

25 Years, One Life at a Time

Just the Tip of the Iceberg



1992~2017 • 25 Years-One Life at a Time

ANNUAL REPORT

2017



25 years Just the Tip of the Iceberg

It has been an extraordinary 25 years of recovering lives. We have grown from humble beginnings, to the bounty of today's 40,000 sq ft, purpose-built recovery centre, post treatment recovery homes, an ever-expanding alumni and a staff of more than 30. Although we have exponentially grown physically, we remain connected to our humble beginning which keeps us in our "WHY". We are grateful that we get to do what we do – for us, it is only the tip of the iceberg.

The iceberg is used symbolically to explain many ideas and situations. Much more than what you see lies beneath the surface. We would like to share one way the Fresh Start iceberg could look. The day to day stuff, like when you walk up the stairs of the main "house" you are instantly greeted by the kickplate on the top stair that reads **"YOU ARE NO LONGER ALONE... WELCOME HOME"**. Just a sign perhaps, but to us it is more of a philosophy, a living, breathing way of being, that is cultivated throughout the hallways. It is symbolic of our goal to build a strong recovery community and to build each person's recovery capital. It is easy to think that the opposite of addiction is sobriety... it is not only that. It is connection! We NEED each other. No one can get sober for us; but we definitely cannot do it alone.

Underneath the surface is YOU... the individual, families, businesses, community partners, volunteers and donors that have helped to get us here... YOU have helped build our foundation. YOU may not be visible at all times, but YOU are the beauty that people see when the depths of this organization are explored. It is with Gratitude that we say **Happy Silver Anniversary!**

“What we do and what we
accomplish is only the tip of the
iceberg of what’s possible for us.”

LES BROWN

About Fresh Start Recovery Centre

Fresh Start treats men and families based on the 12 Step model of recovery. We have been operating in Calgary since 1992. The chronic disease of addiction is at the core of many of our community issues. Fresh Start offers live-in and out-patient addiction treatment programs as well as a Family Healing Program. The Family Healing Program is open to anyone in community who is affected by addiction and participants do not have to have a loved one in residence at Fresh Start.

We currently have a total of 78 beds; 50 primary treatment beds and 28 in post treatment housing with supports. This is part of the Fresh Start continuum of care aimed at integrating people in recovery back to community living. We will be adding another 28 post treatment beds in September of 2018 to make more affordable recovery housing available to those we serve.

Our staff serve our residents with love, compassion and empathy, offering hope for a successful future. We do this knowing that **the most** important part of the therapeutic relationship is **the relationship**. With over 300 years combined recovery experience, our team seeks to support each individual until they can love themselves and find stability. We are a professional Canadian Accredited organization.

Fresh Start is
Recovering Lives
By Housing, Treating
and Supporting People
Affected by Addiction.

MISSION

VISION

Every Individual –
Recovery for Life

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Stacey Petersen, RSW
EXECUTIVE DIRECTOR

“And yes...
just the tip of
the iceberg...”

STACEY PETERSEN



Message from the Executive Director

We welcome you to our 2017 Annual Report; our Silver Anniversary edition. It has been my honor serving as the Executive Director for the past 14 years. The days are few that I don't wake up feeling grateful for Fresh Start and our capacity to help facilitate recovery from addiction in our community. I celebrated 30 years in recovery in October of 2017 and the truth is, I could spend the rest of my life doing this work and never repay the life that recovery has blessed me with. When I reflect on 25 years of growth within Fresh Start, I am grateful for all our predecessors. I am very grateful for guys like Frank Frey, Andrew Joo and Dale Burstall, to name only a few of many who gave me the opportunity at the helm.

Over the years, we have worked with thousands of our Treatment Program and Family Healing Program students, so they could achieve Recovery. It has been powerful to see them get well and then pass on their experience, strength and hope to those in and out of Fresh Start. The most powerful tool each of us possesses to affect change in another is by example. I am proud to be part of this recovery tribe. I am proud to be on the path of recovery with them and you. We do our part to help recover men and families – they are the gift – ***We have seen the impact of the work we do extend through families, communities, affecting provincial decisions and influencing a national conversation.*** I am grateful our organization has been part of the gains we have made in our country surrounding the stigma of addiction.

Honestly, looking back at times, it felt like being on the Titanic, sitting in the deck chairs with the violins playing... but gratefully many of you showed up with lifeboats. What a voyage it has been. Over the last 25 years it has been the staff, board, residents, alumni and supporters who have made up the essence of what Fresh Start is – a loving "solution focused" recovery community. You have been our compass. Recovery benefits all of us. Fresh Start is a person-centered organization with our vision being "Every Individual, Recovery for Life". Above all else; we stay true to this vision and I believe this is why overall, we have realized an increasing trend in success rates and client outcomes. That and a strong, evidence-based treatment program executed by educated staff, coupled with their lived experience primarily within recovery is what makes us unique.

The iceberg has many meanings to me. Looking at one recovered person is the tip, the rest of the iceberg is all the resources, people and time that went into serving and supporting that person to get well. The base of the iceberg is the foundation we have developed through the years, the work we have built and accomplished together as a community. ***It is our programs, our values, our desires, our support networks, our natures, our learning styles, our differences and our common goal of living a sober and healthy life in recovery that sets us apart.***

Finally and maybe the most powerful connection to this year's theme of the iceberg is when we look at a person and see their failings, we have no idea what lies under the surface. ***There is usually so much pain and trauma. For us it is far more humane and useful to come from a place of love and ask what happened to you versus what is wrong with you.*** What lies below is who we truly are, amazing incredible human beings. My children sum it up very well by saying "Dad, everyone has a story".

Regardless of how you are connected to us we thank you. Whether you are a staff member, a board member, an alumni, a resident, a donor, a volunteer, a family member, a partner agency or a new friend – thank you for ***Your story.*** For that is what has built Fresh Start and thus made you a part of the solution impacting countless lives, over the course of 25 years.

Kindest Regards, Stacey Petersen, RSW Executive Director

Message from the Board Chair

Congratulations to everyone at Fresh Start on 25 years!!! This is a huge accomplishment and I am proud to be part of this success. I am honored to be in service as Fresh Start's Board Chair and have been inspired as part of the Fresh Start board team since 2011. I sit with insightful, thoughtful and other strong board members to be of service to the staff, the clients, the families and our community. Over these last six years we have seen monumental growth. Our success as an organization relies on passion, perseverance, resiliency and most of all teamwork.

This past year we have seen our team excel through the recognition of the next level of the Accreditation Canada Certification. Accreditation is an ongoing process of assessing health and social service organizations against standards of excellence to identify what is being done well and what needs to be improved. It involved all members of our organization, including the board of directors, the front-line staff as well as members of the community including alumni, families and our community partners. This process helped us understand how to make better use of our resources, increase efficiency, enhance quality and safety and reduce risk.

Did you know that 90% of an iceberg is unseen and sits below the water? There is so much we really don't see. The iceberg model of addiction speaks about the tip of the iceberg being the unmanageability and the behaviors of the addicted person and the 90 percent underneath is the biography and biology of what brought them here. **I see the tip of the iceberg as being symbolic of the beginning of the story.** A story of a man recovered. A story of people helping people. A story that is built on dedication to the men, families and communities we serve resulting in higher success rates, along with destigmatizing addiction and creating a national presence so people can know there is help available. What is under the surface or perhaps left to be written is how far we must go to TRULY help our communities, our cities and our country deal with this devastating disease through early interventions, prevention, health care, detox, treatment, aftercare and continuing care. **In order to change this, we must work together and dive deep.**

This past year we have seen growth in the number of individuals we are able to treat through longer term care with the expansion of our third stage housing and a number of other initiatives that we will make public in 2018. **The continuum of care must extend past treatment in order to achieve sustainable long-term recovery.** The board and I recognize this and commend the team and Fresh Start for their forward thinking ideas on how to build each man's recovery capital.

To close, I would just like to extend my appreciation to all of the staff and volunteers for the amazing work that they have done this past year. On behalf of the board I would also like to extend my thanks to the many people that have built Fresh Start over the last 25 years. We could not be where we are without your contribution. We feel like we have been standing on the shoulders of giants... Your hard work has truly made a difference in the lives of not only the men we treat but also their families.

Many Blessings of Thanks, Craig Borgland



Craig Borgland
BOARD CHAIRMAN

“I see the tip of the iceberg as being symbolic of the beginning of the story.”

CRAIG BORGLAND

Recovering Gratitude



When trying to name our blog, it was somewhat of a pet project for a few of us. We knew it needed to have **gratitude** in it, but in what way... Attitude of Gratitude? – too used. Discovery in Recovery? – true, but not a fit. All about Gratitude? – not always. So, we put our heads together and looked at the process of Fresh Start, the process of Recovery, the process of doing that inner excavation to recover what is there but clouded by addiction and out of this birthed **Recovering Gratitude**. Our blog is a combination of staff and guest writers. We invite you to follow along with us via our website and hey, you may even want to submit something to be published. Here is our first Blog that was published in May of 2016.

“What is Gratitude you ask?

