


A photograph of a small evergreen tree growing from a crack in a dark, layered rock face. The tree is green and has a thin trunk. The rock is dark and has a layered texture. The background is a continuation of the rock face.

RECOVERY GROWTH PURPOSE

ANNUAL REPORT 2018



“IT IS ONLY
DURING A
STORM THAT
A TREE
KNOWS HOW
STRONG IT IS.”

MATSHONA DHLIWAYO

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FRESH START RECOVERY ROOTS RUN DEEP IN THE COMMUNITY.

MISSION

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

VISION

Every Individual — Recovery For Life

Since 1992, Fresh Start has helped men and families recover from the disease of addiction. We base our work on the 12 Step model of recovery and our work is made possible by the deep and powerful roots of supports in our community.

Fresh Start has a total of 96 beds; 50 primary treatment beds and 46 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. Fresh Start also operates the Eleven-Eleven Café Food Truck and is host to many events through the year, ensuring we are sharing the Fresh Start movement within our greater community. The food truck is a pre-cursor to our future Recovery Café and Eatery of the same name.

Fresh Start is on a mission. With your help we are creating a movement of change in Calgary. A movement to destigmatize addiction while creating open discussion around the affects and impacts of addiction. We also celebrate the successes and power of living a life in recovery that our men and families achieve. In 2018 we planned our largest and most public celebration of this movement to-date culminating as Fresh Start introduces internationally renowned comedian, actor and recovery advocate, Russell Brand for two shows at the Southern Alberta Jubilee Auditorium, on June 15th, 2019.

The chronic disease of addiction is at the core of many of our community issues – this is why our front-line services, our advocacy and education work are so important. 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 the disease of addiction, participants do not have to have a loved one in residence at Fresh Start.

Our staff serve our residents with love, compassion and empathy, offering hope for a successful future. With over 300 years combined recovery experience, our team seeks to support each individual until they can love themselves and find stability. Fresh Start is an accredited agency through Accreditation Canada and with your support we are able to deliver extraordinary results in transforming and saving lives impacted by the disease of addiction.

a message from the

EXECUTIVE DIRECTOR

Did you know that the bamboo tree sits below the surface for five years after it's planted until it finally breaks ground and then can grow up to 90 feet in just 90 days? Amazing, right? The question is, did that tree grow 90 feet in three months or did it grow 90 feet in five years?

It takes resiliency to keep going when you are below the soil. So much of what is necessary for growth is tapping into our courage, faith and humanity.

This past year has been a tough year economically for our city. The financial downturn we are experiencing impacts all of our lives directly. Not only does it influence our ability to provide for ourselves and our loved ones, but it can incite fear. I always say there are two ways to see things... through fear or through love. Working through fear can be difficult as it may bring out anger, frustration and hopelessness. It's hard to see the big picture when you're right in it – beneath the soil.

The warrior, like the bamboo tree, is ever ready for action. We need to be ready.... There has never been a better time in our history than now to put recovery at the forefront of our community healing. It is our goal to grow the Fresh Start movement so that every classroom and household can feel comfortable talking openly and honestly about addiction and the healing effects of recovery. We need to join in a collective vision and set our goal for a successful outcome. Failure cannot be an option for us. Too many lives depend on our success.

This past year I have seen our residents, alumni, board, staff, donors, supporters and all of you who make up the FSRC movement, trudge the road with us. We are honored to be a part of your journey.

This year's report will introduce you to some of our exceptional men and their families, our donors, our supporters, our community partners, our fabulous staff and volunteers who have changed the course of history for so many. Together, WE are the FSRC movement and Together WE continue to build momentum, understanding and empathy for a community deeply affected by addiction.

You have given a great many people a new look at a new life. This is how we grow from the darkness into the light. At times when we feel buried, like we are underneath the soil, perhaps we have just been planted so that we can BLOOM.

Yours in Service,

Mr. Stacey Petersen RSW, Executive Director



a message from the

BOARD CHAIR

Even in poor or extreme conditions, life happens and growth can take place. As long as there is a seed and nourishment, survival, growth and even thriving can occur. I believe that Fresh Start has planted a seed that recovery is possible as long as we give someone the chance to be successful.

We believe long term recovery requires a community that is supportive and understanding, regardless of economic adversity. This is what Fresh Start does, this is how we support our community in recovery and growth with purpose.

This year I have learned that we must construct intentional conversations to create true action so we can achieve our vision. If we want to change the perceptions of addiction, we can't scare people into recovery or scare those in community to care about our mission. We need to show what recovery can do for an individual, for a family or a community. We need to bring people from all over Calgary and beyond into our story so we can show what recovery means to those men and families we serve. We need to have open and direct conversations that break down stigmas and combat biases with compassion.

I am proud of our hardworking staff, board and community who, through 2018 achieved great growth. The board has provided the necessary support and our Executive Director and staff have moved forward to execute our strategic plan. We have seen increased governance aid in successfully being named an accredited organization through Accreditation Canada. Our financial responsibility has aided in our sustainability through the construction of additional second stage housing beds. Our ability to look outside the box has helped us start two social enterprises, the recovery café and our food truck to provide a platform for us to bring our message of recovery to larger audiences than ever before. In 2019, we start our inaugural annual event, bringing Russell Brand to the Jubilee Auditorium. These achievements all work to strengthen and deepen our roots in community while providing better and more effective services.

I have extreme gratitude for the Fresh Start team that I have an opportunity to work with. I am also grateful to our supporters, donors, sponsors and greater community who have helped us achieve and continue to help us achieve feats greater than ourselves. Together, our forest is deep, expansive and powerful. Together we are growing with purpose.

With Warmth,

Craig Borgland, Board Chair



ADVOCACY WORK IN COMMUNITY

Planting New Seeds

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 2018 – We have had the pleasure of being part of the planning and executing committee for the sixth annual Recovery Day at its new location, Poppy Plaza. Vision Sports Centre sponsored the event and together, we had a public display on the topic of freedom from addiction, built awareness, challenged societal stigmas and celebrated the role that recovery plays in improving the lives of Calgarians and Canadians across the country. Calgary had 38 addiction recovery resources/community partners rally and build a bustling recovery marketplace. We shared information and celebrated the many options and pathways this city has for people to recover from addiction.

Addiction Day – The vision of the Addiction Day Conference and Networking Fair is to increase public awareness of addiction, mental health, 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.

Marijuana & The Teenage Brain Symposium – Hosted by Fresh Start in partnership with the Palix Foundation and Big Brothers and Sisters of Calgary and Area. This day long event informed the audience about the impact of marijuana and other addictive substances on the adolescent brain and explored emerging strategies in prevention.

Wellness Walk – A celebration of recovery and the kick-off to National Addiction Awareness Week. This year we saw 250 men and women from the addiction community in Calgary, marching to raise awareness, share hope and promote the importance of an addiction free lifestyle. The Wellness Walk Committee, comprised of 20 community agencies and organizations promoted community consciousness for healthy living. The Walk ended at the Kerby Centre with Aboriginal Dance with Drummers followed by a hot lunch, speakers and entertainment.



PROVINCIAL

Alberta Addiction Services Providers (AASP) – a coalition of 33 Alberta agencies providing addiction services to Albertans. Together, we can provide one voice on issues affecting the Addictions Sector. Our goal is to help shape new government policies and to develop a government and media relations strategy to support member agencies. We are working to provide sector-specific information, keeping up to date on the newest research and best practices in the field of addiction. By putting performance measures in place, we can continue to provide client centered programming across the continuum of care and enhance service delivery to those in need.

Alberta Treatment Standards Working Group – Residential Treatment Standards for Addiction Services Project Overview through the Thunderbird Partnership Foundation, in partnership with Alberta Health Services and Métis Nation of Alberta, is leading the development of provincial minimum standards of care for residential addiction treatment services for both youth and adult populations helping to drive recommendations for BILL 30.

NATIONAL

Canadian Research Initiative on Substance Misuse (CRISM) – A national network of researchers, service providers, policy makers and people with lived experience of substance use. CRISM's overall objective is to translate evidence-based interventions for substance use into clinical practice, community-based prevention, harm reduction and health system changes. 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 to decision makers, service providers and support improvement in the quality of care and quality of life for Canadians living with substance misuse.



Opioid Symposium – Health Canada, in association with the Globe and Mail, with support from the Canadian Centre on Substance Use and Addiction and the Centre for Addiction and Mental Health, hosted the Opioid Symposium. We met on September 5-6, 2018, in Toronto, Ontario. The meeting objectives were to: place the voices of people with lived and living experience at the center of the discussion; promote increased access to treatment and harm reduction; recognize the different aspects of the opioid crisis and; discuss opportunities for collaboration.

Faces and Voices of Recovery (FAVOR) Canada – Together with their community of interest, their mission is to eliminate stigmas in order to help people affected by addiction find, experience and thrive in their recovery. They accomplish this by raising awareness, educating, building community and creating moments of celebration around recovery. They are dedicated to organizing and mobilizing Canadians in recovery from addiction, along with our families, friends and allies.

