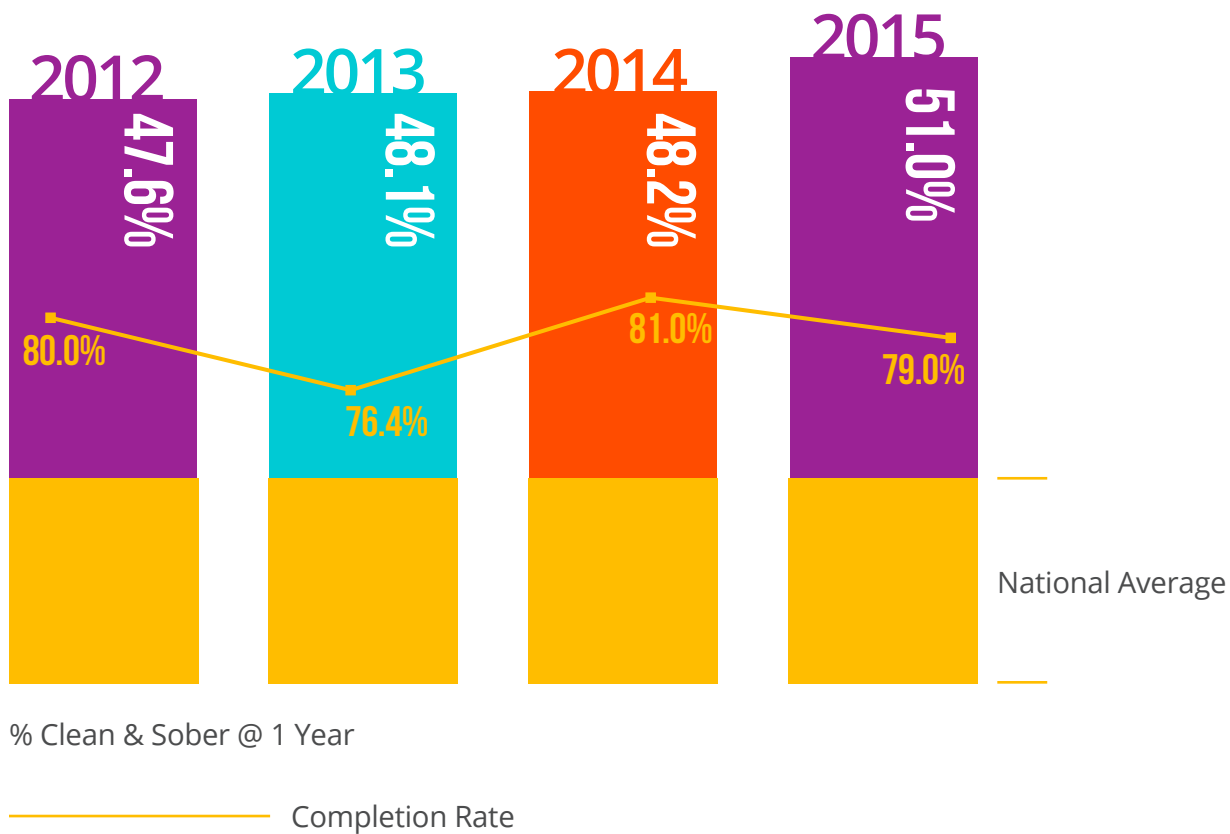


How Old Are Your Men?

The men who come to Fresh Start for help vary in age from as young as 18 to as old as the mid 70's. The average age of our men is 33.5 years old.



WHAT DOES SUCCESS LOOK LIKE?



IN 2015, **79%** OF THE MEN **COMPLETED** THEIR 12-WEEK PROGRAM AND ATTENDED THEIR “GRATITUDE CELEBRATION” (GRADUATION).

51% OF THE MEN WHO COMPLETED THEIR PROGRAM IN 2014 WENT ON TO CELEBRATE THEIR MILESTONE OF **ONE YEAR CLEAN AND SOBER.**



FRESH START FAMILY

ADDICTION IS A FAMILY DISEASE. RECOVERY IS A FAMILY SOLUTION.

For every single person that struggles with the disease of addiction there is a multitude of people that are also suffering. If you have a person with the disease of addiction in your life, you likely know the feelings of helplessness, despair and resentment.

In 2015 you helped many people realize that they don't have to live in the shadow of addiction. Our Family Healing Program (FHP) helped 58 men and women who are closely associated with addicts deal with the effects of addiction and learn how to live in recovery. 57 of these people completed the full five-week period – two hours, one night a week. For every individual positively impacted by recovery there are 25 others who also feel that positive impact.

Any man, woman, or family member that presently is - or has ever been - affected by someone else's addiction is welcome to participate in "The Family Healing Program". As a participant, you will have an opportunity to learn more about how the disease has been affecting you and discover new solutions that start with your healing.

You will be given an opportunity to explore and learn more about several topics that impact your wellbeing in so many ways that you may not realize.

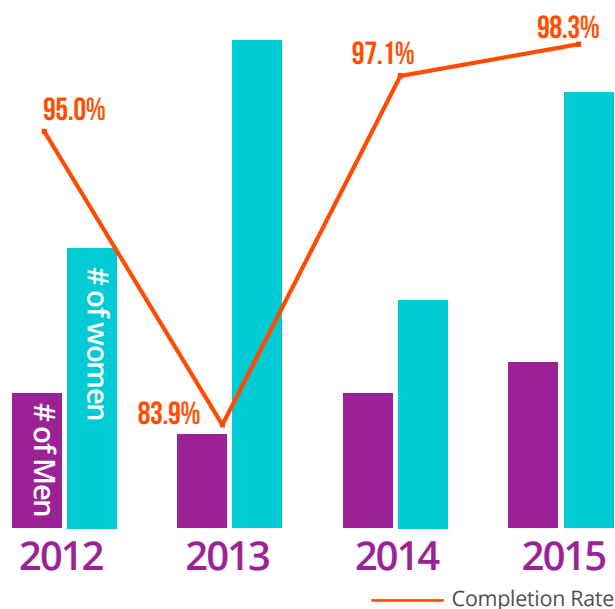
Thanks to support from you and the United Way of Calgary & Area this award winning program has helped many and will continue to help many more to live a life in recovery.