Gratitude means thanks and appreciation. It's the warm feeling you get when you remember the person who offered you coffee at your first meeting, or shook your hand, or simply smiled at you as if to say, **I see you. I get you and it's okay”.**

*When I first got clean I didn't have a whole bunch to be grateful for or an attitude that bestowed it. The outside of my life was still fairly intact but my insides were a vast, empty void. I knew that I wanted a better life...I was out of other “options” so I stayed and watched how others lived and spoke about their experience, strength and hope. When I first heard people talking about gratitude, or saying what a grateful alcoholic they were, I thought, “This is not going to be my kind of deal.” My kind of grateful was that I didn't get a DUI or grateful that I didn't make an a** of myself when I was loaded, grateful that no one knew how broken I was or grateful that I was well enough to drive my kids to school so that I could then go back to sleep. Grateful alcoholic... NEVER!*

I stayed, I listened and what I found was that my perspective on my life, my disease and my view of my past started to change. All things that are mentioned in The Promises of AA started to unfold. I started to soften and I was able to find some real situations to be grateful for. Not situations on the outside either, but an inner shift that I could begin to build my new foundation of recovery on. I found gratitude in recovery was the golden treasure. It is what colors all experiences a little better; a little lighter and a little softer.

So, when thinking about what to call our blog we thought about the journey inward, the journey to a better life and the magic that happens when you Uncover or Recover GRATITUDE. Gratitude is different from indebtedness. Gratitude, which rhymes with “attitude,” comes from the Latin word gratus, which means “thankful, pleasing.” Unlike indebtedness, you're not anxious about having to pay it back. Gratitude is a feeling of good – a form of acknowledging our blessings. It's the ability to love and be loved, a willingness to forgive, it is compassion and celebrating the present. It is also something you want to pay forward.

So, welcome to Recovering Gratitude – our recovery blog that shares our stories of hope, our journeys through addiction – the lessons, the pain, the struggles and the great fact that we are not alone in all of this.





Brain Story Certified

The Alberta Family Wellness Initiative (AFWI) has put together an online free video series to help us learn and understand about the brain and the impact of early trauma on the brain and its life long affects. The more we understand about early brain and biological development, the more accurately we can predict and manage the lifelong effects that experiences have on brain architecture – and the more effectively we can address addiction and other negative physical and mental health outcomes. This is a complex challenge that requires new ideas, concrete action and large-scale collaboration.

The Alberta Family Wellness Initiative (AFWI) facilitates research into early brain development as well as addiction and mental health treatment and applies this research to policies and practices that support positive lifelong health outcomes. They connect and collaborate with leaders in policy, research, education and service delivery to turn scientific discoveries and insights into measurable results.

Together, they are building an expanding framework of ideas and strategies that benefit children and families and promote wellness – in Alberta and in communities across the world. All staff are required to become Brain Story Certified. This certification is an affirmation of the work we do and helps us be better at facilitating lasting recovery for the men and families we serve.



Accreditation

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is nationally recognized as a powerful tool for quality improvement and program standards defining the path as their journey to excellence.

Fresh Start Recovery Centre was recognized as a highly impressive organization in this process. It is viewed as being well connected to addiction treatment professionals on a local, provincial and national level. It was noted and clearly observed that respectful relationships exist and are evident between all levels of staff, residents, families and the governance board. Fresh Start is also being complimented on their Program Improvement Processes driven as a result of effective data analysis and their commitment to improved outcomes for the residents. Add to all of this, a myriad of awards, having been recognized provincially and nationally as service delivery experts. This hard work and dedication have resulted in successfully meeting and exceeding the standards in becoming a nationally recognized accredited organization.



Recognition... Validation... Reassurance...

Art + Mental Wellness is a project started by University of Calgary art professor Dick Avers that has resulted in the creation of more than 150 artworks by community workshop participants exploring the question “How do you create a framework for mental wellness?” A great many of the works of art have been created by

men at Fresh Start and several of these works have been exhibited in pop-up exhibitions across Calgary (including at Fresh Start and currently the U of C Dept. of Art). Throughout 2018 some of these works will be selected for circulation and displayed on bus shelters, inside buses and trains and billboards.



Silent Night Remake

In November of 2017 Fresh Start tried something new, we launched our Christmas awareness campaign by shooting a “music video” and adapting the words to the classic Christmas carol Silent Night. We want to convey the feelings of the struggle with the disease of addiction and the relief that's found through recovery at Fresh Start. We had the help of singer, actor and humanitarian Tom Jackson as well as three Community choruses including Rhythm of the Rockies, Western Hospitality Singers and the Western Canada High School Jazz Ensemble.

The result was a beautiful collaboration that spoke volumes about addiction and recovery in a three-minute clip. The video was very impactful for Fresh Start and we have you to thank for that.



Changing Gears

My name is Kyle and I'm a person in long term recovery. This past summer I was fortunate enough to complete a dream of mine – to ride my bicycle across Canada to raise money and awareness for recovery from addiction. I was able to highlight the role fitness plays in my recovery journey. This dream couldn't have been realized without my family, friends, donors and partnering up with Fresh Start.



When I first came to treatment at Fresh Start, I was broken in mind, body and spirit. I had spent countless days of the previous month in the hospital with various injuries sustained while under the influence of drugs and alcohol. I learned right away that if I was going to survive the 16-week program – and the rest of my life for that matter – I would need to surrender my old ways of thinking. This didn't mean it came without resistance.

I held on to some old ideas at first and with the help of my counsellor and some of the other guys in the house, I was able to see that those thoughts were not serving me. If I didn't allow myself to let go, I wouldn't have changed and had the amazing opportunities I've had in the past two years while living life in recovery.

Changing Gears was inspired by a smaller cycling trip I did through the mountains after treatment. It was a self-discovery mission of sorts and it continues to shape who I am today in ways that I never thought possible. When I made it back to Calgary my first stop was Fresh Start. The feeling of accomplishment and hope that surrounded me after people had listened to my adventure, made me believe that I could do more and stoked a fire in me to create something much bigger.



“I called my ride across Canada Changing Gears because I felt I had changed gears in life.”

Changing Gears was born. I called my Cross-Canada ride Changing Gears because I felt I had changed gears in life. I started my ride in St. John's, Newfoundland and over the course of 59 days made my way to Victoria, British Columbia. I was able to stop and speak at nine different treatment centres along the way and donate money at each stop to help set up or support fitness programs for their clients.

When I was living in active addiction, my life was headed in the wrong direction and the joke on this trip was that due to the prevailing winds and the weather, I was also going the wrong way. Despite the weather, I have never felt like I have had more purpose and direction than I did riding across the country to create awareness for recovery from addiction. If it wasn't for Fresh Start, I wouldn't have had the opportunity, means or support necessary to accomplish such a lofty goal.

With extreme gratitude, Kyle Williams





Chris Althouse

My name is Chris and I am a recovering addict. I am also so much more than that! I am a son, a brother, a sponsor, a sponsee and a student at a university.

When I was a child I suffered from an undiagnosed reading disability. I struggled in school and would act out in my frustration. This led to constant disciplinary actions, by grade six, I was suspended indefinitely. By grade eight, I was using marijuana daily and drinking whenever possible. This continued for another year until I left high school permanently and moved out of my parents' home. While working midnight shifts at sixteen years old, I met people who frequented the bars and I promptly made friends with them. This became my ticket into heavy partying and daily drug use – which lasted until I was twenty-five and my health finally failed.

My declining health was the catalyst for me to change. I wanted to return to school and retrain for a desk job. I attended Bow Valley College and completed my high school, then moved on to SAIT for accounting studies. I was able to get a great entry level job in accounting and things were starting to look up. Substances were no longer a part of my life. As my health started to improve physically, I returned to substances to deal with mental stressors. Within two years, I was back in declining health – this was the point my family helped me find the doors of Fresh Start.

Fresh Start has taught me how to "Live life on life's terms". I was guided through the 12-Steps of AA and met others who are like me. I am now in my third year of sobriety and things have never looked brighter. I have returned to University and this time been properly assessed and diagnosed for my learning disabilities. The accommodations I receive allowed me to achieve the grades necessary to make the Dean's and President's lists for academic achievement in 2017. "Thank you Fresh Start and those that helped them do what they do! I am forever grateful!"



We are better together!

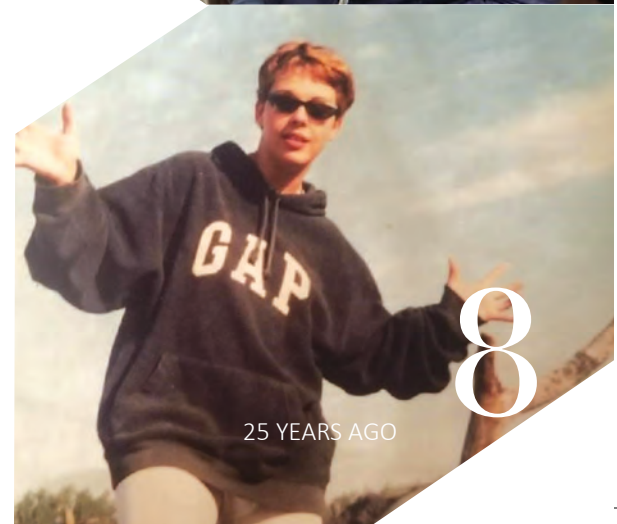
My name is Nicole and I am a person in long-term-recovery. I found a way to live my life free from all drugs, including alcohol, at the age of 23 in 2001.