National Recovery Advisory Committee (NRAC) – Established in 2015 their mandate is to guide the work of The Canadian Centre on Substance Use and Addiction (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 people in recovery from addiction, asking HOW they stay sober and what recovery means to them.



THE POWER OF ONE

Every organization has a handful of people who make a huge impact on the organization and those they serve. Fresh Start is no exception and for us one of those individuals who stands at the top of the heap is Allan Markin.



Allan first became acquainted with Fresh Start after he made a series of matching donations to the Calgary Herald Christmas Fund in 2011. Fresh Start was one of 12 recipient agencies of the fund that year and Allan's match made a huge initial impact to all organizations, especially Fresh Start.

This was just the first of many contributions of time, talent, treasure, influence and impact that Mr. Markin would make towards Fresh Start in many ways over the years.

As a follow-up to his Calgary Herald Christmas fund donation, Allan visited **ALL** the recipient organizations to get a better appreciation of the impact that his contributions were making in our community.

On his tour of Fresh Start, Allan asked "Why don't more people know about you?", then made a very generous offer that would serve to become a very important and lasting component of Fresh Start's program and success rates. Mr. Markin offered to make the Pure North S'Energy Foundation's Program available to everyone who came through the facility.

This gift took a little time to fully realize as Fresh Start's Executive Director wanted staff and their families to have access to it and "test drive" these benefits to see how they actually improved their physical and mental health before offering the program to residents and alumni of Fresh Start. After a six-month trial proved successful, Fresh Start residents were offered the Pure North S'Energy program. The majority of the residents elected to participate in the program and they experienced great results in their physical, mental and emotional recovery.



The Pure North program was and continues to be voluntary and provides life-altering support to enhance mental health, mood and cognitive function, ensuring a greater likelihood of successful recovery. The program does this by providing daily vitamin and mineral supplements, a greens (vegetable) drink, heavy metal reduction (chelation therapy) and top-quality dental care with more serious medical concerns beyond basic wellness being handled through Precision Health. These services are provided on-site by Pure North's caring and professional staff including Nurse Practitioners, Naturopathic Doctors and Registered Nurses.

Over the past seven years, Chief Accountability Officer Allan Markin and his amazing team at Pure North S'Energy Foundation led by Executive Director Wendy Paramchuk have played a significant role in Fresh Start and the heightened well-being of the men we serve. Pure North's partnership allows us to offer a health and wellness program to the men, families and Fresh Start staff at no charge. This program has been key to supporting and accelerating participants' physical and mental health on their journey of recovery from the chronic disease of addiction. To date over 800 clients and staff have benefited from Pure North's support.

Some powerful results came from the opportunity to access top quality dental care for those who had not seen a dentist in years. This exceptional service helped give our men the confidence, hope and a reason to smile which for many changed their entire outlook on life.

We have evidence to show that Pure North's work has helped Fresh Start increase the number of men who go on to Gratitude (graduate from the program) and to celebrate their first full year of recovery as they embark on the road to lifelong recovery. Independent research is underway to quantify the many benefits the Pure North's programs are adding to the Fresh Start recovery model. Thank you Pure North S'Energy Foundation for keeping us in (health) check!

Beyond the amazing impact of Pure North S'Energy, some significant and unexpected side benefits of Mr. Markin's association with Fresh Start have been the many people who have noticed us for the first time, brought special gifts of their own and asked the question "Why don't more people know about you?"

There is no doubt that Allan has had a significant influence on our success directly and indirectly by introducing and attracted companies and individuals such as Canadian Natural Resources Limited, Supreme Menswear, Mike Miles Muay Thai and many others who discovered why Allan became so interested in this men's alcohol and drug addiction treatment center. Recently, Ron Jarrett, a fitness coach whose services are supported by Pure North, has introduced neurokinetic therapy (small movements to activate unused muscles for improved mobility) to our clients. This combined with sustained aerobic activity enhances their physical wellbeing.

As you read, you will learn more about the impact of some of these connections that continue to grow.

GIVING BACK

Supreme Men's Wear Outstanding Small Business Philanthropist



When you go into Supreme Men's Wear you will soon realize two things: first, that the store is a meeting place for community and second that the owner or "Creative Director" Darren Biedermann loves quotes.

No matter the time of day, you will always see community leaders sharing the gifts of time, knowledge and friendship at Supreme. You will also see a plethora of inspiring quotes.

One of those quotes is "Giving Back is Always in Style" and another favourite is "The more you change the way you look at things, the more the things you look at change". Darren puts these two quotes into practice daily and embraces the opportunity to help men recovering from the disease of addiction.

In 2012 one of Darren's friend's suggested that he start a clothing drive to support community. Darren invited his clients and other community members to bring in clean, gently used clothing for Supreme Men's Wear to deliver to Fresh Start Recovery. These clothes hold the power to help men look better and feel better about themselves and gives Gratuates (graduates with gratitude) added confidence to seek employment after successfully completing their 14-16 week treatment program at Fresh Start. Seeing the success of the clothing drive and the recovery rates at Fresh Start, Darren continued the clothing drives and began donating new stock from his store. Supreme's clients were further inspired to raise money for Fresh Start.

Because of their long-term generosity towards and support of Fresh Start, Supreme Men's Wear, under the leadership of Darren Biedermann, was awarded Outstanding Small Business Philanthropist at Calgary's 2018 National Philanthropy Day Celebrations held by the AFP (Association of Fundraising Professionals) Calgary & Area Chapter. Not only was Supreme's philanthropy recognized in the community but it has gone on to inspire others to also engage in philanthropic activity in our community.

Thank you, Darren, for being part of our community and making sure we dress to impress. Many of our guys have learned to "Brace for Compliments".

"If you change the way you look at things, the things you look at change." -
WAYNE DYER

INSPIRING ACTION BY CANADIAN NATURAL RESOURCES LIMITED (CNRL)



CNRL and a 5-Year Commitment to Helping Indigenous Men and Families Heal

A relationship with Canadian Natural Resources Limited (CNRL) began in 2012 after they noticed Fresh Start's involvement in the 2011 Calgary Herald Christmas Fund.

CNRL's Adele Thomson met with key Fresh Start staff to explore opportunities to help First Nations, Inuit and Métis men who are affected by the disease of addiction. By November of 2013, CNRL was convinced that their investment in Fresh Start could make a significant difference in helping Indigenous men and families in the communities where CNRL operates. Bill Clapperton, VP, Regulatory, Stakeholder & Environmental Affairs, delivered the first installment of CNRL's five-year commitment to helping those from Indigenous communities affected by addiction.

Over the past five years CNRL has helped us directly impact the lives of many individuals. Through their connections and influence, they have helped Fresh Start gain new supports, opportunities and once again expand our reach.



CHASE P'S STORY Chase P is a person that has been consistently moving forward with life and recovery. Chase is a proud member of the Samson Cree Nation and most of his family lives in the Maskwacis region - an area that has been recently rocked with gangs, crime and rampant addiction issues. Chase came to Fresh Start in early 2017 and completed Phase One four months later. After this, he gained

work in landscaping before applying to "Trade Winds to Success" (an innovative program to help Indigenous adults begin a new career in the construction trades) for their Ironworker program. Fresh Start's Outreach Staff and Executive Director joined Chase at a court appearance where he applied for a conditional discharge. The Court and Crown noted that they were "blown away" by the support that Fresh Start showed in taking the stand in support of Chase. As a result, Chase was granted the "Curative Discharge". The presiding Judge stated that he wished more people in the community of Maskwacis could get the support that Chase received from Fresh Start. Chase is scheduled to complete his Red Seal endorsement in 2019. He participated in the Mike Miles Muay Thai program during Fresh Start's Phase One and has earned the right and been able to get a passport to travel to Thailand to train with specialists in Muay Thai. As Chase says "It's a long way for a young man from Maskwacis to come (and go) in a short period of time".

ROBERT D'S STORY Robert D was raised in a small Dene community "up North" struggling with alcohol addiction and related mental health issues that arose from years of childhood mental, emotional and physical abuse. For years Robert tried to overcome his dependence on alcohol on his own. During these years, he describes himself as "miserable, self-centered and having a bad attitude towards everyone". With the support of the Government of the Northwest Territories Robert was able to come to Fresh Start and once here he began to speak up and open up. He overcame his challenges and worked harder in his recovery program than he had ever worked before. Robert says that Fresh Start gave him "hope and a second chance at life". This inspired him to enroll in the Addictions & Community Health Professional program at Sundance College. Robert earned his diploma with Honours. The support from CNRL helped to pay for Robert's living expenses so that he could go on to achieve one of his dreams. Robert strongly believes that he has a unique gift to share with others - especially those from the Dene community - and help them find peace of mind and hope through Recovery.

Thanks to all of you at CNRL for your support. You have helped to make a difference in the lives of Chase, Robert and many other men who identify as First Nations, Inuit or Métis and turn to Fresh Start to help them find a solution to their disease of addiction. WE ARE ALL GRATEFUL!