United Way
of Calgary and Area

UNITED WE CREATE A BETTER FUTURE

FAMILY HEALING PROGRAM - WHO PARTICIPATES?





“MESH” is an acronym for **M**ental Health, **E**mployment, **S**ubstance Abuse and **H**ousing. The program only exists because of committed partners bringing their own excellence to the table on these complex and interrelated challenges. The program connects people to the services they need, quickly and with less red tape. This collaboration was formed in 2012 between Aventa, Fresh Start Recovery Centre, Horizon Housing Society, Prospect Human Services and Canadian Mental Health Association. This program is funded by United Way of Calgary and Area.

AVENTA CENTRE OF EXCELLENCE FOR WOMEN WITH ADDICTIONS

Fresh Start makes a significant contribution to the community through their active participation and collaboration with community partners. I have observed over the years that Fresh Start effectively represents their organization and client needs during MESH partner meetings, while remaining very supportive of other community partners. I have been able to observe this effective leadership first hand on several occasions while working on various community committees and in 2013 when Aventa evacuated 41 clients to Fresh Start during the June flood. During this time frame and in a live stressful situation, Fresh Start and Aventa Staff and Management clearly and calmly, demonstrated effective leadership, conflict management and teamwork skills.

~ Kim Turgeon, Executive Director

HORIZON HOUSING SOCIETY

Fresh Start Recovery Centre has been a leader in working to break down the systematic barriers related to substance abuse and as such, is an integral partner in the MESH Initiative. Horizon Housing Society is proud to partner with organizations such as Fresh Start Recovery Centre to create seamless support as people make their way through the recovery process.

~ Kim O'Brien, Executive Director

PROSPECT HUMAN SERVICES

Fresh Start is an invaluable partner in the MESH initiative. Fresh Start has given selflessly to MESH, while maintaining impossibly high standards for their own work.

~ Melanie Mitra, CEO

CANADIAN MENTAL HEALTH ASSOCIATION – CALGARY REGION

It is Fresh Start's commitment to the holistic approach of how you meet the needs of the men you serve that really sets them apart. We know we do better together and we understand building mental health is an integral part of how you support someone with addiction. We shared the same clients, now we are truly working together for their best interests. Thank you for all you do – we're proud to be a partner.

~ Laureen MacNeil, Executive Director

UNITED WAY OF CALGARY & AREA

“We are proud of how Fresh Start empowers individuals and their families to understand the complexity of addiction and work together to move forward.”

~Lucy Miller, President and CEO, United Way of Calgary and Area



PURE NORTH S'ENERGY FOUNDATION

As Lewis Carol said "If you don't know where you're going, any road will get you there." Recovery is a journey that requires a plan and a commitment. Full support for recovery involves addressing all levels on the hierarchy of needs. Without looking after your physical health it is more difficult to succeed. To fully achieve a state of peace within yourself, you need to nourish your body, mind and spirit.

Pure North is passionate about supporting those in recovery who make the commitment to themselves, their families and their communities. The Pure North program provides the body with the nutrients it needs at all levels and for people in recovery there is an even greater need because of multiple deficiencies.

For the men at Fresh Start Recovery Centre, they know all too well that there are no quick fixes or shortcuts to real recovery; the first year of recovery from addiction is primarily a physical journey. Since 2011, Pure North S'Energy Foundation has been operating a clinic in the lower level of Fresh Start for the residents, alumni and staff. Twice a month the nurses, doctors, support staff, clinicians and naturopaths arrive at Fresh Start to help clients with their health concerns, perform testing, administer supplements and vitamins, and determine where the body is at now to make a plan of action to support each person they see to reaching optimal health.

In 2015, Pure North saw 150 unique clients engaged in their program through Fresh Start and this amounts to over \$100,000 worth of support that is provided to Fresh Start free-of-charge. As well, Pure North saw 56 Fresh Start clients for dental-related issues amounting to over \$65,000 worth of support provided to Fresh Start. Like the multi vitamin packs offered in the dining room or the nutrient-packed smoothie prepared every morning by our in-house chef, the clients participate in their own health revitalization. Pure North provides each participant with a personalized program to help them optimize nutrition and reduce the likelihood of illness in the future. Overall, the partnership between Fresh Start Recovery Centre and Pure North S'Energy Foundation has been instrumental in aiding these men through all phases of their recovery.

~ Allan Markin, Founder and Chief Accountability Officer, Pure North S'Energy Foundation



BRUCE OAKE RECOVERY CENTRE, WINNIPEG

Fresh Start is the gold standard in addiction treatment. It does not give up on addicts no matter how long or difficult the struggle. Fresh Start is important to our family because we don't want others to suffer the loss we did in the death of our son Bruce at age 25.

~ Scott Oake, *Hockey Night in Canada*, co-founder of the Bruce Oake Recovery Centre

DARREN BIEDERMANN & THE SUPREME MENSWEAR TEAM have been supporting Fresh Start since 2012 with clothing drives throughout the year. Each December Supreme reaches out to their extensive customer network and asks them each to consider bringing in their dry-cleaned, gently used clothing to give to the Fresh Start men for work, "Gratitude" celebrations, job interviews, etc. In exchange donors receive a coupon for a discount on replacement clothing. The clothes that you donate go to help men feel better about themselves and ultimately do better in life. Thanks for your part in transforming lives!



Since May 2012, 482 Fresh Start residents have been provided with comprehensive health assessments and follow up consultations together with daily nutritional supplements at a cost of \$450,000. On top of this, 153 Fresh Start residents received needed dental services at a cost of \$300,000.