At that time, I couldn't have imagined where my recovery journey would take me. It has had moments of greatness and moments of suffering. In my second year I suffered a significant loss when my first-born daughter died at nine months old due to a preventable accident. The days and months after her death were my first experience of the power of the recovery community. They held me up and ensured that I remained on the path of recovery.

After healing my heart, I was led into the world of helping people professionally. Since then, my career has taken me in many different directions and each opportunity has helped me build who I am and increase my capacity to serve. I started working at Fresh Start Recovery Centre in 2013 and have had the opportunity to grow in my current position. It seems like I wear many hats here, yet they all seem to fit me well! One of my roles is Intake Coordinator and I help men settle into their 12- 16 week treatment program.

I share my knowledge of recovery and encourage others to ask for help. As staff members, we get to witness the dignity return to a man as he begins to understand his own worth and value. Two of the hats I also wear are that of Family Healing Program Facilitator and Volunteer Coordinator.

At the Calgary Wellness Walk in November I gratefully received the Aaron Niles Humanitarian Award for my work in the addiction sector. The greatest gift is working with an amazing team that collectively offers support and guidance. We stand up in our community and support the idea that **We Are Better Together!**



25 YEARS AGO

Giving your workplace a sustainable solution – what employers can look for and how to help.

The most obvious signs of substance use disorder and its effects in the workplace include:

- Frequent tardiness or missed appointment times, production deadlines and meetings with vague-sounding excuses.
- Unexplained deterioration in personal appearance and hygiene.
- More than usual numbers of mistakes due to inattention, poor judgment and bad decisions.
- Unusual physical symptoms or behaviors (unsteady walk, hyperactive or manic behavior, mood swings, sudden weight loss or gains, etc.).
- Confusion, memory loss and difficulty concentrating or recalling details and instructions.
- Paranoia, defensiveness or overreaction to criticism or helpful suggestions.
- An unwillingness to talk about hobbies, family life or personal interests from someone who was forthcoming before.
- Lower levels of productivity in the morning; a general sluggishness when first reporting to work.
- Bloodshot eyes or bags under the eyes indicating a lack of sleep.
- Frequently missing Mondays.

Addiction can be difficult to spot at the best of times and even more difficult to navigate in the workplace. Those who struggle with this disease fear stigma, real or imagined. There can be paralyzing fear surrounding the potential loss of employment, livelihood and their work community, if anyone were to find out. People are less likely to ask for help in a down turn, coupled with the perceived stereotype of an addict as someone who lives under a bridge with their skinny body and hungry soul begging for money. We think of this image and it invokes fear or misunderstanding. This is a real image and it is a reality for what stage four addiction can look like for some, **but it is not the reality of addiction for most.** MOST people that struggle with addiction or substance use disorders – hold jobs, raise families, go to the gym and otherwise live ordinary lives. We are your friends, your neighbors, your co-workers and your family. **We blend in** making the issue harder to see and address. Conversations around mental health and addiction are starting to be had in the workplace. From front-line workers, to managers to CEO's, **workplace wellness can make or break a company.**

What to look for?

There are usually a number of visible signs that tend to indicate that an employee may have a substance use problem. While none of these signs are proof of anything by itself, if a worker that is exhibiting two or more of these behaviors or characteristics, the chances that the person in question is struggling with drugs or alcohol are fairly substantial. A conversation is encouraged and recommended.

What to do if you are a coworker?

If you are a co-worker and you suspect your colleague has an issue with drugs or alcohol it can be more complicated. No one wants to be known as the office tattletail and no one wants to feel responsible for someone losing their job; especially if it is someone they consider a friend. If we can look at this situation as a health issue, it will change how we approach it. Since everyone's safety and livelihood could be impacted, workers may have no choice but to escalate the conversation if the co-worker won't admit there is a problem. However, if it is at all possible, someone suspected of having a substance use disorder should be confronted and given a chance to seek help on their own first before any further action is taken.

The role of a supportive workplace environment – take aways

Do you have a written and clearly spelled-out mental health and/or drug and alcohol policy in place? Do you have procedures in place for when this situation does come up with how to navigate it safely and compassionately? Who will facilitate this conversation? Does your Employee and Family Assistance Program (EFAP) provide counseling, funding for treatment or assessment? It is important for employees to feel safe and secure enough to be able to come forward and know that there are supports in place. As long as an employee is willing to get help, they should be granted a leave of absence to seek treatment without being concerned that they will lose their job. When employers are supportive in this way, not only will it make those with substance use disorder concerns more likely to come forward, but it will also make coworkers feel more comfortable getting involved if they know their friend and colleague will get the help that they need.



Family Healing Program

As a young couple, we were elated when our second son was born and our family was complete. As with all families, we had our share of ups and downs, but raising our two sons was always our first priority and gave us our greatest joy.

Brian, in comparison with his older brother, was shy and quiet. He was sensitive and always internalized his feelings. As a young adult, I think he found confidence through alcohol. Drinking gave him a boost to be more assertive. By 19, we were concerned that his drinking was becoming a crutch. By 20, we knew he was heading down a dark path. This had become our addiction. We were literally obsessed with his drinking. The more we pushed for him to stop drinking and to admit that he had a problem, the more unmanageable our lives became. We never wanted our son to struggle and we wanted him to be in a safe place, so ultimately, we became masters of enabling. We were embarrassed that OUR family was becoming so dysfunctional. We made excuses for his addiction and tried to look at the mistakes we had made to find how we had failed as parents.

When Brian had finally hit his bottom and realized that he was addicted and was not able to overcome this alone, we found Fresh Start. Brian was put on a waiting list and we started the Family Healing Program. Our family was broken and our lives had become unmanageable. Suddenly, we no longer felt alone. Our eyes were certainly opened to the disease of addiction and we, for the first time, came to understand how powerless we all were to it.

At first, we were bitter and resented the fact that we were even involved in this situation. The more we attended the program, the more we learned. We became familiar with working the 12 step program and put the steps into practice in our own lives. The 3 C's still stand out to us. We didn't Cause his addiction, we couldn't Cure his addiction and we certainly could not Control it.

We are grateful that Brian did get into the program at Fresh Start and worked hard at his own 12 Step program. As I write this, he is celebrating his first year of Sobriety. We are proud of him. He has drastically changed his life around. We are optimistic that with the tools and the knowledge he gained on his road to recovery, he will continue to overcome life's obstacles with continued sobriety.

As parents, we are no longer ashamed of our journey with addiction. We have become passionate in our support of Fresh Start and for others who are struggling with a loved one's addiction. We now have a sense of peace back in our home. We are embracing the new relationship we have as a family.

We are forever grateful to Fresh Start and to the Family Healing Program for giving us the tools to keep going and for teaching us to take one day at a time.



“We didn’t
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Advocacy Municipal, Provincial, National and International

The reality is that in Canada 90 percent of the people that need treatment do not receive it. Addiction is the only disease that tells you that you do not have a disease. It is extremely difficult for loved ones and coworkers to watch someone go down the path of destruction. Advocacy efforts are one of the pillars that we stand upon as we know the more people we reach the more it can lead to early intervention, prevention, treatment and recovery. There has never been a better time to use our story and our passion for recovery to help recover individuals, families and communities. Together we can BE the change we want to see.

Municipal

Recovery Day Calgary 2017 – We have had the pleasure of hosting the sixth annual Recovery Day at its new venue Shaw Millennium Park. This year with our sponsor Vison Sports Centre and Snow Sound Studio we were able to celebrate with a concert by Econoline Crush. 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. Calgary had 37 addiction recovery resources/community partners come out and exhibit their information and celebrate the many options and pathways this city has for people to recover.

FAMH – Mind the Brain – Hosted at FSRC – This day long symposium focused on the latest science regarding the Genetics of Addiction, why it is important to look at “Addiction is Addiction” and practical front-line recovery tools that work for individuals and families! This leading-edge information was provided by world renowned Addiction Specialist Physicians Dr. Howard Wetsman and Dr. Raju Hajela and illustrated by our special guests in long term recovery Lisa Simone and Paul C.

Addiction Day – The vision of the Addiction Day Conference and Networking Fair is to increase public awareness of addiction and mental health problems and to enhance knowledge, competencies and treatment care. Through a combination of diverse presentations, workshops and networking opportunities, they bring together healthcare professionals from across the care continuum for a day of learning and discussion.

Wellness Walk – A celebration of recovery and the kick-off to National Addiction Awareness Week. The group gathers at Millennium Park and walks through the streets of downtown to bring awareness of addiction and to promote a drug and alcohol-free lifestyle.

Provincial

Canadian Research Initiative on Substance Misuse (CRISM) – A national research consortium on 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.





National

Changing Gears – Kyle Williams had a vision. Having just completed his 12-week treatment program at Fresh Start Recovery Centre, he developed a love for fitness. Shortly after Kyle completed group, he went on a family vacation to Penticton, BC. When they were to return, Kyle told his family that he was going to ride his single-gear bicycle back to Calgary. During the 620-kilometre ride that spanned five days, Kyle had the opportunity to reflect on his journey and think about who he wanted to be going forward. He formed KARL, an acronym for his personal values: Kindness, Authenticity, Reliability and Love. In June of 2017 we partnered with Kyle on his Cross-Canada cycling adventure. Changing Gears was a campaign that shared Kyle's story with recovery centre's across Canada from coast to coast ending in Victoria in August of 2017. He visited nine addiction recovery centres in different provinces and he shared his experience, strength, hope and passion for fitness. His campaign raised enough money to donate to each centre's current fitness program or donated in support of inspiring one.