CELEBRATING MILESTONES WITH BRIAN McGRATTAN

In October of 2013 Candice Goudie of the Calgary Flames Foundation For Life called Fresh Start to say that a player who had returned to the Flames and was in long term recovery had just come public about his disease of addiction with the league. She went on to say that he wanted to find a treatment center in Calgary where he could come to share his story and inspire others to follow the road to recovery themselves. The question Candace asked was "Are you interested in having him connect with Fresh Start?"

The answer was an overwhelming yes and in October of 2013 Brian McGrattan came to Fresh Start and spoke for an hour to all of the men, staff and alumni at Fresh Start. After the talk, Fresh Start's Stacey Petersen and Brian spoke about his years in recovery and Stacey asked Brian if he might want to take his five years at Fresh Start and mark it with our tradition of a five-year Calgary Flames jersey. Petersen went on to say that alumni are presented with a jersey at five-year increments and Brian would be the first Calgary Flame in our rafters. Brian said he would love to and was inducted as an honorary Fresh Start alumni.

It has been our tradition to mark significant birthdays in five-year increments with a Flames Jersey. This practice began in 2012 when we opened our new facility and Ken King was one of the campaign co-chairs to help build our house. Ken generously offered jerseys of different colours to start the tradition and mark time in five-year increments, honouring the men in a significant way. Fresh Start purchases and prints the jerseys every month for their Alumni birthday celebrations.

When ordering Brian's Jersey there was a bit of confusion at the Flames office. We phoned and ordered a McGrattan jersey number 5. The astute receptionist at the Flames office quickly pointed out that Brian's number was 16! After a quick explanation the order was back on track for the five-year marker. At the December birthday celebration in 2013 Brian's red five-year Jersey was raised to the rafters.

Brian served as an inspiration for other players in the league to seek help for alcohol and drug addiction issues. Many players came to him seeking advice and help for their disease of addiction. Brian has been to Fresh Start many times to share his story and inspire men to fight for the recovery that will save their life like it did for him. Brian is now the Director of Player Assistance with The Calgary Flames. He and the Flames organization continue to be strong advocates for overall physical and mental wellness throughout the entire community and act as examples for the rest of the NHL league.

In December of 2018, Brian came to Fresh Start with his wife and young son to celebrate his 10-year birthday and share with the audience the many blessings of a life of sobriety. We presented Brian with his new 10-year Jersey. Thanks for your ongoing support and inspiration Brian!



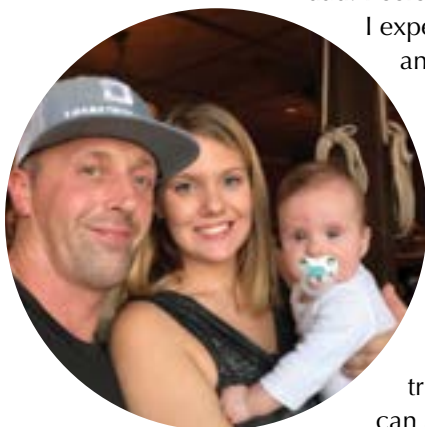
"THERE IS NO POWER FOR
CHANGE GREATER THAN A
COMMUNITY DISCOVERING
WHAT IT CARES ABOUT."

MARGARET J. WHEATLEY

ROOTS OF RECOVERY

It's Thursday, November 15, 2018

Today I celebrate my 45th birthday and the many blessings that this year has given me. I became a dad. I celebrated my one-year anniversary with my amazing and supportive wife. I experienced my first Father's Day with our five-month old baby girl Zoey and we purchased a condo in Hawaii (yes Hawaii) where we moved a few months ago.



To say my life is a miracle is an understatement; and with the gift of recovery I have an opportunity to share it with others in hopes of helping, inspiring, or perhaps helping them experience the joy of recovery too.

If you are struggling - I get it. I did too - for most of my life. What I know is that you can't just need recovery, you have to want it. With a true desire to change your life, a support system and a higher power - you can and will get better. I offer you the gift of knowledge and experience; how I worked the steps as you must also do to get better.

I celebrated my five-year milestone this year and I know from experience that working the steps, REALLY working the steps is a game changer.

STEP 1, powerlessness and unmanageability; that was easy and obvious if you know any part of my story.

STEP 2, came easily as I was raised to believe in God and had never really stopped believing, I just fell out of practice.

STEP 3, I began saying the third step prayer every day and praying for God to remove my obsession to use and he did.

STEP 4, my nemesis. I hated step four and I still do. Make a moral inventory?! We bury all that pain for a reason and the last thing I wanted to do was dig it all up again, so I made every excuse I could to avoid it. The only reason I was granted parole was due to my release plan, which was to come to Fresh Start for treatment. I gave it my all, I didn't want to have to do it again, so I knew I had to get it right the first time.

STEP 5, involved holding poor Sister Mary hostage for 3 ½ hours as I shared everything with her and with God, even some things I didn't have the balls to write down. This was the most liberating feeling I've ever had. It just felt so good to let everything go.

I reviewed my **STEP 6** list and said my **STEP 7** prayer, which I still say every night to this day. We work on the outside and God works on the inside.

STEP 8, I made a list of everyone I harmed and became willing to make amends to them all. This is not to say I was willing right away, but I became willing.

STEP 9, I've only made a few amends so far and all of them have gone well... better than I expected. I made amends to my parent's. I read them a list everything I had done to harm them throughout my addiction and I apologized for all of it. By the end of it all we were crying tears of joy and relief. Today I have a better relationship with my parents than I can ever remember having before.

I can never make direct amends to all the people I sold meth to over the years. It's just not practical and it would be dangerous. So, I found a way to make indirect amends for these actions.

With my sponsee, Chris, I started Calgary's first Crystal Meth Anonymous (CMA) group, with the hope of helping others recover from their addiction to crystal meth. The meeting has exploded! This was long overdue in Calgary and every time I see somebody there that I used to use with it warms my heart.

STEP 10, I'm really not looking forward to ever doing another step four again, so the way to avoid this is to stay vigilant with my step 10 by admitting my wrongs as soon as I realize I've made them and not letting any resentments grow.

STEP 11, I'm not really one for meditation, just prayer and quiet reflection. I make a habit of praying every day and asking God for knowledge of his will.

STEP 12, I do a lot of service work for my home group in NA not to mention CMA, I stay connected to Fresh Start and help by donating my time to the alumni whenever possible. Of course, I make a conscious effort to practice the 12 spiritual principles in all my affairs. We practice Conscious Contact versus Constant Comfort.

By following these steps, you can experience the miracles of recovery.

With Deepest Gratitude and Respect, Chad Black.



Gratitude in Motion

Relationships that are built at Fresh Start run deep and often last longer than just the program duration. We are a community and we are a family. This past year, our alumni, staff and organization worked together to help one of our alumni in a big way. Everyone pooled their resources to help Russ, a long time alumnus whom has significant mobility issues, buy a much needed electric scooter. Russ' has selflessly volunteered at Fresh Start for many years since getting sober. Putting this initiative together for Russ benefited everyone involved; in ways that words cannot describe.

Thank you, Russ, for all you do. Keep motoring!



FAMILY HEALING PROGRAM

Seeing the Forest for the Trees

We are aware that the person with the addiction issue needs help in addressing their challenges, struggles and the illness itself. We are also aware that for recovery to be successful, family and friends also deserve the same opportunity for healing. Often family members and friends believe that the disease is their fault when in fact it is not. Addiction is a family disease. When the family, friends and the person with addiction receive help through learning, love and support it empowers everyone to move toward the solution, rather than continue to live in the circular nature of the problem.



The Family Healing Program was started in 2012 with funding from The Calgary Foundation, The United Way of Calgary & Area and the generosity of people like you. With your help and a grant from, The Government of Alberta's Community Initiatives Operating Grant Program, this program continues to benefit those who have been or continue to be affected by someone else's addiction.

This program gives family and friends an opportunity to gain a new perspective so they can see and understand how the disease is affecting them and what they can do to find peace within themselves first. This in turn provides freedom from the debilitating effects of the disease of addiction and further creates a space to reset relationships in a healthier way with clearer boundaries and more effective communication.

The Family Healing Program helps family and friends learn how to live in their own recovery process, how to deal with the challenges and emotions of the journey and how to regain their own voice. Initially, family members and friends talk to us about feeling frustrated, hopeless and unsure about what to do next.

Families who begin attending the group tell us that this program teaches them how to unhook from the disease. The Family Healing Program challenges them to see what role they have been playing in the life of the person with addiction. This new understanding changes the dynamics of the relationship that the family members and friends have with themselves and their loved one. As Barb and Gary - Alumni of the Family Healing Program - say "it's where the rubber hits the ground".

Gary and Barb were introduced to Fresh Start Recovery Centre years ago, while searching for support to better deal with one of their children who was struggling with the disease of addiction. Even though Gary himself had been in recovery for more than 40 years and has experience with a 12 Step program, they felt ill equipped to deal with their child in addiction. They both remember feeling so lonely in their struggle and experiencing continual doubt and self judgment. "Did I cause this? What did I do wrong? How should we deal with this?"