In 2015 alone 150 Fresh Start residents were provided with comprehensive health assessments and follow up consultations together with daily nutritional supplements at a cost in excess of \$100,000. In addition, 56 Fresh Start residents received needed dental services at a cost of \$65,000.



ADVOCACY — LOCAL, NATIONAL AND INTERNATIONAL

RECOVERY DAY CALGARY 2015

Celebrating the event's fourth year in Canada and third year in Calgary, Recovery Day provides a public display of the freedom from addiction and aims to build awareness, challenge societal stigma and celebrate the role that recovery plays in improving the lives of Canadians across the country.

NATIONAL SUMMIT FOR ADDICTION RECOVERY



On January 27 and 28, 2015, CCSA, alongside individuals and organizations from across Canada, held the first-ever National Summit on Addiction Recovery in Ottawa to highlight the very important issue of recovery from substance use disorders. The Summit brought together approximately 50 committed delegates representing the recovery community, front-line service providers, the research community and addictions organizations to focus on changing the conversation about addiction away from the problem, towards celebrating the solution. This message was reinforced in remarks to Summit participants made by the then Minister of Health, Honourable Rona Ambrose and by participation from members of the opposition.

NATIONAL COMMITMENT TO RECOVERY FROM THE DISEASE OF ADDICTION IN CANADA

Signed at a ceremony in Ottawa, the resulting National Commitment to Recovery from the Disease of Addiction in Canada puts forth a common vision for recovery, as well as overarching principles to guide a strength-based recovery approach to substance use disorders in Canada (Canadian Centre on Substance Abuse, 2015b). Primarily, the National Commitment serves to recognize addiction as a health condition that deserves an evidence-based range of services, supports and tools that will help make recovery an attainable and sustainable reality.

Following the Summit, CCSA established the National Recovery Advisory Committee (NRAC) to guide the work of CCSA to collectively promote awareness of recovery from the disease of addiction in Canada based on evidence from research and experiences of those in the recovery movement. The Committee consists of leaders from across the recovery community with lived experience as well as expertise in recovery research and service provision. One of the first priorities for CCSA and the NRAC is to work to address the existing knowledge gap surrounding the concrete impact and estimated value of recovery.

RECOVERY IN THE HOUSE ... OF COMMONS

On March 13, 2015 then MP David Wilks rose in Canada's House of Commons and said "The stigma is something I want to challenge and my member's statement is one step in that process. He believes he's been given a second chance and because of this, he tries to give back as much as he can in his job as a member of Parliament." "Have I had crappy days? I sure have. But nothing compared to when I was drinking," Wilks said.



Picture (From left) Allan Aubrey, Alberta Health Services; Anthony Phillips, Canadian Institutes of Health Research; Hon. Rona Ambrose, Minister of Health; Cam Wild, University of Alberta; Stacey Petersen, Fresh Start Recovery Centre; Katherine Todd, Alberta Health Services

CANADIAN RESEARCH INITIATIVE ON SUBSTANCE MISUSE (CRISM)

Canadian Research Initiative on Substance Misuse (CRISM) – A national research consortium in substance misuse. This consortium will be unique for substance misuse research in Canada in that it will focus on translation and implementation and be cross-pillar in nature. CRISM is modeled after the National Institute on Drug Abuse's Clinical Trial Network.

Objectives of CRISM are to identify and/or develop the most appropriate clinical and

community-based prevention or treatment interventions for substance misuse, provide evidence to support the enhancement of prevention or treatment services regarding substance misuse to decision makers and service providers, and support improvement in the quality of care and quality of life for Canadians living with substance misuse.

FAVOR CANADA – FACES AND VOICES OF RECOVERY CANADA



FAVOR Canada has made a difference by supporting Fresh Start's profile on the national stage. FAVOR Canada is a national advocacy organization. They promote and advocate for change that expands the continuum of care to include recovery support systems for people who are in recovery. Their job as recovery advocates is not to support one pathway over the other, but rather support every individual and their own personal preference.

UNITE TO FACE ADDICTION

The Unite to Face Addiction Rally on October 4, 2015 was an historical day in the effort to face addiction. Tens of thousands of people showed up and 700 partners joined together for the first-ever rally and concert on the National Mall in Washington, DC. The event was punctuated by an all star concert with incredible performances by notable artists (in recovery) like Joe Walsh, Steven Tyler, Sheryl Crow and many others. The US Surgeon General announced the country's first ever report on addiction.

This day celebrated the changing of conversations from problems to solutions for addiction. "UNITE to Face Addiction will mark the first time our nation will collectively stand up to addiction, a health problem that impacts 1 in 3 households," said Greg Williams, co-founder of Facing Addiction and a person in long-term recovery. Fresh Start was proud to be your voice and partner on the international stage.



VOICES THROUGH ART



As a musician, I've had the chance to meet a lot of people while playing concerts from coast to coast. Just over five years ago we ripped up our record deal to do a "Johnny Cash" tour through prisons, youth detention centres and schools. We sit on stools and tell the stories of the people we have met on tour and play songs about the issues that we've seen people dealing with. Things like suicide and addictions.

We've had the chance to play two concerts now at Fresh Start and without question...those shows stand out as some of our favourite concerts we've ever played. The atmosphere is something that I wish everyone could experience.

The staff working with these young men have created such a beautiful atmosphere within those walls. It truly feels like family, which is something that many of the guys who come there crave.

Fresh Start has given us a tour of the facility and it is put together so well. If places like this were available for all the people we have met on our tour that are dealing with addiction, this would be a very different country.

We are proud to have been a part of Fresh Start and to all those who have supported them, I want to thank you for being a part of something that is truly making a difference in the lives of so many (and their families). One of the Fresh Start men brought his young daughter to meet us at one of the events and that's when I began to realize the layers of impact that Fresh Start is having.