FAVOR Canada – Faces And Voices Of Recovery Canada has made a difference by supporting Fresh Start's profile on the national stage. As 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 to support every individual and celebrate the fact that there are many ways to recover from addiction.

NRAC – Established in 2015 their mandate is to guide the work of The Canadian Centre on Substance Abuse (CCSA) 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. A life in recovery survey was put out through the NRAC team gathering information from recovering addicts and alcoholics like HOW they stay sober and what recovery means to them.

International

Facing Addiction – A national non-profit organization dedicated to finding solutions to the addiction crisis by unifying the voice of over 45 million Americans and their families directly impacted by addiction. Their vision is to bring together the best resources in the field in order to reduce the human and social costs of addiction, every year, until this public health crisis is eliminated. They continue to build a national constituency to give the millions affected by addiction a voice, "rebrand addiction" to create the understanding, empathy, outrage and demand urgently needed to advance solutions and widely share the proof of long-term recovery.

GlobalGiving is an international crowdfunding platform that gives charities a global audience. Specifically, it allows people from the United States and the UK to donate to charities in countries other than their own and be able to receive a tax benefit from that donation.

From November 28th to December 31st, 2017, Fresh Start participated in GlobalGiving's Year End Accelerator with a goal of receiving a minimum of \$5,000 US from at least 40 unique individuals to achieve the coveted "Vetted" status to earn a permanent place in the GlobalGiving community. Because of YOU, Fresh Start was able to achieve the "Vetted" status and we were subsequently named a GlobalGiving "Super Star"!!!



“The investment will make life better for people on the journey to recovering from addictions,”

PREMIER RACHEL NOTLEY STATED.

On March 27, 2017 the Government of Alberta announced that Fresh Start Recovery Centre was to receive \$7 million from the province to build 46 more beds.

Residents of the new housing facility will be graduates of Fresh Start Recovery Centre's 12 to 16 week addiction treatment program, which has operated in Calgary since 1992.

The funding announcement allows Fresh Start to build more housing for men who have finished the initial treatment program – 46 beds in 24 new rooms across three buildings.

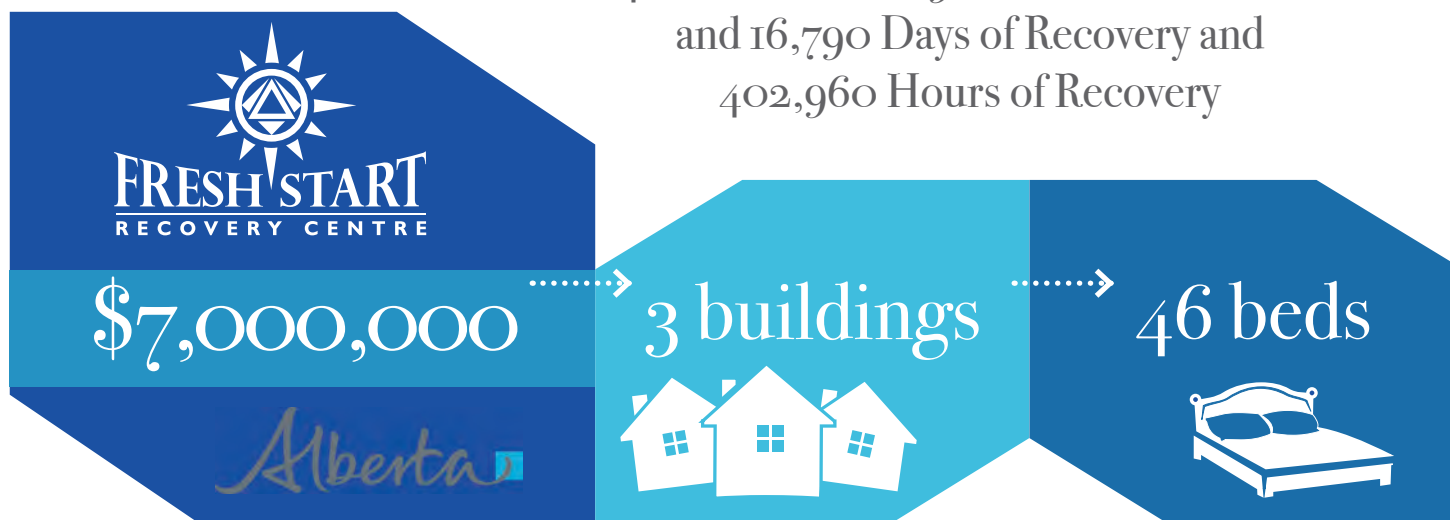
At the time of the announcement the main program was a 50-bed facility, with another 10 beds for men who have completed the treatment program. In June 2017 Fresh Start opened another 18 post treatment beds with the balance of the 28 to come on line in September 2018. The main facility's 50 bed treatment capacity has remained the same. The Alumni do not have to leave right away after treatment as they have options to stay at stage one or move to stage two or three. The new stage three beds support a longer term treatment model and allow men to receive the care they need for success.

Chase Cronk a recognized golf pro and recovering alcoholic who graduated from the program in 2017, said Fresh Start helped him turn his life around. "To be honest, I lost everything as a result of my addiction," he said. "When I came to Fresh Start, I was broken."

"For 125 men on our wait list, this announcement brings hope that they may well celebrate their next birthday. For young men battling addiction to drugs such as fentanyl, each day is an eternity and may be their last," said Stacey Petersen, Executive Director.

Approximately 1,400 Albertans are helped by the Fresh Start Recovery Centre each year, the province said.

46 Beds also = 1,196 Lives Transformed
and 16,790 Days of Recovery and
402,960 Hours of Recovery



2017 FSRC Statistics



82 made it safely to shore (53.2%)
(celebrated one full year of recovery)

.....> survivors previous years

2016	2015	2014	2013	2012
78	78	68	60	59
54.9%	51.0%	48.2%	48.1%	47.6%

802
needing rafts

One drowned



135 entered raft
(enrolled 12 Step Live-in Program)

97 stayed on the raft (71.9%)
(graduated – successfully completed the program)

2016	2015	2014	2013	2012
105	113	124	113	84
80.2%	79.6%	81.0%	80.1%	67.7%

Every month we host events, here are a few of our favorites.

Our events are all about connecting, everyone is welcome and encouraged to come and participate. We are proud of what we do, we enjoy meeting new people and having them experience the magic of our Centre. Hosting events at Fresh Start gives us the ability to show others what treatment and recovery looks like and that it is a **possible, attainable and sustainable reality**.

In April we host a **Panel Discussion** after our AGM, where some of Calgary's most inspiring people share with us their view of life and how they navigate it with grace and style. Last year's theme was "Together We Heal" and it was a necessary conversation from all the losses our community has experienced. What was obvious is the WE part of healing where our humanity best shines.

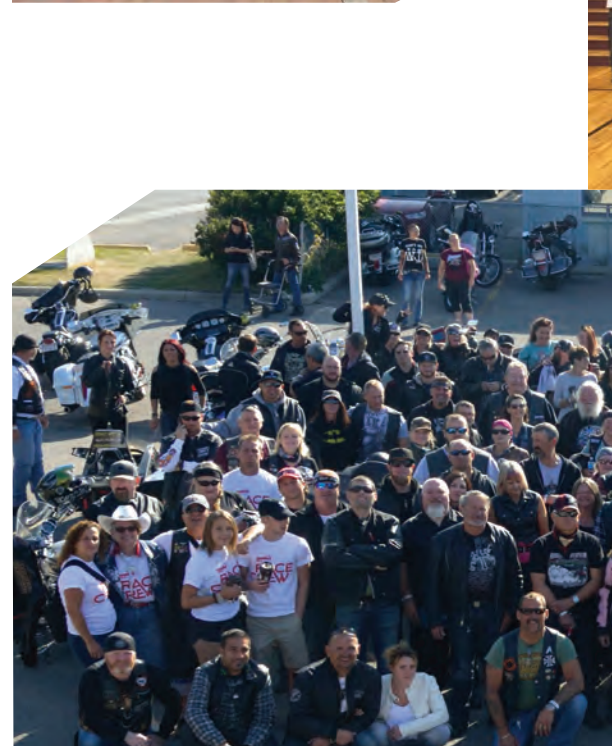
Each July we all get our **Stampede** spirit on and host one of the best free meals in town. Our chefs and volunteers make this full stop show with many wholesome and fresh foods to choose from. This is always a well-attended event, full of fun activities and community support.

Let's hear it for the Recovery Runners!!!! This past year was our first time as a recipient of the **Scotia Bank Charity Run** in May. We had a handful of runners, walkers and joggers represent FSRC, raising money and awareness for the men that are in treatment and the men whose lives have been lost. Each shirt had names from our memorial wall from men who lost their battle with disease. We will run again!!!!