Through the program, Gary and Barb gained more than practical tools and deep knowledge, they gained an accepting and highly supportive community. And even more important, Barb shares that she regained her voice in being able to share her journey every week with the other members of the Family Healing Program Alumni group. Now, years after starting the program, Barb and Gary are staples in the weekly Alumni gatherings. They both share that Family Healing is "Just what we do each week, we want to come". Their advice for anyone close to the disease of addiction is to simply keep coming back to the Family Healing Program, it just takes time.

The Family Healing Program is made possible in part through your generous support and funding from The Government of Alberta's Community Initiatives Operating Grant Program. Thank you for your continued support.



The Family Healing Program is made possible in part through funding from The Government of Alberta's Community Initiatives Operating Grant Program.

MAYFAIR DIAGNOSTICS

The more we share stories of addiction and recovery, the greater, deeper and broader we see the impacts of the disease of addiction. Most people have been touched in one way or another by this disease and Lori Englert is no exception.



Lori, Director of Operations at Mayfair Diagnostics, joined Fresh Start's 12 Stop Ride for Recovery and went all out with her commitment to the event. Lori raised the second highest funds at the event and received a Gold, Silver and Bronze patch for her initiative. She also was the highest bidder on our Alumni Quilt, made with love by Staff Alumni Caryl, which Lori then donated back to Fresh Start to be hung in the Meditation Room to inspire men seeking recovery.

Lori was attracted to our 12 Stop Ride for Recovery because of the uniqueness of the event. From this point, she quickly became a committed advocate for Fresh Start and shared our message and her passion with colleagues at Mayfair, resulting in a greater level of impact. This started when the team at Mayfair Diagnostics reached out to Fresh Start and hired two members of our Alumni to work on a large, long-term project they had.

Then, leading up to Christmas the partners, management and staff on the Mayfair team went to work on a "supply drive" collecting many necessities including blankets, toiletries, socks and cash donations. Mayfair joined us at our 2018 Christmas Social with these gifts to help make Christmas brighter for our men and to fund our program.

We are grateful in so many ways to Lori and the Mayfair team for strengthening our community.

MAYFAIR
DIAGNOSTICS





12 STOPS. 12 STEPS. 10 YEARS.

2018 marked the 10th anniversary for our 12 Stop Ride for Recovery. This year's event was the largest and most successful event to date, made possible by our amazing community of riders, supporters and sponsors. With your help we raised more money than ever before and with it, we are able to help more men and families recover from the disease of addiction.

Each year participants of the 12 Stop Ride enthusiastically take to the streets for a scavenger-hunt style motorcycle rally where all our riders receive a clue for each stop and every one of those stops has an activity that emphasizes the corresponding step from the 12 Steps of Recovery. Our 12 Stop Ride is a great way to be involved with the community, learn more about the 12-step program and celebrate the gifts of recovery while bringing awareness to the disease of addiction. Whether you are a rider, a passenger, a guest, a pledger, a volunteer or a sponsor, we invite you to take part in this fun event.

In 2018, much of our success was due to the partnerships we have made with community minded organizations that sponsor our event. We are grateful to Stoney Nakoda Resort & Casino (our Presenting Sponsor), who purchased the bikes required for our raffle and covers all of our printing requirements for event materials. Jim Ganarelli, General Manager of Stoney Nakoda Resort & Casino, felt that Fresh Start's 12 Stop Ride was a good fit for them because of their geographical location and wanting to build community awareness among motorcycle enthusiasts. Their hope was to bring awareness of Fresh Start, help remove the stigma of addiction PLUS position them as a great stop on a day out on a motorcycle. One new addition for 2018 was that we created a series of 12- Stop Ride

patches for all registered riders to add to their vests. The patches, in bronze, silver, gold & platinum, were designed to reward riders for collecting pledges at specific dollar levels for the ride. We are grateful to Bruce Spies who earned the platinum patch for his multi-year support as well as Luca Poscente and Lori Englert for raising the greatest and second greatest dollar value in pledges to earn their Bronze, Silver and Gold patches. Lastly, Alumni, led by Robby Sidhu, created a vest with the names of all the Fresh Start Alumni who have lost their lives embroidered on the back. Each year, new names will be added to it. The vest will be worn by a member of the Alumni on the ride each year, symbolic of the men still riding along with us.

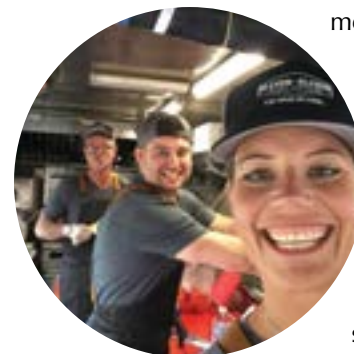
Thank you to everyone involved for making the event a success – we look forward to seeing you again next year when we ride!



SOCIAL ENTERPRISE

Launch of the Eleven-Eleven Food Truck

We opened in late August of 2018 and focused on building a recovery food truck that was "Eleven-Eleven" (the name of our "Café and Eatery" opening at 1111 Memorial Drive). This venture gives us an opportunity to celebrate the joys of recovery, educate people about addiction and recovery through connection, sell great food and generate funds to help more men and families get well.



Our Eleven-Eleven Food Truck received great coverage in the local media and helped us spread our message of recovery to new audiences. In the months of September and October alone, the Eleven-Eleven Food Truck was featured in six news articles through media outlets such as Global News, CTV, The Calgary Herald and The Star. We are excited about expanding our message and creating greater results in 2019. We are grateful to you and the many members of the community who have enjoyed a meal from the truck, asked for our truck to be set-up at their your location or helped spread the word! In 2019, with your help, we look forward to taking the truck and our message even further.

For more information or to book the Eleven-Eleven Food Truck visit: www.eleven-eleven.ca

FROM SEEDLINGS THE TREES OF TOMORROW GROW

Anthony from Master's Academy

Dear Stacey Petersen,

Thank you so much for sending me brochures, frisbees, mints and pens. The Masters Academy school fair went really well. Lots of kids came to my presentation including ten adults. Two things I liked about my presentation the picture of the person above the words that said, "You are no longer alone welcome home" and that you came to my school for the Awareness Fair. Doing this project about Fresh Start was my number 1 favourite thing I did this year. I loved taking a tour of Fresh Start. Thank you so much.

Sincerely, Anthony



EVENTS

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; it is a possible, attainable and sustainable reality.

TEAMSTERS GOLF TOURNAMENT

Teamsters Local 362 are an amazing group of people who do business or are part of the Teamsters Union. The group is passionate about what they do in community and they host many events, such as their annual golf tournament. For four years running Teamsters Local 362 has elected to donate the proceeds of their tournament to Fresh Start. The golf tournament is extremely well organized from start to finish, incorporating great gifts, golf, camaraderie, food and fun! Held each year at D'Arcy Ranch Golf Club in Okotoks. We are truly blessed to have Local 362 as part of the Fresh Start family.



SCOTIABANK CHARITY CHALLENGE

Calling all walkers & runners! The **Scotiabank Charity Challenge** unites the spirit of runners with a fundraising program to help create a stronger future and build vibrant communities. We started running in 2017 with a small group, increased our numbers and results in 2018 and are listed as one of the Official Charities that any participant can choose to donate to. Our runners, walkers and joggers represented Fresh Start, raising money and awareness for the men that are in treatment and the men whose lives have been lost. An Anonymous donor sponsored the men with their running gear helping them to achieve their goals. Burstall Winger Zammitt sponsored our team with running shirts and the Running Room at Cross Iron Mills were very helpful with outfitting the men.

TELUS DAYS OF GIVING

This month long event brings together **TELUS** team members, family and friends from across the country to participate in volunteer activities in their local communities. In 2018 Fresh Start was blessed with a group of TELUS team members that came to brighten and beautify our exterior spaces. The group included a family all the way from Quebec, who came to help while on holidays. The team stained fences and benches and planted flower and vegetable gardens that flourished and helped feed the men. In addition, we had a team help with some needed administrative work - sorting, scanning and uploading. This helped us free up more storage space. Thank you TELUS teams!



CHRISTMAS OPEN HOUSE

This is one of our favourite annual events as we host community in the Spirit of Gratitude and celebrate the end of another year. Alumni, Residents, Board Members, Donors, Staff, Community Partners, Family and Friends gather to share stories, celebrate our connections and eat some really great food. This year we added a silent auction along with some fabulous piano music and our traditional festivities.



BBQ WEEKENDS

KMS Tools & Equipment holds a charity BBQ day on many weekends throughout the year, supplying smokies, the fixings, cold beverages, BBQ and space near the entrance to charitable organizations. Customers can buy a smokie and a pop and make a donation to the charity if they choose. Vince and Heidi, members of the KMS management team, found out about Fresh Start in 2017. They appreciated the work we do in community and understood how widespread the need to access help is for those affected by the disease of addiction. We are grateful to the KMS team for inviting us back.