Thank you Fresh Start for letting me be a part of your team and a special thanks to Wayne for giving me the nomination for the 2015 Champions of Mental Health Award - Community (Individual) I was awarded by the Canadian Alliance on Mental Illness and Mental Health.

You guys mean the world to us!

~ Robb Nash, Musician



"For me, recovery means being honest every day."

~ Tom Ahern, Principal of DONOR COMMS

"For me, Recovery means accepting the amazing adventure that life is when you let go of the reins, keeping your mind, your heart and your eyes open so you don't miss one second of it."

~ Richard Glen Lett, musician, slam poet, actor, comedian

"What recovery means to me is a chance to regain the hope that I thought I would never have again. Recovery to me also means a whole transformation of my life from top to bottom. In the process, I receive the greatest gift of hope... The gift of helping others."

~Luke de Leseleuc, President, Stigma Magazine



GRATITUDE BIKE

This "Gratitude Bike" was literally made with tender, loving care by Alumni Darren M and his 16-year-old son who recently came to Calgary to live with Darren permanently. Darren's recovery, with Fresh Start's help, allowed him to take full legal guardianship and Darren can now provide a safe, stable home and be a Dad who truly cares.

They gifted this Vintage Harley-Davidson Replica to Fresh Start in Gratitude. It was raffled off and raised \$3,200 for Fresh Start. The "Higher Power moment" came when the winning ticket was drawn at our Christmas Social on December 11th and the winner was a long-time supporter and volunteer of ours. It had Good Karma from start to finish.

LIFE IS STRANGER THAN FICTION BUT COMEDY IS A REFLECTION OF LIFE

In July of 2015 the men in Fresh Start read about a comedian in recovery with a show "Sober But Never Clean" and started planning a field-trip to Yuk-Yuk's. Before long they had free tickets donated, transportation set up, etc. ... until our Executive Director, Stacey caught wind of it. He mused "50 guys in early recovery on a Saturday night in a bar ... (infuse sarcasm) **what could possibly go wrong?!**"

Since the guys couldn't go to see Richard, they used their resourcefulness and ingenuity and invited Richard to bring his show to Fresh Start; he graciously accepted and did his "Sober But Never Clean" show on August 28th and had such a great time that he'll be back. Thanks Richard!



Recovery is both art and science

In 2015 Fresh Start was blessed to have donations of art from both established and up and coming artists in our community for our big events. Pictured here (L to R) are Paul Van Ginkel ([Van Ginkel Art Gallery](#)), Chelsea Steer ([The Gadfly](#)), Mary-Ann Quist ([Mary-Ann Art](#)) and Hilda Szternfeld Smith.

An "Artfelt thanks to you all!"

WE REMEMBER



TOM BERTHELOTTE

Tom and Carole Berthelotte had a passion for helping people that struggled with addiction and knew the solution was found in a program of recovery. They founded CLASP (Christian Love and Shelter Program) in November 1992, transforming a garage in Midnapore, Calgary into a group room. At first, this program directly helped both men and women and later began to specialize in men's treatment. Fresh Start continues to grow and current capacity serves 74 men (50 beds phase one, 10 beds phase two, and 14 phase three). In 2011 we officially launched our Family Healing program to ensure that families and loved ones also receive the help they need.

Thomas John Berthelotte passed away, surrounded by love, on April 15, 2015 in Lethbridge, Alberta to join his loving wife Carole.

When Tom and Carole started Fresh Start, they believed that what they were doing would begin to help people immediately and it would also leave a legacy to recover and save the lives of future generations of children and grandchildren; they may not have dreamed that the legacy they left behind would be a lifesaver for their own family.

Thank you Tom and Carole for helping so many in the past, the present and for leaving a legacy of wellness and hope for a brighter future for so many families.



MANMEET BHULLAR



In November 2015 we lost a passionate community leader, friend of Fresh Start and a visionary for Calgary and area. MLA Manmeet Bhullar; we thank you for your kindness, your passion, your strong yet compassionate voice, your friendship and generosity of spirit. Thank you for making Alberta a better place Manmeet. You are fondly remembered.



I always counted myself lucky that this man was my father. I respected his intelligence, his compassion, his ability to make everyone comfortable and to help them see their own strengths.

~ Scooter Provenzano, Tom & Carole's daughter

I remember how Tom was so kind, compassionate and supportive of the kids in the program, particularly a young woman named Nahani. This young lady would become a counsellor for Tom and exhibited the same passion and commitment as Tom did with the kids, years later. I experienced this when they would visit the Deli. It was very heart warming!!

~ Tony Spoletini, Co-founder Spolumbo's Fine Foods and Deli, former Calgary Stampeder and Tom and Carole's former neighbour

My favourite memory of Tom is how he smiled when he talked about Noel* and how Noel did the same and how it meant - despite any challenges - they were living in the love.

*Noel was a one of Tom's first successful clients from Fresh Start.

~ Frank Frey, Former Fresh Start Board Chair and long serving board member

My fondest memories of my grandfather were of game nights which he referred to as "Plaid Night" because we always had to wear our plaid pajamas. He started this tradition when I was very young and we continue to spread the tradition as we induct new members through "Order of the Plaid" ceremonies.

~ Bobby Provenzano, Tom and Carole Berthelotte's grandson

For me, recovery means regaining one's life.

~Dale Burstall, Longtime FS Board Member and friend of Tom and Carole



FOR ME...

"... recovery means healing from the inside out."
~ Scooter Provenzano,

"... recovery means regaining one's life."
~ Dale Burstall, Fresh Start Board Member

"... recovery means freedom."
~ Frank Frey, Former Fresh Start Board Chair and long serving board member

"... recovery is knowing you are still loved and your life is still relevant!"