Our biggest in-house event and the one event we enthusiastically take to the streets is our **12 Stop Ride For Recovery Motorcycle Road Rally**. This is a scavenger-hunt style motorcycle rally where our riders/guests receive a clue for each stop and every one of those stops is representative of the 12 Steps of Recovery. Our Motorcycle Run is a great way to be involved with the community, learn a little more about the 12-step program and to celebrate the gifts of recovery while bringing awareness to the disease of addiction. So, whether you are a rider, a passenger, a guest, a pledger, a volunteer or a sponsor, we invite you to take part.

2017 was a special year for our 12 Stop Ride because Indian/Victory Riders along with members of 2 Wheel Sunday held a raffle for Fresh Start with three prizes being drawn. First prize was a 2017 Indian Scout Motorcycle, second prize was a KTM motorcycle from **Cycle Works** and the third prize was a leather jacket/chaps set from **Stampede Boot Company** for either male or female.

June 30th we experienced a **Push for Change**. On May 1, 2016 Joe Roberts began pushing a shopping cart across Canada to raise awareness and dollars for homeless youth. 13 months into his cross-Canada journey he stopped at Fresh Start and shared his story of homelessness and drug addiction to getting well through addiction recovery and using his life to make a difference. His story moved many of the staff, alumni and residents and is another example of We all have a story to tell!





Robb Nash is a Winnipeg-born musician, nationally known for leaving a successful music career to share his incredible story with thousands of people while performing in schools, reservations, treatment centres and detention centres across Canada. Fresh Start was honoured to host two Robb Nash concerts in 2017 to help carry his message of hope to both our residents as well as members of the community in the spirit of recovery and fellowship.

Each December, we are filled with the Spirit of Gratitude as we host our annual **Christmas Open House** to celebrate the season and our amazing partnerships with our community of Alumni, Residents, Board Members, Donors, Staff, Community Partners, Family and Friends. This year we had a 25-foot "Gratitude Tree" where guests could write a message on an ornament to adorn the tree with. When lunch was served, we connected through live music, fellowship, on-site tours and the light heartedness that comes from being able to celebrate these things together.

2017 marks the third year that the **Teamsters Local 362** has elected to donate the proceeds of their golf tournament to Fresh Start Recovery Centre. We are very grateful for the ongoing generosity of the teamsters to help support Fresh Start Centre in the vital work that we do in recovering men and their families from the disease of addiction.



Community Partners

Over the past 25 years, Fresh Start has been blessed with many community partners that have helped and continue to help us in so many countless ways. The list has been steadily increasing.



One of our newest partners is **Lanmark Engineering Inc.** Who donated a number of laser printers and large monitors to Fresh Start so that the staff could be more effective with these tools. Pictured here is with Stacey Petersen (L) is Jeff Larson. Thanks so much for the support Landmark and Jeff!



Our very first long term corporate supporter was **Canadian Natural Resources Inc.** who came on board shortly after the grand opening of our facility in Greenview. Their ongoing commitment to helping ensure that our First Nations and Métis residents who are in financial crisis can get access to the recovery housing, treatment and support that may end up saving their lives.

In 2012, Allan Markin and his team at **Pure North S'Energy** were introduced to us and have offered a health and wellness program to the men at Fresh Start and their families to support their physical and mental health on their journey of recovery from the chronic disease of addiction.

The Pure North program is voluntary and provides life-altering vitamin and mineral supplements, heavy metal reduction, replacement of dental amalgam fillings that contain mercury and, in some severe cases, they will even give men new teeth through Pure North Dental. Good nutritional support is important to enhancing mental health, mood and cognitive function to ensure a greater likelihood of successful recovery.


In addition to providing access to vitamins and minerals, the Pure North health program includes Precision Health which gives men access to a medical practitioner for other issues beyond wellness and prevention. This Pure North health program is provided to our residents at no charge, just one aspect of physical recovery that forms the critical foundation to successful long-term recovery. We believe that their work has helped us increase the number of men who go on to celebrate their first full year of recovery and set them up on the road to lifelong recovery.

Another aspect of physical wellbeing is exercise. **Mike Miles Muay Thai and Kickboxing** has been conducting classes for Fresh Start participants three times a week, every week since we opened the new facility in 2012. Instruction is most often delivered by Ajarn Yai Mike Miles himself or his ever capable Phu Chuai Khru Scott MacKenzie. Mike's classes have helped the men develop and hone their inner and outer strength, mobility and the level of respect for themselves and others.

Darren Biedermann has inspired and encouraged his **Supreme Men's Wear** clientele — people like you to bring gently used suits, sports jackets, slacks, jeans and shirts to his store so they can be delivered to Fresh Start. Darren and his team gather these items, along with more than a few items off the racks in the store — and bring them up to Fresh Start a couple of times a month. These donations have great significance to the men; many come to Fresh Start with little or no clothing, some have never owned a suit before. As "Gratitude" (Graduation approaches, the guys can go pick out a suit to wear and celebrate their successful completion of the 12 Step program in style. Additionally, the men can have clothing to wear for future job interviews, weddings, school, maybe even date night!

Other contributors worthy of mention are **Making Changes, Samaritan Club of Calgary, Simons (La Maison Simons), Canadian Progress Club - Calgary Bow River, Aaron's Journey, Purses of Hope, Toronto Dominion Securities Inc.** Some core partner agencies in the community that work with us to deliver award-winning programs and services through **MESH (an acronym for Mental health, Employment, Substance Abuse and Housing)** are **Aventa Women's Treatment Centre, Canadian Mental Health Association (CMHA), Horizon Housing Society and Prospect Human Services Society.** Fresh Start has teamed up to offer a single point of entry to help people who are struggling with issues concerning different, complex and overlapping challenges. This program allows people to quickly get the help they need without getting lost in the shuffle between many different agencies.

Fresh Start receives support and services from an array of other agencies in our community including **Calgary Food Bank** and their **FoodLink Program, Momentum, Community Kitchen, Calgary Legal Guidance, Calgary John Howard Society, Family Matters** and **Safe Works** just to name a few.



God grant me the serenity to accept the things
I cannot change, the courage to change the things
I can and the wisdom to know the difference.

THE SERENITY PRAYER



Eleven-Eleven Café and Eatery has something for Everyone Opening 2018

Eleven-Eleven Café and Eatery is a social enterprise under the Fresh Start Recovery Centre umbrella with the profits serving to subsidize treatment and support our operations.

What does social enterprise mean? What this means is every time your purchase a coffee, a meal or take out, the profits go into helping save lives through addiction treatment and recovery. We like to think we offer something for everyone at our cafe and eatery. If you are looking for a light bite or snack, our Firehall Café on the main level is the perfect trendy spot. You can enjoy anything from a great craft soda, zero proof shrub beverage, cold brew nitrogen & coffee selection or sit back and relax with a pesto bocconcini panini, baked pie or a delicious pastry.

Operating in the old Firehall #6 beside the Bow River on Memorial Drive in Kensington – ELEVEN-ELEVEN is a **recovery themed community cafe**. Our mission is to create community, cultivate hope, provide jobs for folks in recovery and with recovering bodies in mind, support better choices toward health and well-being. We use local and organic ingredients as much as possible and make our goods from scratch.

We have seating for approximately 125 people covering the top and bottom levels of our 4,000 square foot historical building. During the warmer months we will have outside service, including a grill and beverage station for quick service for when you are walking your dog or passing by on your bicycle, or stay a while and enjoy a seat and friendly service on our riverside patio. We will offer a diversely priced menu (\$8-\$25) and an in-house roasted coffee selection from a simple \$2 brewed coffee to a \$6 specialty coffee.



EAT GOOD. DO GOOD.

If you're looking for a full experience, join us upstairs at the restaurant – serving breakfast, lunch or dinner. Featuring items such as Sirloin of lamb, Old Bay panko chicken thigh sandwich, Mu- Shu spicy veg & black beans cakes or a scrumptious bowl of hand cut triple cooked fries! Our atmosphere and culture is designed to be laid back and relaxed. Whether you are a first-time patron or a regular; our **“WELCOME HOME... YOU ARE NO LONGER ALONE FEEL”** will be experienced as soon as you walk through the doors. Our baristas, servers, chefs and restaurant team will be one of the best features of the cafe inspiring hope, while offering great service.

We envision Eleven-Eleven to be:

1. Family Oriented – a place everyone feels welcome and seen
2. Serving simple, healthy and wholesome food
3. Fast paced intimate atmosphere with upbeat and energetic staff
4. Comfortable and kind
5. Serving quality coffee with a great selection of house roasted beans and hand crafted meals
6. A welcoming space to facilitate groups including recovery meetings
7. A showcase for local artists and entertainers
8. A place to enjoy fresh and unique non alcoholic drinks (shrubs)
9. An option for catering private parties, office lunches and dinners
10. A social hub, connecting people both face to face and through our online forums
11. A sober venue for recovery events (recovery day)
12. A place to meet up for recovery outings and adventures – **You tell us**



Timeline

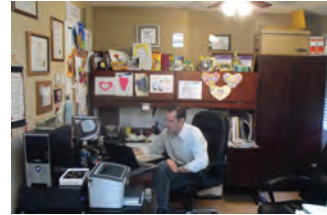
We would like to convey our deepest Gratitude to our community for the past **25 years**. We could not have done what we have done without your support nor can we continue this journey without you.