1ST ANNUAL VOLUNTEER AWARDS

We are grateful. We are grateful. We are grateful!! This year we added our first formal recognition of those volunteers with an awards event where we recognized the contributions of Diane Cronk, Michael Macdonald and Chelsea LaBossiere. We will continue the tradition for years to come.

A COMMUNITY ON TWO WHEELS

What started as just an idea and a conversation over coffee, has grown into an annual festival that brings about 9,000 participants together and is the largest one-day outdoor motorcycle event in Western Canada. Two Wheel Sunday brings motorcycle groups, shops, riders and enthusiasts to one place at one time every June to celebrate everything motorcycle. Fresh Start is proud to join this family-friendly, one-day street festival every year.

A WEDDING

In 2018 we celebrated our first wedding at Fresh Start Recovery Centre. Alumni, Chris Coderre, wanted to celebrate his nuptials in a place of significance – he wanted to share his day with those that helped him get his life on track and with the brotherhood of fellow alumni. Fresh Start's Gillian Baay acted as wedding coordinator and the happy couple celebrated with many loved ones around them. Congratulations Linda and Chris!



FISHMAN'S \$5 SHIRT DAY



Last September, Fresh Start was contacted by Fishman's Drycleaning regarding a clothing donation. They were undertaking a major clean out of their main location and disposing of approximately 1,000 pieces of men's clothing that had not been claimed over the years. Usually clothing donations are put in our 'donation room' for the men that arrive here with little more than the clothes on their back. With the massive quantity, we decided to host a '\$5 shirt sale' and use the money we raised for activities for the men who were spending Christmas holidays at Fresh Start. Those that could afford to, bought themselves dress shirts and those that couldn't, had shirts bought for them by other men at Fresh Start. The fresh new duds brought confidence and self-assuredness to many of the men as they walked down the halls in-style.

COMMUNITY PARTNERS, STORES AND IN-KIND ACTS

We are grateful to our community roots and connections. They help us achieve the change needed so we can envision a life in recovery for all those affected by the disease of addiction. Each small event, act and program – like single trees growing together, work to create the forest.

COMMUNITY NATURAL FOODS



For Earth Day 2012 Community Natural Foods (CNF) kicked off the Change for the Earth Program that has since become an annual event. This donation program encourages customers to donate their bag credit, 5 cents from each bag, to one of three non-profits showcased each month. The non-profits selected represent PEOPLE, COMMUNITY and THE PLANET. Community Natural Foods matches dollar for dollar the total amount that their customers donate. In February of 2018, Fresh Start was selected as the featured “PEOPLE” non-profit group and CNF customers voted us most popular for that month. You might say that with their help, we had it in the bag. Thanks to Community Natural Foods and all of you who supported Fresh Start through this program.

SMALL ACT, BIG KINDNESS

This year's most heartfelt donation came from someone who was not even 12 years old. Gethin Jenkins saved and donated \$20 of his hard-earned money to Fresh Start so that someone could have a home and a warm bed. His generosity has not gone unnoticed.

AEROPLAN BEYOND MILES



Fresh Start's advocacy work often requires our team members to travel to different parts of the province, country and the continent to speak and learn about what is going on in the greater addiction recovery advocacy and treatment community. We have opportunities to share with others the work that you make possible and help the growing number of people who have been affected by the disease of addiction, beyond what we are able to do locally. We have been blessed by supporters - like you - who have gone the extra mile to help us in creative ways – by donating travel points so that we can stretch our dollar and effectiveness. If you have some extra Aeroplan points and want to make them go further, consider a donation to Fresh Start. Visit <https://beyondmiles.aeroplan.com/charity/746>

VOLUNTEER TEAMS

Day in and day out we rely on volunteers. We are ever grateful for the service of the many individuals and groups who work to make Fresh Start run smoothly, be effective and be a home to the men we serve. In our kitchen, groups of passionate people and men in our program aid our teams and work to feed our recovery family. **You. You know who you are and we value your contribution.**

#REVERSEBLACKFRIDAY FROM FIASCO GELATO

On Black Friday of 2018, while other retailers were busy raking in profits from sales, Fiasco Gelato was engaged in a promotion where 100% of their sales proceeds from their cafe that day were donated to two Calgary Charities. Fiasco Gelato dubbed this event #ReverseBlackFriday, held on Friday November 23rd, 2018 and Fresh Start Recovery Centre was grateful to be selected as one of the recipient charities. We would like to thank Fiasco Gelato for their initiative and ongoing support of the important work we are doing in our community. We would also like to give a shout out to those of you who took part in this innovative fundraising event and purchased gelato on Black Friday! “



FRESH START RECIPIENT OF PEACE HILL'S ACT OF GENEROSITY

In January of 2018, Anthony Lim, the Branch Manager of the Southern Alberta Region for Peace Hills Insurance contacted Fresh Start and wrote:

“Every year in January, our staff come together to nominate, vote and make a donation to a deserving non-profit organization of their choice.

This year, I am pleased to advise you that one of our staff, Kristine Kooy, has nominated your centre as her charity of choice and was successful in getting the votes she needed to secure the donation for your centre.

I have a cheque of \$4,950.00 for the Fresh Start Recovery Centre”.

We are grateful to Kristine for being such an effective advocate for Fresh Start, Anthony for helping to create a generous culture and the entire team as Peace Hills Insurance for believing in Fresh Start.



PEACE HILL'S ANTHONY LIM
AND KRISTINE KOOY WITH
FRESH START'S WAYNE STEER

Fresh Start receives support from an array of other organizations, groups and programs. Each member of our community makes us stronger and each opportunity for increased funding or decreased costs allows us to do more. Special thanks to **Five Star Bingo** who has supported us for over 10 years. We would also like to recognize **Bingo Barn, Grey Eagle Resort and Casino, Calgary Food Bank** and their **FoodLink Program, Aventa Women's Treatment Centre, Canadian Mental Health Association (CMHA), Horizon Housing Society, Prospect Human Services, Momentum, Community Kitchen, Calgary Legal Guidance, Calgary John Howard Society, Family Matters and Safe Works, Calgary Alpha House Society, Renfrew Recovery Centre, Sunrise Healing Lodge** just to name a few.



In December of 2017 you helped Fresh Start get on the map - literally - through the Global Giving crowd funding site. Your support earned Fresh Start a permanent place on the global giving platform as a Vetted Agency. In early 2018 your continued support took Fresh Start to the Superstar Agency level. You may think “So what does this mean?”

Being on the Global Giving platform places Fresh Start on the map by empowering donors from all over the world the ability to donate directly to Fresh Start. Potential supporters from the United States and the UK will be able to get an official receipt for their donation that they can use to offset their taxes, in much the same way as Canadian donors would for a donation in Canada.

So, if you happen to be vacationing in the Palm Desert, New York, London or some other exotic place and discussions with your friends turns to great organizations that you support, tell them about Fresh Start. Your friends will be able to make a difference by donating through the Global Giving platform after they learn about our outstanding social return on investment and impact on community.

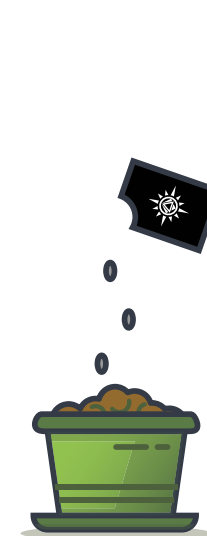


“NOT ALL STORMS COME
TO DISRUPT YOUR LIFE.
SOME COME TO CLEAR
YOUR PATH.”

UNKNOWN

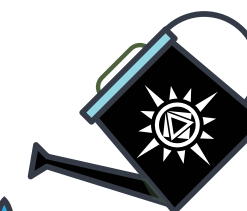
2018 STATISTICS

859 Seeds waiting to be planted
(859 Men on the Waiting List)



134 Seeds
were planted

134 men entered
Fresh Start's 12-Step
Live-in Program



89 Plants
Germinated

89 “Gratitued”.
Our word for
Graduated (66.4%)



81 Plants
Flourished

81 Celebrated
One Full Year of
Recovery (60%)

Successful Graduates Over the Years

2018	2017	2016	2015	2014	2013
89	97	105	113	124	113
66.4%	71.9%	80.2%	79.6%	81.0%	80.1%

Celebrated One Full Year of Recovery

2018	2017	2016	2015	2014	2013
81	82	78	78	68	60
60.0%	53.2%	54.9%	51.0%	48.2%	48.1%

TOGETHER WE HEAL



Remembering Ricky Bain

Tough. Big hearted. Determined. These are words that describe a man that since 2013 had been a colourful part of the Fresh Start community.

Ricky moved to Calgary from the Northwest Territories to enter the program and was quickly and playfully bestowed with the nickname "Ricky the Pain". He had his own way of doing things, remembers Bruce Holstead, Fresh Start's Director of Operations. Through all of his challenges he worked diligently on his recovery, moving through the program slowly and surely.