~ Tony Spoletini

"... recovery means a better life for myself and those around me. The promises of recovery are being fulfilled in my life everyday; sometimes quickly and sometimes slowly. They will continue to materialize as I work for them"

~ Bobby Provenzano

FRESH START RECOVERY CENTRE WOULD LIKE TO THANK EACH AND EVERY ONE OF YOU FOR YOUR GENEROUS CONTRIBUTIONS.

Your invaluable support helps us continue our mission of housing, treating and supporting people affected by the disease of addiction. Your support gives people a second chance at life.



2015 Willow Park Charity Golf Classic Donors

Funds from this event are being used to purchase additional Phase II and III housing so that men who have completed their 12 Step program and are ready become more independent can do so with appropriate supports to strengthen their long term recovery and minimize the chance of a potentially deadly relapse.

1600 Bier Haus
A-1 Cement
Air North
Airdrie Roofing
Alberta Engineering
All Floors
All Span Building Systems
Annapolis Capital
Artistic Stairs
Assa Abloy Entrance
Systems
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Azuridge Estate Hotel
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Bravura Engineering
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Conservation

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Energy Drilling Services
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Centre
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Grow Garden Designs
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Gunther's Building Center
Rork Hilford
High-Tails Pet Resort
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Ideal Insulation
Inland Concrete
Jayman Built
Jim Jempson Sports
Enterprises
Victoria Kane
Kare Bracelets
Kingswood Interiors
James Kinnear
Heather Kline-Swormink
Ike Kolias
KPMG
Lafarge Canada
Rob Lennard
Lauralee Bowie Ski
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Pepsi
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Taiga Building Products
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Department
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Thomas Jeffery Men's Wear

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OPERATIONS Corporations

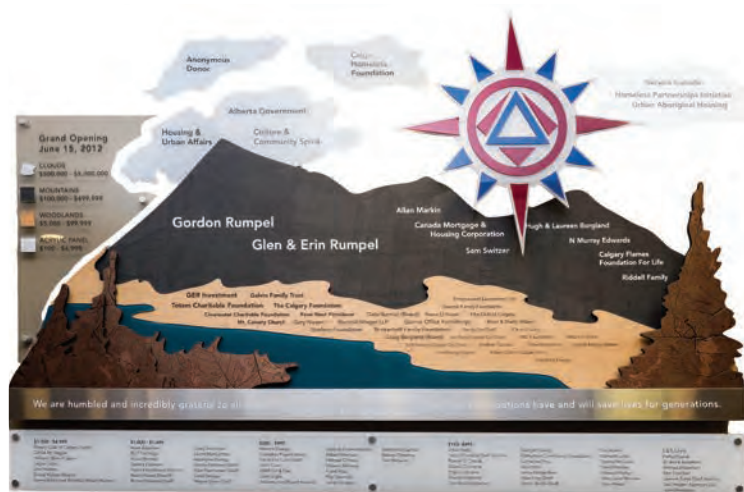
Antosz Orthodontics
ATCO Gas
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Banff Lower Hot Springs
Barnert Construction Inc
Belt Drive Betty/ Renee
Charbonneau
BetterGiving
Betts Drilling Ltd.
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of Mark's
Jacox Harley Davidson
Jonas Restaurant
Kane's Harley Davidson
Local 496 Plumbers &
Pipefitters Charity Golf
Tournament
Lord Elgin Hotel
Lucid Kustoms
McGown Johnson
Barristers & Solicitors

Mike Miles Muay Thai and Kickboxing
Nexen Energy ULC
 NotABLE
 Oakridge Chiropractic Centre
 Peters Educational Services
Professional Excavators Ltd
 Rea's Restaurant
Rona - Edmonton Trail
Spolumbo's Fine Food & Deli
Sponsor Energy
 Stampede Boot
 Stand-Fast Automotive
Supreme Men's Wear
Teamsters Local 362 & Rail Charity Golf Tournament
TELUS Calgary Community Board
 The Living Room
 The NASH
 The Stitchery
Urban Green Produce Inc.
 Wax Busters Ltd.
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 Benevity Community Impact Fund
Coffey Family Fund
 Marion Cross Foundation
 Earle & Elise Hawkesworth Family
Pure North S'Energy Foundation
RBC Foundation
Sam & Betty Switzer Foundation
The Calgary Foundation
 The Stanzeleit Grosjean Family Foundation
The United Way of Calgary and Area
 Mr. & Mrs. Larus Thorarison Sr. Family Fund
 Jean Woeller Foundation
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 Alberta Theatre Projects
 Bingo Barn
 Calgary Academy Parents Association
 Centre of Hope - Salvation Army
Calgary Inter-Faith Food Bank
 Centre Street Church
 Five Star Bingo Association
 Kinsmen Club of Calgary
 Managers Association of Alberta
 Rhythm of the Rockies Choir
 Women's Executive Network
Government
AHS - Addiction & Mental Health
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 Larry Allen
Wendy Andrusyshyn
 An Anonymous Donor
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 Paulette Arseneault
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 Kelly Barron Heinz
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 Rena Seminator
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 Gordo Stockma
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 Arlene Weidner
 Marilyn Westerman
 Martha Wilmont
 Steve Wilson
 Sara Wolfe
 Angela Salmaan Wong
 Michael & Karen Woofter
 Catherine Yates



All those above helped us open this building in 2012, but we still have \$1,300,000 in debt. With YOUR help, every dollar can be used for programming rather than debt servicing.
 2015 Capital Campaign Donations
 Karen Hanes (Board Alumni) - Sally Hlavay - Poelzer Family Foundation



“RECOVERY MEANS FREEDOM.”

*~ Frank Frey, Board Alumni
and Former Board Chair of Fresh Start*

LUCKY NUMBER 7!

There aren't any places where you can meet Santa Claus, ride alongside a Batmobile, pull an airplane, stitch a quilt and then beat a drum and smudge. But if you were part of the 2015 Fresh Start 12 Stop Ride for Recovery Motorcycle Road Rally that's exactly what you did ... and more as you received and solved each of your 12 clues collected along the way. Thanks to all who participate each year and all the sponsors who make this event extra special each year!