1992 The beginning – Founders Tom & Carol Berthelotte lived in Inglewood, neighbours of Tony Spolotini (Spolumbos Sausage). Began operating in the small home and moved into St. Marys Centre in early 1993 as CLASP (Christian Love and Shelter Program).



1996 Changed name to Fresh Start Addictions Centre to remove perceived specific religious affiliation.



2002 Operations moved to the 23 bed Abbeydale facility.



2004 Facility upgrades boosted the bed count to 28 at the Abbeydale facility – Resurrection (Stacey & Garth breathed new life into FS) changed name to Fresh Start Recovery Centre – removing the word addiction.

1992

1996

2002

2004

2011

2012

2013

2011 Added 14 beds, through a second stage apartment in Crescent Heights rented from Calgary Homeless Foundation. Big Dream of Opening in Greenview is near.



2012 Opened 50 Bed live-in Treatment Centre.



2013 Fresh Start was presented with the Calgary Award for Outstanding Community Advocate Agency by Mayor Naheed Nenshi. Fresh Start became a shelter for flood ravaged Aventa Women's Treatment Centre, Simon House Men's Treatment and Salvation Army Centre of Hope one week later.



We are better together!



2005 Became a United Way of Calgary & Area funded agency. Added 5 primary treatment beds and 5 stage two for a total of 33 beds.

Government of Alberta

2006 Started receiving funding from AADAC (now Alberta Health Services – Addiction and Mental Health).



2007 Added a second stage two home with 5 more beds for a total 38 beds. Dreams for the future – building Greenview.



Stuart Gordon, Calgary Herald
Racey Petersen of the Fresh Start Addiction Society shows off a sketch of the group's facility, which is being built at the same location where a recovery centre was evicted earlier this year.

Community embraces drug addiction centre

2009 Fresh Start Addiction Centre brokers and signs the City of Calgary's first Good Neighbour Agreement with the communities of Highland Park and Thorncliffe-Greenview.

2005

2006

2007

2009

2014

2015

2017

2006 – 2014 Named one of three Top Agencies in Canada by Fraser Institute's Donner Canadian Foundation. Donner Award winner for best in category for Prevention and Treatment of Substance Abuse 2010, 2013 & 2014. 2014 Recipient of the William H. Donner Award for Excellence in the Delivery of Social Services (best of all seven categories) as well as the Peter F. Drucker Award for Non-Profit Management.



2015 Earned accreditation primer through Accreditation Canada. 2015 received Non-profit Employer of Choice Award.



2017 Earned full accreditation by Accreditation Canada with Distinction 2015, 2016 & 2017. Charity Intelligence Top 10 Impact Agencies in Canada and the only treatment centre.



22



In Memory

Just like the men and women that came before us and helped carve the path to success, there are also those we have lost along the way. The reality of the disease of addiction is that some lose their fight and are taken out of our lives too early. We grieve each loss and hold space for their loved ones to heal. This is not an easy or linear path. Grief can show up like a tidal wave and take us on an emotional ride of denial, anger, bargaining, depression and eventually acceptance. Acceptance is the last stage in the grief process and while our head can accept it, it takes a lot longer for the heart to get there. Our memorial wall adorns the south side of the gymnasium windows in Rumpel Hall. It serves to honor the men and their families and it is a reminder to us that we are dealing with a life and death disease. It reminds us that no matter where we come from, we can set aside our differences and seek recovery together with an open heart. This is the most loving thing we can do and that is unconditional love without judgment. We are here to see each other through not see through each other. It is a great part of our "WHY".

Gone but not forgotten

Adam L Mar-2017
Alex (Andy) T May-2017
Barry H Feb-2006
Basil S Sep-2016
Brennan A Jan-2015
Brent M Jun-2017
Brent C Sep-2016
Bruce O Mar-2011
Christopher H Jun-2005
Christopher T Oct-2015
Clay V Jun-2016
Clinton T May-2009
Cole A Jul-2013
Colin W Apr-2013
Cory W Mar-2014
Curtis Z Feb-2014

Darwin M Nov-2016
David M Aug-2014
Dax Derek A Feb-2017
Desmond C Feb-2015
Dan H Dec-2017
Don B Sep-2013
Doug H Apr-2009
Dustin S May-2014
Dwayne M Nov-2013
Dylan F May-2016
Elliot B Oct-2016
George S May-2016
Gord B Jun-2016
Gordon T May-2014
Graham M-H Oct-2016
Jammie M Dec-2017

James J Oct-2015
Jason P Nov-2016
Jason C Sep-2016
Jeff J Jan-2017
Jeff L Oct-2010
Jeremy B Jan-2015
John L Jun-2015
Jonny B Apr-2016
Jordan C Apr-2017
Juan Alexander M Apr-2016
Justin M May-2014
Justin W Oct-2010
Kenneth M Jun-2017
Kevin S Nov-2017
Kevin J May-2007
Matt R Jan-2016

Michael B May-2017
Mike G Apr-2017
Mike B Nov-2016
Monty R Dec-2016
Robert H Mar-2013
Scott W Nov-2006
Scott M Dec-2017
Stanley D Aug-2016
Steve E Oct-2015
Thomas S Mar-2014
Tim P Oct-2016
Timothy L Jul-2016
Travis O Mar-2009
Ziggi T Dec-2016

“The reality is that you will grieve forever. You will not ‘get over’ the loss of a loved one; you will learn to live with it. You will heal and you will rebuild yourself around the loss you have suffered. You will be whole again but you will never be the same. Nor should you be the same nor would you want to.”

— ELISABETH KÜBLER-ROSS



Matt Rumpel Family Foundation Wing
Fresh Start Recovery Centre hereby and hereafter recognizes this West Wing as the "Matt Rumpel Family Foundation Wing" dedicated on April 30, 2018 with Gratitude in Memory of Matt Rumpel

Matthew Todd Aaron Rumpel
January 18, 1984 – January 3, 2016

Matt was one of a kind. His smile and energy lit up a room and when you were around him you could feel his enthusiasm for life. He was quick with his wit, a master at getting what he wanted, he was charming, compassionate, ridiculously funny, so loving and led with kindness. His life was taken too quick by his addiction; leaving a massive void in our lives and our hearts. Since his death we have shared his story and our story in hopes of helping other families avoid the pain of this type of loss. We feel truly blessed to be able to honor Matt's life by having his name associated with Fresh Start and all of God's work that the team does. We know he would be incredibly proud of the honor. He loved recovery and the people that were part of it. It is really where his light shone the brightest.

Although he never achieved the long-term sobriety that he so desperately wanted in his life, he did a lot of hard work when he was in recovery and learned more from each experience. No one knows the treachery that addicts go through unless you have been there. From Matt's death it has made us live differently – we realize it is about quality and not so much quantity. There were huge amounts of joy in his life which spread like wildfire giving joy to all of us. He was truly loved by so many in the recovery community. He was always there for others to offer encouragement and share his experience of both the good and the not so good. The fact that he could help others when he all too often couldn't help himself, speaks volumes about the individual he was. He was a son, a brother and dear friend to many. His memory, his legacy of love will forever be forged in our minds and hearts.



Mike Gryckiewicz Fitness Centre
Fresh Start Recovery Centre hereby and hereafter recognizes this room as the "Mike Gryckiewicz Fitness Centre" dedicated this April 30, 2018 with Gratitude in memory of Mike Gryckiewicz

Michael James Gryckiewicz
November 30, 1991 – April 15, 2017

Some people in this world are light and my brother **Mike** was one of those people. You saw him and suddenly you felt so warm inside that you just wanted to hug him. He was the guy who could make anyone feel as if they were a someone. The guy who, when you called to tell him you had a problem, would respond with "I'm in my car, I'm on my way, where are you?" He was the guy who would make sure you didn't face your problems alone. He was the guy who might have not have known what to say to make you feel better, but was always willing to listen, he was always willing to lend you his shoulder to lean on. He was the type of guy who wanted to see everyone around him smiling and laughing. He was the guy who made you realize that, although life might not always be easy, it will be worth it. The guy who made you believe that you truly can have anything and everything you ever dreamed of as long as you are willing to put in the work. The guy who showed you how important it was to get comfortable with being uncomfortable. The guy who reminded you that although life can be expensive, kindness costs nothing. The guy who would tell you to stay hopeful when you're at the bottom and humble when you're at the top, only because he knew what it was like to be at both ends. Mike truly was the light. He was the type of guy you wanted to be around in hopes that some of his light would transfer onto you. His light burned out too soon, but because of how bright his light shone he will never be forgotten.