Last year, Ricky earned his five-year jersey, something he was extremely proud of. In the past years, since "Gratituding" from the Fresh Start program, Ricky shared his determination to live as big as he could. He experienced a quality and enjoyment of life that was previously not available to him. Friends and fellow Alumni Darren MacFarlane and Chris Althouse remember Ricky

sharing that his life had not been so good since his early childhood, when he was free of any adult responsibilities. Ricky was a skilled soap stone carver, avid chess player, had a love for his tomato plants, fishing and was an active part of the Fresh Start community. Ricky would often say *"I was told when I first went to treatment that I was going to have to change my life and change my friends but now, a lot of my friends are changing too, so now they're back in my life. Change is what it is all about, we can all do it if we want it."* **Ricky will be missed.**

Clayton Howard Riddell

July 13, 1937 – September 15, 2018

Fresh Start lost another friend on September 15th when Clayton (Clay) Riddell died following a short illness.

Mr. Riddell was introduced to Fresh Start in 2011 by Ken King – then Calgary Flames President and Fresh Start's Capital Campaign Co-chair. Clay stepped up to make a sizable donation at a critical time in Fresh Start's history when we were in the final stages of completing our 40,000 square foot home (treatment centre) in the Greenview Industrial Park.

Clay's contribution has made a lasting difference to the thousands of men and their family members whose lives have been either transformed or saved because of his generosity. We are grateful to Clay and the Riddell Family and saddened by his passing.



Sam Switzer

February 25, 1926 – June 20, 2018

Sam will be remembered by our community as a local business legend and philanthropist. We will fondly remember Sam for his commitment to making a difference for the men and families we serve.

Sam often said that it's "Not a sin to be rich, just a sin to die rich". And Sam put his money where his mouth was, actively and generously supporting many initiatives in Calgary.

Sam first became a friend of Fresh Start in November of 2010 after hearing on CBC Radio that Charity Intelligence Canada identified six "Four Star Agencies" in Calgary that demonstrated outstanding results while staying true to their mission. Sam had a million dollars to invest in the community at that time and decided that it made sense to divide it evenly among those six worthy agencies – Fresh Start was one of those fortunate agencies.

Since that first introduction to Fresh Start, Sam became an active, joyful and consistent part of Fresh Start's community. You could find Sam at most Fresh Start events - he loved a good party and deeply enjoyed making people happy.

In 2013 Fresh Start and Inn From The Cold nominated Sam for Outstanding Lifetime Philanthropist; he was honoured with this award and the community was able to recognize, celebrate and honour Sam's commitment to making the world a better place, not only at home but halfway around the world.

Over the last few years of his life Sam was not only a donor to Fresh Start but he was also an active advocate. Sam would invite men and staff from Fresh Start to come and "work" his famous Canada Day Party at his ranch in Bragg Creek. A couple of his underlying reasons for this were to welcome the Fresh Start "family" into his home and to let his guests meet some of the "miracles" of recovery.

What attracted Sam to Fresh Start was both, his firm belief that everyone deserved a second chance and his strong business mind. Fresh Start's status as one of Charity Intelligence's "Four Star" status and later a Top 10 Impact Charity continued to appeal to Sam's business sense as much as the stories of transformation appealed to his heart.

The Fresh Start family will always remember the kindness and generosity that Sam and the Switzer family have honoured us with. Goodbye Sam, we miss your light and your smile.



**"WE ARE ALL
BRANCHES ON A TREE
CALLED HUMANITY"**

DONORS 2018

INDIVIDUALS & FAMILIES

Tom Ahern
Mackenzie Albus
Steve Allan
Larry Allen
Chris Althouse
Linda Anderson
Anonymous Donors
Wendy Andrusyshyn
Courtney Baay
Paul Baay
Gillian Baay (S)
Susan Baldrey
Marina Barrett
Kelly Barron
Sandeep Singh Basra
Alex Baum
Michael Beech
Shane Bell
Troy Bell
Bev Berg
Kristian Binder
Jim Bird
Jennifer Blair
Rhonda Blume
Andrea Bohan
Joshua & Kelli Borger
Craig Borgland (B)
Hugh Borgland
Stephanie Borgland (B)
Dale Bossert
Nelson Boychuk
Jane Bradley
Kelly Bradley
Anthony Brady
Susan Bromley
Gary Browning
Richard Bruch
Joshua Buchanan
Mark Budzinski
Heather Burdeyney
Gary Burns
Dale Burstall (B)
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Marianne Cairns
Philippe Cambron
Mary Campbell
Sophia Ashley Canuel
Yvonne Carnduff
Kaitlyn Carr
Brad Carter
Lisa Casselman
Jeff Chan
Dean Chaput
Tina Chaput
Jeffrey Charbonneau
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Doug Clark
Jeremy Clark
Lorelei Clark
Tracy Clark
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C Coe
Pat Cole (S)
Alison Collins
Andrea Collins
Diane Collins

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Herman Cooper
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Paul Corcelli
Richard & Maryellen Corcelli
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Bruce Edgelow
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Erin Eiter
Lori Englert
Aelita Eralieva
Kadriye Erkmen
John Estabrooks
Harry Farrell
Marion Firman
Gay Fischbuch
Jared Fisher
Scott Fisher
Aaron G Fishler
Alissa Forget
Luke Foster
Jennifer Fowlie
Janice Francey
James Francis
Anthony Froud
Stacey Fulling
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Jesse Galarneau
Kevin Galarneau
Nadia Galarneau
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Jason Gauthier
Amanda Germain
Duncan Gerrish
Holly Gerrish
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Joan Goddard
Katherine Gomes
Sue and Brian Goerzen

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Frank Greco
Jan Gregory
J & S Gryckiewicz (B)
Steffanie Gryckiewicz
George Gundesen
Dr. Barry Gurevitch
Michael Hager
Brynn Haika
Allison Hakomaki
James Hale
Robert Handy
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Donald Harman
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June Johnson
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Alan Jones
David Jones
Willy Joosen
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V Kachmarski
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Susan Karn
Colleen Kawalilak
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Keele Family
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Jess Kennedy
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Charpentier (S)
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Heather Khan
R Kidd
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Hedy Klassen
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Cristobal Lagos
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Mary Lou Poscente
Michaela Prentice
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Chris D. Reid
Kimm Renaud
Christophe Restif
Dan Rewucki
David Rhodes
Deanna Riggall
Steve Rigoni
Jeff Robinson
Ashley Rodriguez
Paul Rogers
Connie Rogiani (S)
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Terry Ropson
Nancy Rowell
Jackie Roy & Family
Glen Rumpel
Rick & Elaine Rymek
Brian D (Santa)
Linda Schaeffer

Nicole Schmidt
Leah Schulz-Gilbert
Jenn Scobie
Robert Scott
Janet & Bruce Scruggs
Brad Seamans
Keith Sharkey
Michael Sheppard
Wilbie Sheppherd
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Tom & Wendy Siggelkow
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Caryl Skauge (SA)
Kerry Skrapec
Laurie Slezak
Tyler Sloan
Nadia Smith
Bruce K Spies
Christopher Spies
Bruce Spies Jr
Philip Spink
Oleg Sribnny
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Marguerite Watson
Ralph Watson
Cheryl Webber
Brent Welty
Robert Welty
Marilyn Westerman
Megan Wheeler
Wendy Wheeler
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Georgia Wiens
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Elaine Williams
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Paul Williams
Sean Williams & Family
Steve Williams
Tim Williams
Vickie Wilson
Richard Wise
Donald Wishart
Gary Witherbee
Bruce Yorga
Kimmy Younger
Richard & Rita Zak
Jay Zammit
Cindy Ziobrowski
Tracy Zolotas

The JC Anderson Family Foundation
The Welty Family Foundation
Mr. & Mrs. Larus Thorarinson Sr. Family Fund

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Anonymous Donor
Ascent Integrative Health
ATCO
Back Eddies Spice
Belt Drive Betty Media
Blistex Corp.
Bow River Progress Club
Burstall Winger
Zammitt LLP
C2 Distribution Ltd
Calgary Herald
Calgary Legal Guidance
Canadian Natural Resources Ltd.
Cedars Deli
Cobbs Bakery
Community Natural Foods
Coril Holdings Ltd
Cogle Law
Crave Cupcakes
Crawling Valley Investment
CTV-Calgary
DL Petroleum
Economy E-cigs
Eleven-Eleven Memorial Café
Engles Bakeries
Executive Royal Hotel
Family Matters
Fiasco Gelato
Fishmans Drycleaning
Fleetwood Jewellery
FluroTech Ltd.
Fort McKay Logistics LP
Geston Auberge et Club de Golf Heritage
GFS (Gordon Food Services)
Gravity Engineering Inc.
Greenwood Rentals
Groupe Marc Dubé Ltée.
Grover Law Firm
Gullywumper Resources
Helcim Inc
Hudson's Canadas Pub
I-Code Applications Inc.
I.O.D.E.
John Howard Society
KMS Tools & Equipment
Landmark Engineering Inc
Lexus of Calgary
Linda Anderson Professional Corp.
Making Changes
Man of Distinction
Mayfair Diagnostics/
Radiology Consultants Association
Mike Miles Muay Thai & Kickboxing
Miss Loosie
Momentum
Mr. Big & Tall (MacLeod Tr. South)
O'Connors Men's & Womens Clothing & Footwear

Olivec Canada Ltd
Palmer Salmon Insurance
PartSource (17 Ave SW)
Paysafe Financial Services
Peace Hills Insurance
Price-Rite Plumbing
Professional Excavators
Pure North S'Energy Foundation
Riverton Construction
RONA – Edmonton Trail
Safe Works
Salvation Army
Samaritan Rummage Sale
Simons Inc.
Smith and Andersen
Spolumbo's Fine Food & Deli
Stampede Toyota
Stoney Nakoda Resort & Casino
Supreme Men's Wear
Techtam Energy
Tarot by Janine
The Shooting Edge
Triple Random Inc
The Tumbleweeds
Twilight Star Media Ltd.
Two Wheel Sunday
Vintage Garden Design
Wells' Crossing Cattle Company
Wolverine Pipeline Transport Ltd.