16TH ANNUAL CMDA VEHICLES & VIOLINS GALA MARCH 2015

Fresh Start, Make-A-Wish Foundation, The Kids Help Phone, and the Calgary Motor Dealers' Association worked together for 7 months to raise sponsorship dollars and fabulous live & silent auction items for 1,000 Gala revelers. All ticket holders enjoyed fine food, music and beverages while previewing the newest models of cars, trucks and toys that filled the BMO Centre, during the Calgary International Annual Auto & Truck Show. Thanks to all who helped generate \$405,000 that was shared by the three charities! Thanks to CMDA Board and Members as well as Sponsors, attendees and auction bidders who made this all possible!

LOCAL 496 PLUMBERS & PIPEFITTERS ANNUAL GOLF TOURNAMENT JUNE 2015

The sun shone this year and we all had fun on the links. Fresh Start and the Local's Organizing Committee worked together to insure all golfers had a great time. Some amazing sponsorships, auction and prizes helped raise \$18,200.

Thank you members of Local 496 for making Fresh Start your Charity of Choice for a second year! We are truly grateful to you!!

TEAMSTERS LOCAL 362 ANNUAL GOLF TOURNAMENT MAY 2015

An amazing organizing team and staff at D'Arcy Ranch Golf Course made for a fun day of golfing! Whoever says "you can't make things happen on the golf course" hasn't met this gang.

The Local 362 Team presented Fresh Start with a cheque for \$32,000 and we made some memorable friends. Thank you for supporting our men!



2015 WHATGIVESYYC CAMPAIGN (4TH ANNUAL)

If you've ever been to Antosz Orthodontics you will find many superheroes living there from Batman to Superman to Yoda. It's kind of fitting as through WhatGivesYYC Dr. Antosz transforms from a mild mannered Orthodontist to a superhero with the help of your votes. For the past four years Antosz Orthodontics has found a creative and competitive way to give away \$50,000 to six charities with the power of your vote and this year with a GoodPin boost that gave each person who donated 5 votes per dollar. Thanks to YOU, when the dust cleared in round 1 on July 31st, you had catapulted Fresh Start into the #1 position with a commanding 5,195 vote lead to help Fresh Start win the \$8,000 prize plus the donations through GoodPin! Many thanks to Dr Mark Antosz and all of you who made this happen!



FOOD FOR THOUGHT

CO-OP

Community Foundation

Through recovery the men at Fresh Start undergo physical, mental, emotional, psychological and spiritual changes. Without a strong physical foundation, the other aspects of recovery are at great peril. Physical recovery involves sleep, physical activity and consistent access to healthy, nutritious meals. These nutritious meals represent life's essential elements to enhance and continue

to improve their everyday living in sobriety. For them, a strong body promotes a healthy mind and lifelong recovery. Calgary Co-op Community Foundation donated \$15,000 in gift cards to be used towards providing these meals. Since July of 2015 these cards have helped to provide for 8,943 nutritious meals.

In early November a large delivery truck unexpectedly pulled up behind Fresh Start. The driver jumped out and asked where we wanted the load dropped off. Our surprised chef told the driver that we hadn't ordered anything that he knew of. A grin began to spread across the driver's lips and he explained that Fresh Start had been chosen as one of eight agencies to each receive two pallets of food items as part of **Nexen's United Way Food Drive Floor Competition**. Nexen, please accept many thanks from our 12 Step program for your multi step program; it was greatly appreciated!



For the past several years, Tony Spoletini and Spolumbo's Fine Foods & Deli has been donating their famous sausages in a variety of flavours to make the barbeque lunch at our 12-Stop Ride For Recovery Bike Run a resounding success. They also provided catering for the Celebration of Life for Tony's long-time friend and Fresh Start's founder Thomas (Tom) Berthelotte held on May 14th, 2015. We are grateful for your lasting friendship and support!



Between our kitchen staff, there's a whole lot of food knowledge

Fresh Start's kitchen maestros Kevin McPherson (L) and Scott Hastman (R) (missing is Executive Chef Dale Rasmussen) prepare nutritious food everyday for our men, staff and guests. During special occasions we get help from other folks in the Calgary Culinary community like those between them (L to R) like Sam Omar (Co-owner of **Cedars Deli**), Chef Michael Noble (Owner of **NOtaBLE** & **The NASH**) and Arden Jacobs (Co-owner of **Creekside Farms**). Missing are Tony Spoletini (**Spolumbo's Fine Foods & Deli**), Rusty McKay (**Urban Green Produce**), Chef Mario Spina (**Burger 320**) and Randy (Owner of **East Side Mario's**). Thank you for providing the foundation for healthy recovery at Fresh Start.



In January of 2015 TELUS Calgary Community Board® member Sheldon Kennedy presented us with a \$20,000 cheque for a new program called “Back to MY Future” to help men who had dropped out of school as a result of their disease of addiction, return to school and accelerate their success in life that began through their recovery journey.

Throughout the year nine men used this program to get their GED and enroll in Post Secondary education. The program helped these men make ends meet so that they could pursue a dream that they thought was out of reach.

TELUS also made an inspiring video of one of our men who overcame great challenges physically and mentally, turned his

life around, went back to school and excelled “He Could Be The Most Resilient Person You Will Ever Meet.”



Canadian Natural

Since 2014 Canadian Natural Resources Limited has been helping Fresh Start provide addiction treatment services to Aboriginal men residing in areas where Canadian Natural operates. This funding has helped to give the first week of

recovery to 8 Aboriginal and 12 Metis men with an average age of 35 years old. 8 of the 20 men completed their program and all 8 of them went on to celebrate their first year of consecutive recovery.