Donors 2017

Individual & Family Donors

Leela Aheer
Thomas Ahern
Colin Aitken
Rob Albus
Steve Allan
Larry Allen
Deneen Allen
Gary Ambrogiano
Laird Anderson
James Anderson

Wendy Andrusyshyn Anonymous (Collectively)

Kyle Araki
Kim Archibald
Nick Arnold
Dorothy Auckland
Bernadette Banares
Lesley Barless
Kelly Barron
Tammy Beaulne
JG Beliveau
Cristina Bellabono
Juliana Bentor
Sorina Bentor
Lori Bergman
Marc Binkley
Debbie Blacklock
Gloria Blanchard
Dave Bockhold
Kathy Bockhold
Lorne Bockhold
Stuart Bonner
Joshua & Kelli Borger

Craig Borgland (B)

Hugh & Laureen Borgland Dr. Stephanie Borgland (B)

Ken Borgland
Kent Borgland
Ruth Borgland
Leanne Botha
Louise Bourque
Doreen Brault-Dawson
Luella Braun
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Andrew Brown
Joseph Browning
William Bruce
Debby Brunelle
Mary Buckley
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Dale Burstall (B)

Mary Beth Burt
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Ruth Cairns
Mary Joan Campbell

David Campbell
Ronald Carter
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Rod Chapman
Tina Chaput
Dean Chaput
Louise Chaput-Ross
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Michael Chu
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Paul Cochrane
Brian Cohen
Pat Cole (S)
Susan Comeau
Maggie Conley
Herman Cooper
Margo Coppus
Sophia Cottrell
Noel Coughlan
Bernie & Mitzi Cox
Larry & Diane Cronk
Rachelle Dahlke
Caleb Daniloff
Mark Dantu
Janet Darcy
Karen Davis
Brent Dawkins
Gilbert Dawson
Alanna de Boer
Rick de Champlain
Arnold de Roode (BA)
Anwar Deen
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Barbara Drake
Alexander Dubyk
John Dushinski
Bruce Edgelow
Barry Ellard
Lori Englert
Deb Enslen
Gord Ermil
Bruce Evans
Pat Fain
Nives Fatovic
Patrick J Feeley
Ian & Susan Fields
Peter Finley

Marion Firman
Gay Fischbuch
Jane Fisher
Susan and Tony Fisher
Tracey Ford

Gil Fortier
Renee Fortier
Claude Fradette
Jim Francis
Marjorie Francis
Ian and Cheryl Fraser
Dylan Frost
Jon Gant

Christopher Gerow
Martina Giacomini
Laura Gibbins
Kuldeep Gill
Harbans Gill
Ross Gilley
James Gillies
Shane Gilmour
Crystall Glasrud
E. Joan Goddard
John Goertzen
Brian & Sue Goerzen
Katherine Gomes
Miladin Gordic
John Graham
Andrew Grant
Andrew Grasby

Jan (B), Steffanie & Family Gryckiewicz

Maury Gudzwaty
Catherine Haika
Heather Hair
Montana Hancocks
Linda Handy
Edward Harman
Meghan Harris
Jane Harris
Marshall Harris
Barbara Hart
Bob Hawkesworth
Sherry Hayter
Leslynn Heerema
Michele Hepburn
Judith Hepner
Cheryl Herperger
Bonnie Hetman
Carolyn Hewitt
Carol Hillyer
Josephine Ho
Prudence Hodgson
Bruce Holstead (S)
Bev Hopgood
Robert Horvath
Laurie Houston
Drew Hoyle
Chance Hrycun
Shanwen Hsu
Jacquelin Hughes
Tony Hume
Chris and Sky Hunt
Bobbie-Jo Hutchison
Doug Hutchison
Betty Hynes

Cindy Irving
Nidal Islam
Audrey Iversen
Peter Johnson
Ruby Johnson
Jeffrey Jongmans
Andrew Joo (BA)
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Murray and Susan Karn
Fergus Kavanagh
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Matthew Macdonald
Malcolm MacDonald
Greg MacGillivray
Brian MacIntosh
Ian MacKay
Jorden Madarash
Karen Maddock
Nancy Maerz
Kelvin Maguire
John Maguss
Denis and Kathleen Mahé
Brian Mahoney
Sandra Major
Chris Manderville (BA)
Dean Marcil
Marleena Markham
Allan Markin
Patricia Markin
Robert Marshall
Amy Marshall
Chris Mason
Ross Matchett
Angus Matheson
Rob Matiko
Barbara McBoyle

Shayne McBride
Mike McCaffrey
Graham McCaffrey
Larry & Arlene McCook
Kelly McCoshen
Jacqui McFarland
Anne McIntosh
Lori McLaren
Shawn McLaughlin
Charlene McLaughlin (B)
Family McLaughlin
Kirk McLean
Kathryn McNeil
Kevin McPherson (S)
Joe Mercier
April Mercredi
Shannon Metler
M Milinkovich
Yvette Miller
Mike & Carol Miller
Charles Mohamed
Lorraine Moore
Luce Moreau
Roger Morin
Angela Morris
Debra Morrison
Wendy Mort
Dave Mullen
Darcy & Lisa Neher
Cheryl Ness Switzer
Jeff & Brinna Neufeld
Patricia Nguyen
Kevin Nguyen-Cao
Gary Nissen
Jim Ogle
Richard Ostrowski
Louise Pajot-Phipps
Kelly Pallone
Greg Palmer
Pete Palmer
Nicole Paridaen
Sheryl Parkin
Ameesh Patel
Susan Peacock
Kay Perkins
Jody Perley
Stacey Petersen (S)
Susan Petersen-Lamb
Sarah Phillips
Katrina Piechotta
Renee Pike
Quentin Pittman
Kai & Helan Poscente
Lee Poscente
Todd Poulsen
Diani Pouw
Donna Powell
Rachael Powell
Rick Prouty
Earlene Purcell
Chris Ramsden
Rod Rance
Dave Russell
Terry Roberts
William Roeske

Connie Rogiani (S)
Rhonda Roney
Elizabeth Rooke
Mary Rorris
Florence Ross
Dave Rothery
David Rowntree
Greg Roy
Jackie Roy
Glen (B) & Erin Rumpel
Bill Ryans
Quintin Rybuck
Ken & Brenda Sansom
Linda Schaeffer
Donald chaeffer
Diana Schwenk
Barbara Scott
Brad Seamans
Norman Senn
Jean Sharp
Karen Shaw
Michael Sheppard
Diana Sheprak
Robby Sidhu
Alanna Siebert
Tom & Wendy Siggelkow
Lisa Simone (S)
Kent Skalicky
Laurie Slezak
Betty Smith
Cindy Smith
David Smith
Lori Sommerville
Shelley Spaner
Bruce K. Spies
Bruce Spies Jr.
Christopher Spies
Philip Spink
Aimee St. Laurent
Anna Stambene
Annette Stanwick
Fern Starke
Wayne Steer (S)
Janet Stein
Donald Mark Stein
Daryl Stepanic
Brent Stevenson
Clover Stewart
Deborah Stewart
Larissa Stoddart
Craig Strand
Ed Strappazon
John Sturgess
Lynda Surerus
Samuel Switzer
Sarah Tarnowsky
Jeff Tassone
Jennifer Tayes
Kevin & Jennifer Temple
Brian Thagard
Louise Thomas
Leanne Thompson
Bernice Thomson
Greg Thomson
Colleen Tobman
Joanne Toller (SA)

Tom Toohey
Chau Tran
Brenda Ulveland
Glenn Ulveland
Michelle Venables
George Veres
Dave Volk
Don Walker
Stanley Waquan-Mercredi
Trudy Ward
Kace Warner
Kelly Warner
Patricia Watson
Elizabeth Watson
Marguerite Watson
Anne Marie Watson
Wanda Watson-Neufeld
Edie Wawrychuk
Robert Welty
Marilyn Westerman
Nicole Whiffin
Maurice White
Diane and Monte Wiederhold
Gina Wilkie
Elaine Williams
Stephen Williams
Richard Wise
Kim & Carmen Wolkowski
Michael (BA) & Karen Woofter
Dion Yellowbird
Jenny Yim
Ross Young
Hendrik Zessel

(B) = Board
(BA) = Board Alumnus
(S) = Staff
(SA) = Staff Alumnus

Foundations
An Anonymous Donor
Betty Brooker
– Flow Through Fund
Boyce Family Gift Fund
Brinkerhoff Family Charitable
Foundation
Cenovus Employee Foundation
Charity Intelligence
Coffey Family Fund
Earl & Elsie Hawksworth Fund
Jean Woeller Fund
Marion Cross Foundation
Park Place Foundation
Pure North S'Energy
Foundation
Terratundra Foundation
The Alvin & Mona Libin
Foundation
The Welty Family Foundation
Totem Charitable Foundation
United Way of Calgary and Area

Government
AHS - Addiction & Mental
Health Alberta Government
The City of Calgary (FCSS)

Associations, Churches, Nonprofits, Schools & Unions

Bingo Barn
Calgary Academy
Calgary Food Bank /
Food Link
Canadian Progress Club-
Calgary Bow River
Centre Street Church
CUPE Local 30
Five Star Bingo
Foothills Medical Center –
Unit 102
Fresh Start Alumni
Kinsmen Club of Calgary
Stoney Nation
Teamsters Charity Golf
Tournament
Telus Calgary Community