CAPITAL CAMPAIGN
The Hearn Family Foundation
The Matt Rumpel Family Foundation

A special thank you to all (too many to mention) for providing many of the necessities, helping to make recovery possible for the men we serve.

FOUR YEARS OF TOP IMPACT

Charity Intelligence Top 10 Impact Charity

In 2015 Charity Intelligence (Ci) partnered with Success Markets Inc. out of Washington, DC to conduct Social Return on Investment (SROI) studies on their Four-Star Charities – they looked at Donor Accountability, Financial Transparency, Needs Funding and Cost-efficiency. From the results Ci took the charities with the top 10 SROI scores and created a fund called Canadian Charity Impact Fund (CCIF) which donors could contribute to and be assured that their donations were well leveraged through high SROIs. Fresh Start was on the CCIF list again in 2016 and then in 2017 again made the list of Top 10 Impact Charities.

In 2018 a second Top 10 Impact list was created to highlight charities that operate within Canada to distinguish them from international non-profits that operate outside of Canada and can have exceptionally high SROI because of the low cost of operating in developing countries. Fresh Start's SROI is so high that in 2018 we were on both the Top 10 Impact Charity and Top 10 Canadian Impact Charity Lists.

Fresh Start is the only charity in Canada that has been on the Top 10 Impact Charity list in all four years that Ci has measured SROI and offered the Top 10 Impact designation.

"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."

The exposure from being recognized as one of Charity Intelligence's Top 10 Impact Charities has led to many great opportunities for Fresh Start over the years. Here are two opportunities created for Fresh Start in 2018.



2018 CARESSPONSORS



In June of 2018 members of the National Advertising Challenge (NAC) approached Fresh Start to be part of a competition that would inspire the best advertising agencies in Canada to tap into their creative power for good and generate advertising campaigns for one or more of a select few charities. The reward for being judged the best creative – besides bragging rights – is to be the Canadian entry to compete for the coveted Lion d'Or Award at the Cannes Lions International Festival of Creativity. Thank you NAC for the opportunity to share our message with a wider audience!



A call from Mira Shemtov, Director, Goodness Solutions at Benevity in Toronto set up a familiarization tour of Fresh Start for a group of team leads from Toronto, Denver, New Orleans, Los Angeles and Calgary.



Independent Auditor's Report

To the Directors of Fresh Start Recovery Centre

QUALIFIED OPINION

We have audited the financial statements of Fresh Start Recovery Centre (the Centre), which comprise the statement of financial position as at December 31, 2018 and the statements of revenues and expenditures, changes in net assets and cash flow for the year then ended and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial statements present fairly, in all material respects, the financial position of the Centre as at December 31, 2018 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.

BASIS FOR QUALIFIED OPINION

In common with many not-for-profit organizations, the Centre derives revenue from fundraising activities the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Centre. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising and donations revenue, excess of revenues over expenses and cash flows from operations for the year ended December 31, 2018, current assets and net assets as at December 31, 2018. Our audit opinion on the financial statements for the year ended December 31, 2017 was similarly modified because of the possible effects of this limitation of scope.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Centre in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

RESPONSIBILITIES OF MANAGEMENT AND THOSE CHARGED WITH GOVERNANCE FOR THE FINANCIAL STATEMENTS

Management is responsible for the preparation and fair presentation of the 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.

Calgary, Alberta
March 31, 2019

Cremers & Co. Chartered Accountants LLP

In preparing the financial statements, management is responsible for assessing the Centre's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Centre or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Centre's financial reporting process.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Centre's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Centre's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Centre to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

FRESH START RECOVERY CENTRE STATEMENT OF FINANCIAL POSITION DECEMBER 31, 2018

ASSETS	2018	2017
CURRENT		
Cash	\$ 392,111	\$ 306,594
Restricted cash	522,806	4,241,750
Accounts receivable	601,778	165,460
Goods and services tax recoverable	17,432	—
Prepaid expenses	158,910	10,089
Deposits on property and equipment	57,000	57,000
	1,750,037	4,780,893
PROPERTY AND EQUIPMENT (Notes 3, 4)*	18,784,404	17,482,790
	\$ 20,534,441	\$22,263,683
LIABILITIES AND NET ASSETS		
CURRENT		
Bank indebtedness (Note 5)*	\$ 539,501	\$ 914,501
Accounts payable	158,600	90,699
Accrued liabilities for capital projects (Note 4)*	645,647	3,742,721
Current portion of long term debt (Note 7)*	1,191	6,842
Goods and services tax payable	—	26,834
	1,344,939	4,781,597
LONG TERM DEBT (Note 7)*	—	1,249
	1,344,939	4,782,846
NET ASSETS		
Operating Fund	702,483	368,066
Property and Equipment Fund	18,487,019	17,102,771
	19,189,502	17,480,837
	\$ 20,534,441	\$22,263,683

*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, 2018

OPERATING FUND REVENUES	2018	2017
Accommodation	\$ 1,400,423	\$ 1,364,086
Fundraising and donations	1,055,726	1,043,381
Alberta Health Services – Addiction and Mental Health funding	113,286	41,706
Restaurant and food truck sales	19,723	—
Interest	162	412
Municipal funding	—	114,267
Alberta Culture and Tourism – operations funding	—	45,000
	2,589,320	2,608,852
OPERATING FUND EXPENDITURES		
Salaries and wages	2,014,969	1,742,783
Program supplies	224,839	207,564
Fundraising expenses	179,139	125,121
Office and administrative	134,055	91,504
Utilities, phone and internet	125,586	101,373
Repairs and maintenance	88,486	57,905
Travel and vehicle	75,353	66,781
Interest and bank charges	44,738	54,202
Insurance	39,261	36,247
Consultant fees	20,310	—
Professional fees	10,506	8,195
	2,957,242	2,491,675
OPERATING FUND EXCESS (DEFICIENCY)	\$ (367,922)	\$ 117,177
PROPERTY AND EQUIPMENT FUND REVENUES		
Alberta Social Housing Funding	\$ 1,649,484	\$ 5,424,330
Other property and equipment funding	375,000	400,000
Restricted contributions for Memorial Café	250,000	750,000
Gain on disposal of property and equipment	2,834	—
Interest	1,220	2,797
	2,278,538	6,577,127
PROPERTY AND EQUIPMENT FUND EXPENDITURES		
Amortization of property and equipment	199,765	193,818
Interest expense	2,186	—
	201,951	193,818
PROPERTY AND EQUIPMENT FUND EXCESS	\$2,076,587	\$ 6,383,309
TOTAL EXCESS OF REVENUES OVER EXPENDITURES	\$ 1,708,665	\$ 6,500,486

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

FRESH START RECOVERY CENTRE
STATEMENT OF CHANGES IN NET ASSETS
YEAR ENDED DECEMBER 31, 2018

	OPERATING FUND	PROPERTY AND EQUIPMENT FUND	2018	2017
NET ASSETS – BEGINNING OF YEAR	\$378,066	\$17,102,771	\$17,480,837	\$10,980,351
Excess (deficiency) of revenues over expenditures	(367,922)	2,076,587	1,708,665	6,500,486
Interfund transfer (Note 10)*	692,339	(692,339)	—	—
NET ASSETS – END OF YEAR	\$702,483	\$18,487,019	\$19,189,502	\$17,480,837