Christmas
FUND

2015 marks the 25th Anniversary of the Calgary Herald Christmas Fund (CHCF). While Fresh Start was not a recipient of the CHCF in 2015 we have been recipients in the past and our Executive Director Stacey Petersen was asked to speak at the launch and 25th Anniversary

Celebration of the tremendous impact that the CHCF has had on Fresh Start and our community over the past 25 years. In addition to this, the Calgary Herald produced a special video presentation highlighting the success of one of the men who originally came to Canada as a refugee from a country torn apart by civil war, turned to alcohol and drugs to “fit in” and his journey from addiction to better health and a better way of life through recovery. Tong is about to celebrated his ninth year of recovery and has been a staff member for almost as many.

**CALGARY
FOOD BANK**

“For years the Calgary Food Bank’s Food Link Program has been helping to nourish the bodies of the men at Fresh Start so that they can work on healing their minds and have a better chance at making recovery a reality”

INDEPENDENT AUDITOR'S REPORT

CREMERS & ELLIOTT*
CHARTERED ACCOUNTANTS

SUITE 212, 3907- 3A Street NE
CALGARY, ALBERTA T2E 6S7

PHONE (403) 245-5355
FAX (403) 245-5393

INDEPENDENT AUDITOR'S REPORT

To the Directors of Fresh Start Recovery Centre

We have audited the accompanying financial statements of Fresh Start Recovery Centre, which comprise the statement of financial position as at December 31, 2015 and the statements of revenues and expenditures, 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.

Auditor's 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 auditor's 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 qualified audit opinion.

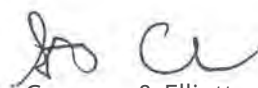
Basis for Qualified Opinion

In common with many charitable organizations, the Centre derives revenue from donations the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Centre and we were not able to determine whether any adjustments might be necessary to contributions, excess of revenues over expenses, current assets and net assets.

Qualified Opinion

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the contributions referred to in the preceding paragraph, the financial statements present fairly, in all material respects, the financial position of Fresh Start Recovery Centre as at December 31, 2015 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.

Calgary, Alberta
March 15, 2016



Cremers & Elliott
CHARTERED ACCOUNTANTS

FRESH START RECOVERY CENTRE**Notes to Financial Statements Year Ended December 31, 2015**

	2015	2014
ASSETS		
CURRENT		
Cash	\$ 813,356	\$ 388,072
Accounts receivable	114,011	113,059
Goods and services tax recoverable	6,734	4,284
Prepaid expenses	16,861	-
	950,962	505,415
PROPERTY AND EQUIPMENT (Note 3)	11,749,665	11,904,590
	\$ 12,700,627	\$ 12,410,005
LIABILITIES AND NET ASSETS		
CURRENT		
Bank indebtedness (Note 4)	\$ 1,300,000	\$ 1,300,000
Accounts payable	35,517	41,593
Deferred contributions (Note 5)	505,000	-
Current portion of long term debt (Note 6)	6,153	5,378
	1,846,670	1,346,971
LONG TERM DEBT (Note 6)	14,653	21,282
	1,861,323	1,368,253
NET ASSETS		
Invested in property and equipment (Note 7)	10,428,859	10,577,930
Unrestricted fund	410,445	463,822
	10,839,304	11,041,752
	\$ 12,700,627	\$ 12,410,005

ON BEHALF OF THE BOARD

 Director
 Director

**CREMERS & ELLIOTT
CHARTERED ACCOUNTANTS**

"In Charity Intelligence's search for excellent charities across Canada, Fresh Start came up on our radar in 2007. For over 8 years, and now with research on over 650 Canadian charities, Fresh Start Recovery consistently "tops the list" in giving donors exceptional bang for the buck. A remarkable achievement by a truly outstanding Canadian charity."

~ Kate Bahen, CFA, Managing Director, Charity Intelligence Canada



REVENUE SOURCES 2012 - 2015

- Fundraising and Donations
- Accommodation Income
- Alberta Health Services - Addiction and Mental Health funding
- Government Flood Relief



RECEIPTS	2015	2014	2013	2012
Fundraising and Donations	1,274,374	1,073,059	870,985	1,045,239
Accommodation Income	1,019,890	963,556	787,575	619,310
Alberta Health Services - Addiction and Mental Health funding	39,179	40,159	39,179	50,049
Keys to Recovery				(15,456)
Government Flood Relief		75,000		
	2,333,443	2,151,774	1,697,739	1,699,142
EXPENDITURES	2015	2014	2013	2012
Salaries and wages	1,642,858	1,538,201	1,465,160	1,178,254
Program supplies	187,256	147,350	167,201	134,252
Fundraising expenses	109,178	75,801	66,388	58,481
Utilities, phone and internet	88,264	107,438	101,679	88,382
Office and general and administrative	81,263	72,966	76,973	99,325
Travel and vehicle	57,910	52,446	53,060	58,623
Interest and bank charges	56,474	55,424	63,447	2,131
Repairs and maintenance	53,561	70,056	44,809	15,791
Insurance - building and general	31,718	28,774	24,001	25,399
Professional fees	10,136	10,141	13,266	12,177
	2,318,618	2,158,597	2,075,984	1,672,815

EXCESS (DEFICIENCY) OF RECEIPTS OVER EXPENDITURES FROM OPERATIONS	14,825	(6,823)	(378,245)	26,327
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OTHER INCOME AND EXPENDITURES				
Capital funding for new facility	0	0	119,960	1,249,947
Amortization	(221,948)	(239,124)	(273,671)	(11,912)
Property and equipment funding	4,675	24,500	0	0
Gain on disposal of property and equipment	0	1,055	0	470,394
	(217,273)	(213,569)	(153,711)	1,708,429