Corporate
Andouken Holdings Limited
Banff Lower Hot Springs
BCW Architects
Bentall Kennedy
Bhomas
Brandt Tractor Ltd.
BURNCO Rock Products Ltd.
Burstall Winger Zammit LLP
Calgary Co-Op
Calgary Herald
Calgary Sun
Calgary Police Service
Calgary Stampede
Canadian Natural
Resources Ltd.
Canadian Rangeland
Bison & Elk
Centaur Subaru
Centennial Foods
Cochrane RCMP
CTV – Calgary
David Maisey Industries Inc.
Decca Design Inc.
DL Petroleum Engineering
and Consulting
Drive Sportswear
East Side Mario's Sunridge
Executive Hotels & Resorts
GFS (Gordon Food Services)
Glacier Ice
Greystone Managed
Investments
H.R.J. ConsulTng Ltd.
Hamilton & Rosenthal LLP
Hendrix Restaurant
equipment & Supplies
Jumbo Carwash
KANGA
KMS Tools & Equipment
Knowledge Energy Inc.
Lanmark Engineering Inc.
Lamb Mediaworks Inc.
Linda A Anderson
Professional Corporation

Lucid Kustoms
Mark's Commercial
Mike Miles Muay Thai &
Kickboxing
Murray D. McGown
Professional Corporation
Orcas Island Finance
Palm Tree Properties
PCL Construction
Management Inc.
Peters Educational Services, Inc.
Professional Excavators L.P
QuinnCorp Communities
RBC Financial Anonymous
RC Law
Renfrew Educational Services
RONA- Edmonton Trail
SherriL InternaTonal
Corporation
Southcott Strategy
Spolumbo's Fine Food & Deli
Sponsor Energy
Stan Poulsen Trucking Ltd.
Sterling Chemicals Ltd.
Stoney Nakoda Resort & Casino
Studio Developments Inc.
Suds & Sons
Supreme Men's Wear
TD Securities
Techtam Energy
The Tidy Time Saver
Touchstone Exploration
Twighlit Star Media Ltd.
Urban Green Produce Inc.
Van Mason Coatings
Vintage Garden Design
Weber Team RBC Dominion
Securities Inc.

2017 Capital Campaign
Government of Alberta –
Seniors & Housing
The Hearn Family Foundation
The Matt Rumpel Family
Foundation
Poelzer Family Foundation
Fund

Community Partners
Momentum
Community Kitchen
Calgary Legal Guidance
John Howard Society
Family Matters
Safe Works
Precision Health
Pure North Dental
Two Wheel Sunday

CREMERS & ELLIOTT

CHARTERED ACCOUNTANTS

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, 2017 and the statements of revenues and expenditures, changes in net assets and cash flow for the year then ended and a summary of significant account 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 expenditures, 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, 2017 and the results of its operations and its cash flow for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Calgary, Alberta
March 23, 2018



Elliott & Company LLP
CHARTERED ACCOUNTANTS

Fresh Start Recovery Centre

Statement of Financial Position

December 31, 2017

ASSETS	2017	2016
CURRENT		
Cash	\$ 306,594	\$ 198,138
Restricted cash	4,241,750	—
Accounts receivable	165,460	108,694
Goods and services tax recoverable	—	5,100
Prepaid expenses	10,089	15,276
Deposits on property and equipment	57,000	487,923
	4,780,893	815,131
PROPERTY AND EQUIPMENT (Notes 3, 4)*	17,482,792	11,556,619
	\$ 22,263,685	\$ 12,371,750
LIABILITIES AND NET ASSETS		
CURRENT		
Bank indebtedness (Note 5)*	\$ 914,501	\$ 1,288,903
Accounts payable	90,700	87,874
Accrued liabilities for capital projects (Note 4)*	3,742,721	—
Goods and services tax payable	26,834	—
Current portion of long term debt (Note 7)*	6,842	6,501
	4,781,598	1,383,278
LONG TERM DEBT (Note 7)*	1,249	8,121
	4,782,847	1,391,399
NET ASSETS		
Operating Fund	364,608	10,980,351
Property and Equipment Fund	17,116,230	—
	17,480,838	10,980,351
	\$ 22,263,685	\$ 12,371,750

*See Notes to Financial Statements @ www.FreshStartRecovery.ca

ON BEHALF OF THE BOARD



BOARD CHAIR, CRAIG BORGLAND



TREASURER, DR. WILFREDA (BILLY) E. THURSTON

Fresh Start Recovery Centre

Statement of Revenues and Expenditures

Year Ended December 31, 2017

REVENUES

OPERATING FUND

	2017	2016
Program fees and rent	\$ 1,364,086	\$ 1,180,043
Fundraising and donations	1,043,381	1,033,398
Municipal funding	114,267	114,267
Alberta Culture and Tourism – operations funding	45,000	—
Alberta Health Services – Addiction and Mental Health funding	41,706	42,231
Interest	412	142
Property and equipment funding	—	538,121
	2,608,852	2,908,202

PROPERTY AND EQUIPMENT FUND

Alberta Social Housing Corporation funding	\$ 5,424,330	—
Restricted contributions for Memorial Cafe	750,000	—
Other property and equipment funding	400,000	—
Interest	2,797	—
	6,577,127	—
	\$ 9,185,979	—

EXPENDITURES

OPERATING FUND

Salaries and wages	1,736,977	1,784,606
Program supplies	207,564	255,712
Fundraising expenses	125,121	88,688
Utilities, phone and internet	101,373	112,673
Office and administrative	83,852	67,317
Travel and vehicle	66,781	62,070
Repairs and maintenance	57,905	94,555
Interest and bank charges	54,201	58,447
Insurance	36,247	29,705
Professional fees	8,195	10,193
Amortization of property and equipment	—	203,188
	2,478,216	2,767,154

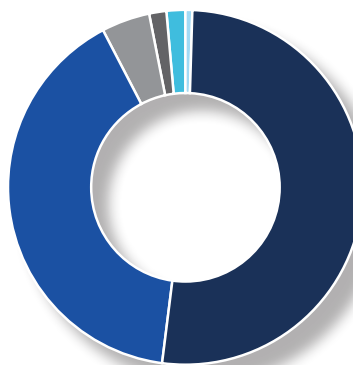
PROPERTY AND EQUIPMENT FUND

Amortization of property and equipment	193,818	—
Salaries and other administrative expense	5,806	—
Office and other administrative expense	7,652	—
	207,276	—

EXCESS OF REVENUES OVER EXPENDITURES

	\$ 2,685,492	2,767,154
	\$ 6,500,487	\$ 141,048

Sources of Revenue in 2017



- Fee for service and rent
- Fundraising and donations
- Municipal funding
- Alberta Culture and Tourism
- Alberta Health Services
- Interest

Two Calgary agencies make list of 10 most impactful charities in Canada



Calgary Herald
Published on: November 28, 2017



“(We are) honoured to be included in this prestigious group of the most effective Canadian charities that combat issues such as hunger, homelessness, health and improving education.”

“Certainly, this distinction ultimately helps bring attention to the disease of addiction, the solution through recovery and helps us help the people who depend on us the most.”

SAID EXECUTIVE DIRECTOR
STACEY PETERSEN

Two Calgary agencies were on Tuesday named to a prestigious list of the most impactful charities in Canada. Fresh Start Recovery and Calgary Urban Project Society (CUPS) were both placed on the 2017 Top 10 Impact Charities List by Charity Intelligence.

Charity Intelligence started the list to provide guidance to people who want to donate to charities that effectively deliver services and improve the lives of those in need.

CUPS, started in 1989, utilizes an integrated housing, health and educational approach to help families and adults living in poverty or who have been affected by traumatic events.

Fresh Start Recovery, founded in 1992, assists men and their family members, who are battling addiction. Through housing, treatment and support, Fresh Start – which also was named to this list last year is able to help clients recover from alcohol and drug addictions.

Fresh Start and CUPS are two of the 10 “high-impact” charities that Charity Intelligence says are likely to be most effective at changing lives.

“Giving for impact means looking beyond administrative and fundraising costs to see what difference a charity is making in the lives of its clients,” says the organization’s research director, Greg Thomson.

“If you donate \$100 to a charity and it creates \$200 worth of social value, that is a good investment,” he says. “These 10 high-impact charities as a group are likely to produce over \$600 in value from a \$100 gift.”

In 2007, Charity Intelligence Canada selected Fresh Start as a Four-Star Agency and has done so every year since. In 2016 Charity Intelligence began partnering with Success Markets Inc. in Washington DC to conduct Social Return On Investment (SROI) analysis on its top charities. From this analysis Fresh Start was identified as a Top Ten Impact Charity – the only one in Calgary to make the list in 2016 and 2017 and one of only four across Canada to do so.

Fresh Start's Annual April Panel Discussion involves key community members sharing with the audience a little bit of themselves and how their lives and businesses have been impacted by addiction and recovery.



PHOTO CREDIT: DOUG WONG

Photo is From left to right: Former NHL player Brian McGratten, Board member Glen Rumpel, local media personality, Vickie Chase, Fresh Start Executive Director, Stacey Petersen, Pure North Energy's Chief Accountability Officer, Allan Markin and Calgary police Chief (retired), Rick Hanson

What you see

What you don't see
fundraising
support
advocacy
community
partnerships
inclusion
hope
hardwork
love



Fresh Start Recovery Centre

411 – 41st Avenue NE, Calgary, AB

Phone: 1.403.387.6266 | Toll Free: 1.844.768.6266

info@FreshStartRecovery.ca

www.FreshStartRecoveryCentre.ca

Charitable Registration #13672 0737 RR0001