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

ELEVEN-ELEVEN CAFÉ SOCIAL ENTERPRISE
YEAR ENDED DECEMBER 31, 2018

EXPENDITURES	2018	2017
Salaries and wages – food	\$ 48,915	\$ 826
Consultant fees	20,310	—
Office and administrative -cafe Restaurant Supplies	16,100	7,139
Travel and vehicle – cafe	8,145	—
Insurance – cafe	4,877	—
Professional fees – cafe	1,538	—
Utilities, phone and internet	622	—
Repairs and maintenance	329	—
TOTAL	108,712	7,965
DEFICIENCY OF REVENUES OVER EXPENDITURES	\$ (88,989)	\$ 7,965
OPENING CASH BALANCE	439,817	—
Deficiency of revenues over expenses Changes in non-cash working capital	(88,989)	(7965)
Deposits	—	57,000
Accounts payable	47,321	44,403
GST payable	2,023	6,322
Purchases of property and equipment Contributions	250,000	750,000
ENDING CASH BALANCE	\$ 338,385	\$ 439,817

FRESH START RECOVERY CENTRE
STATEMENT OF CASH FLOW
YEAR ENDED DECEMBER 31, 2018

OPERATING ACTIVITIES	2018	2017
Total excess of revenues over expenditures	\$ 1,708,665	\$ 6,500,486
Items not affecting cash:		
Amortization of property and equipment	199,765	193,818
Gain on disposal of property and equipment	(2,834)	—
	1,905,596	6,694,304
Changes in non-cash working capital:		
Accounts receivable	(436,318)	(56,766)
Prepaid expenses	67,900	2,821
Accrued liabilities for capital projects	(3,097,074)	3,742,721
Prepaid expenses	(148,821)	5,187
Goods and services tax payable	(44,266)	31,934
	(3,658,579)	3,725,897
Cash flow from (used by) operating activities	(1,752,983)	10,420,201
INVESTING ACTIVITIES		
Purchase of property and equipment	(2,016,115)	(6,119,985)
Proceeds on disposal of property and equipment	517,571	—
Deposits on property and equipment	—	430,923
Cash flow used by investing activities	(1,498,544)	(5,689,062)
FINANCING ACTIVITIES		
Repayment of bank indebtedness	(375,000)	(374,402)
Repayment of long term debt	(6,900)	(6,531)
Cash flow used by financing activities	(381,900)	(380,933)
INCREASE (DECREASE) IN CASH FLOW	(3,633,427)	4,350,206
Cash – beginning of year	4,548,344	198,138
CASH – END OF YEAR	\$ 914,917	\$ 4,548,344
CASH CONSISTS OF:		
Cash	\$ 392,111	\$ 306,594
Restricted cash	522,806	4,241,750
	\$ 914,917	\$ 4,548,344

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

BOARD OF DIRECTORS

Craig Borgland
Chairman, Building Committee Chair and Audit Committee
OIL & GAS
Board Member Since 2011

Dale Burstall
Vice Chair/Secretary,
Audit Committee Chair, Social Enterprise and Building Construction Committees
LAW
Board Member Since 2002

Charlene McLaughlin
Governance Committee Co-Chair and Audit Committee
LAW
Board Member Since 2014

Wilfreda Thurston
Governance Committee Co-Chair and Audit Committee
UNIVERSITY PROFESSOR U OF C
DEPARTMENT COMMUNITY HEALTH SERVICES
Board Member Since 2013

Stephanie Borgland
Social Enterprise Committee
UNIVERSITY PROFESSOR U OF C NEUROSCIENCE
Board Member Since 2015

Glen Rumpel
Fund Raising Committee Chair and Social Enterprise Committee
COMMUNITY BUSINESS LEADER
Board Member Since 2016

Jan Gryckiewicz
Building Construction Committee
COMMUNITY BUSINESS LEADER
Board Member Since 2016

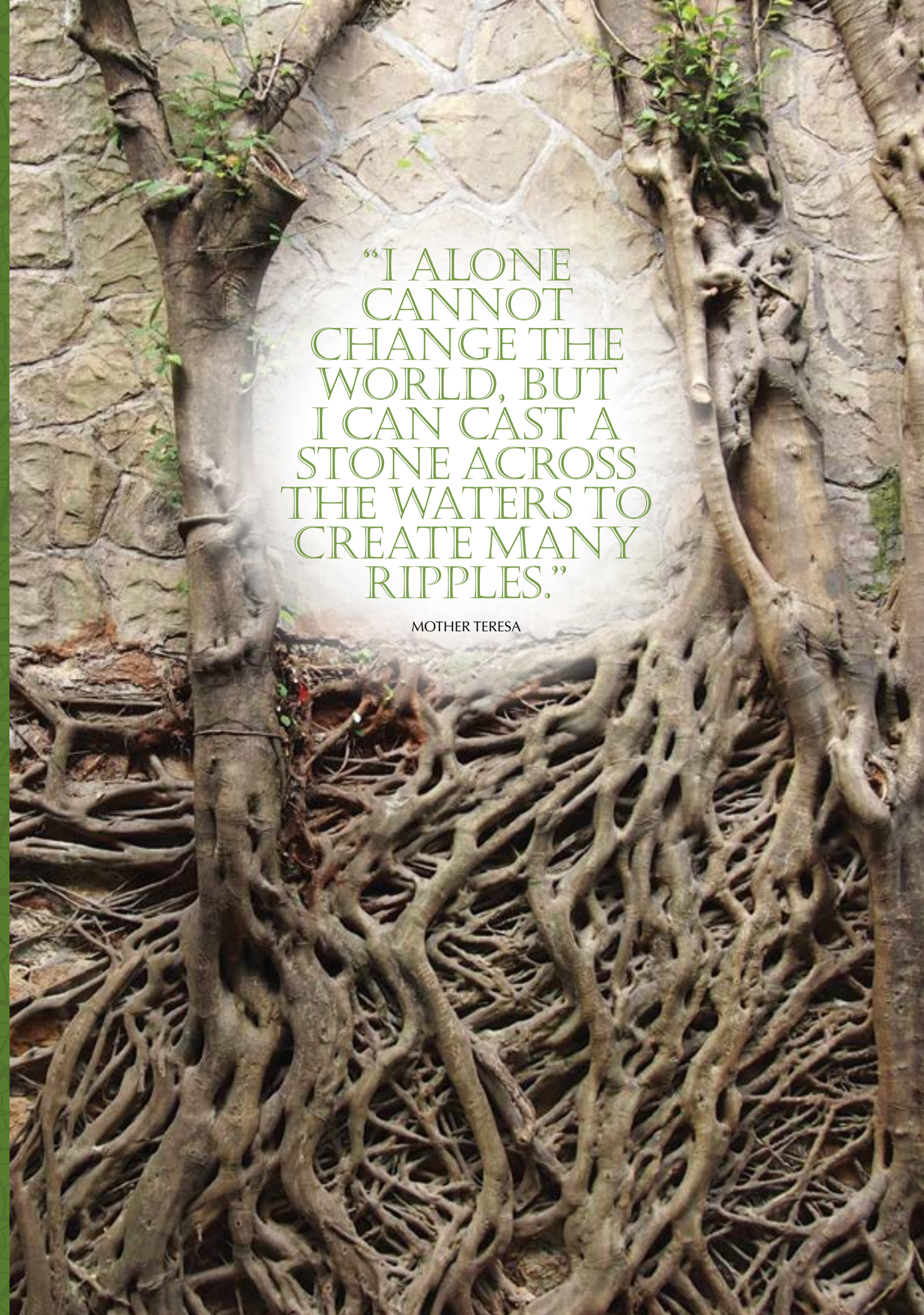
LOOKING AHEAD

Our 2019 Strategic Direction
will be focused on
Growth and Strength:

1.
Grow Our Post-Treatment
Housing by 150 Beds
2.
Strengthen Our
Fundraising Endeavours
3.
Manage our Growth while
Maintaining the Strength
and Quality of Service.
4.
Growth of Community Outreach
Through Our Recovery Café
5.
Remain Open to Change

“I ALONE
CANNOT
CHANGE THE
WORLD, BUT
I CAN CAST A
STONE ACROSS
THE WATERS TO
CREATE MANY
RIPPLES.”

MOTHER TERESA





Tom Jackson, Karen Gosbee, Stacey Petersen, Jebb Fink, Calgary's Police Chief Roger Chaffin Photo by Doug Wong

PANEL DISCUSSION

Since 2013, Fresh Start's Annual Panel Discussion - held the last Monday of April after our Annual General Meeting - has involved key community members who share a little bit of themselves with the audience about how their lives and businesses have been impacted by addiction and recovery.

The 2018 edition of the Panel Discussion differed from the previous ones in a few ways:

- First it was a special Silver Anniversary celebration entitled "25 years, One Life at a Time... Just the Tip of the Iceberg".
- We also reached deeper into our community to feature people who have found courage through adversity, displayed hope, humour and practiced grace under fire. Panelists shared their relationships between trauma, life threatening mental health issues including suicide and addiction and the power of recovery.
- Then we invited Fleetwood Jewellery Inc. to provide a little "bling" to the evening in celebration of our silver anniversary.

Providing Solutions That Recover Lives



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info@FreshStartRecovery.ca | www.FreshStartRecovery.ca

Charitable Registration #13672 0737 RR0001

Follow us on:



"To anyone who has ever had a hand in anything we have ever done, thank you, thank you, thank you."