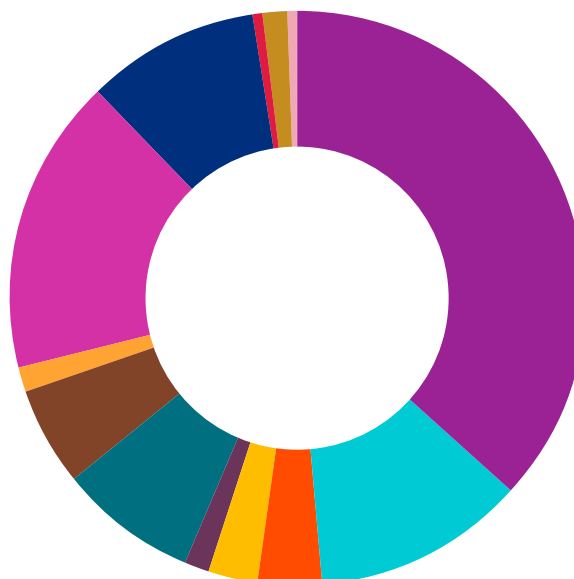
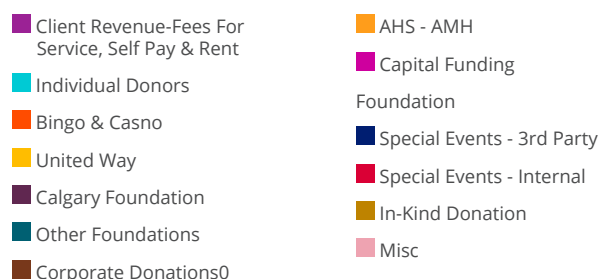
DEFICIENCY OF RECEIPTS OVER EXPENDITURES	-\$202,448	-\$220,392	-\$531,956	\$1,734,756
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Financial Ratios	2015	2014	2013	2012
Administrative costs as % of revenues	5.20%	6.37%	8.45%	2.83%
Fundraising costs as % of donations	6.12%	6.91%	6.70%	1.75%
Program cost coverage (%)	-22.68%	-48.05%	-48.61%	-14.14%

Summary Financial Statements (All figures in \$s)	2015	2014	2013	2012
Donations*	1,784,409	1,097,559	990,945	3,340,385
Government funding	39,179	115,159	39,179	50,049
Fees for service	1,019,890	963,556	787,575	619,310
Total revenues	2,843,478	2,176,274	1,817,699	4,009,744
Program costs	2,042,067	1,944,265	1,855,910	2,561,356
Administrative costs	147,873	138,531	153,686	113,633
Fundraising costs	109,178	75,801	66,388	58,481
Cash flow from operations	524,860	17,677	(258,285)	1,276,274
Funding reserves	(463,049)	(934,304)	(902,096)	(362,300)

* Includes All Revenues for Operating and Capital

BREAKDOWN OF SOURCES OF FRESH START'S 2015 REVENUE



Charity Intelligence (Ci) and Success Markets Inc. (SMI) have selected 10 charities based on formal selection criteria regarding best, lower bound (LB) and upper bound (UB) Social Return on Investment (SROI) calculations to be included in The Canadian Charity Impact Fund (CCiF). This fund is essentially a mutual fund adapted to the charitable sector - a donation portfolio that pools donations and delivers them to 10 high impact charities and Fresh Start was one of the charities that displayed one of the highest UP ratings among the highest 50 charities reviewed.

Recovery means that not only are the lives of these men significantly improved but greater society benefits through decreased social assistance payments, reduced costs associated with addictions and having these men return to contributing to society through increased tax revenues. Overall, the social value created by Fresh Start exceeds most other charities that we have analyzed to date.

Charity	Province	Sector
The Boundless School	Ontario	Education – Youth
Calgary Food Bank	Alberta	Food Banks - Distributor
Easy York Learning Experience	Ontario	Education – Adult
Eva's Initiatives	Ontario	Homeless – Youth
Fort York Food Bank	Ontario	Food Banks – Multi-Service Agency
Fresh Start Recovery Centre	Alberta	Addiction Recovery
Inn From The Cold	Alberta	Homeless – Shelter
Second Harvest	Ontario	Food Banks – Distributor
Youth Fusion Jeunesse	Quebec	Education – Youth
Youth Without Shelter	Ontario	Homeless - Youth

SOCIAL RETURN ON INVESTMENT (SROI)



SUCCESS MARKETS INC.
MEASURING RESULTS FOR GOOD

In 2013 we at Success Markets Inc. conducted an extensive study of Fresh Start's impact on the community. We recently revised all estimates for consistency and have found that Fresh Start's limits have increased from a Lower Bound (LB 17) and Upper Bound (UB 29) to an LB 22 and UB 43 so while a SROI of around 23 is still valid a Best Estimate (BE 31) is probably a more accurate estimation.

Donations to Fresh Start Recovery Centre's (FS) drug and alcohol recovery programs are exceptionally

effective in helping men and their families facing the dire consequences of addiction begin recovery and successfully regain control of their lives. While an agency of last resort for many, FS has proven highly successful in helping even long-time addicts regain sobriety. For example, 51% of men who completed a FS program in 2014 celebrated a year of post-treatment sobriety in 2015; this compares very favourably with national rates of 5% to 10% in Canada.

~ Dr. Terry Colvin, President and Founder, Success Markets Inc.



Photo by Doug Wong

Fresh Start Staff (S) and distinguished Panel Guests (PG) from left to Right:

Bruce Holstead (S – Director of Operations), Allan Markin (PG), Calgary Police Chief (ret.), Rick Hanson (PG), Elizabeth Peters (PG), Wayne Steer (S – Director of Fund Development), Sam Switzer (PG), Sheldon Kennedy (PG) and Stacey Petersen (S – Executive Director)

Each year, Fresh Start's April Panel Discussion involves key community members who come and share with us - and our audience - a little bit about who they are, what makes them tick and how their lives and businesses have been impacted by addiction and recovery.



Providing Solutions That Recover Lives



EVERY VOICE MATTERS

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Charitable Registration #: 13672 0737 RR0001