



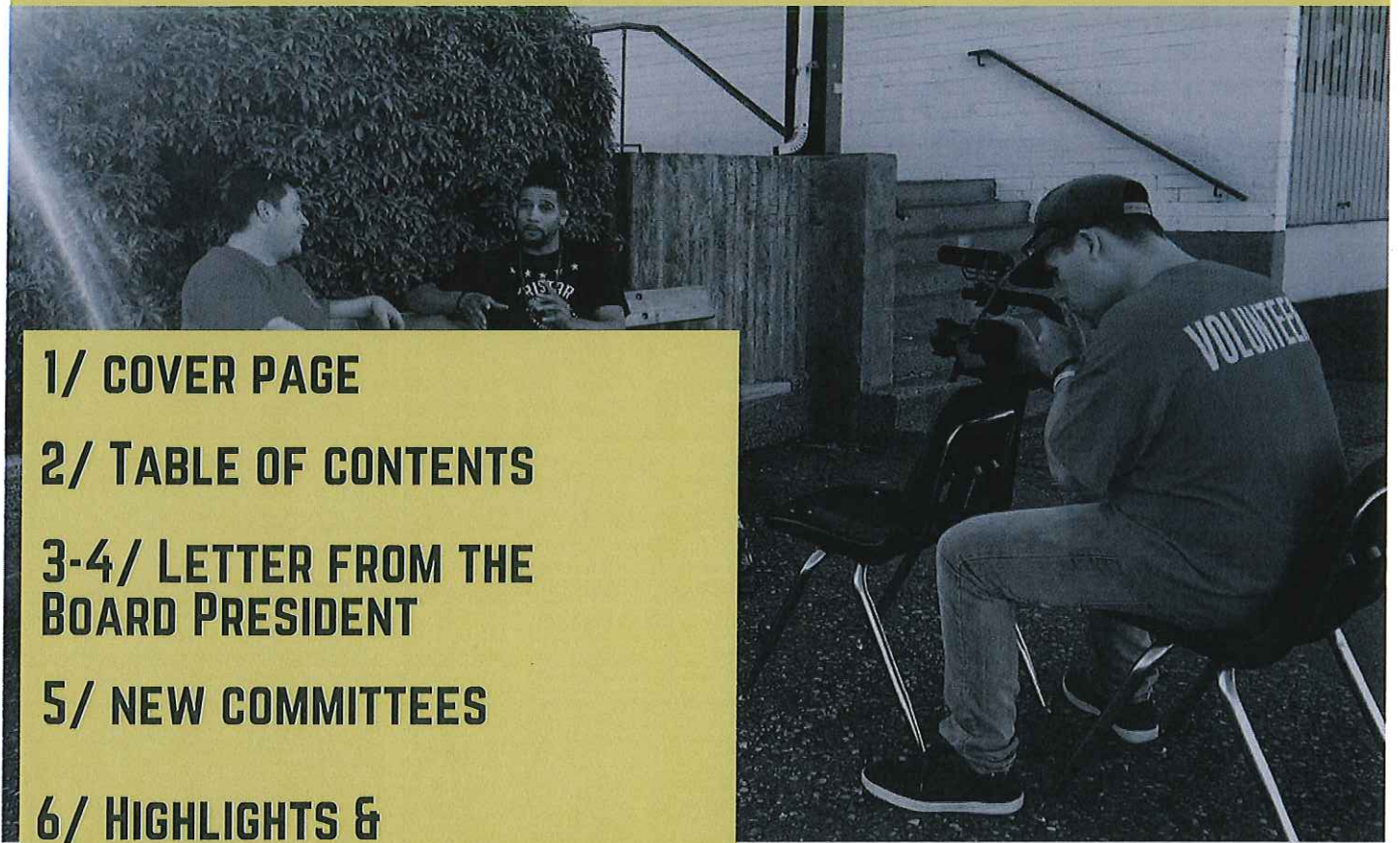
PHOENIX
SOCIETY

2017-
2018

ANNUAL REPORT

PHOENIX DRUG & ALCOHOL
RECOVERY & EDUCATION
SOCIETY

From What's Wrong to What's STRONG



1/ COVER PAGE

2/ TABLE OF CONTENTS

**3-4/ LETTER FROM THE
BOARD PRESIDENT**

5/ NEW COMMITTEES

**6/ HIGHLIGHTS &
IMPROVEMENTS**

7-8/ STATISTICS

**9/ PHOENIX PROGRAMS &
SERVICES**

10/ OUTCOMES

11/ INNOVATION

12/ RECOGNIZING OUR PARTNERS

13/ TESTIMONIALS

14/ ORGANIZATIONAL CHART

TABLE OF CONTENTS

The Phoenix Society Annual Report has been designed to keep our community, partners, and perspective participates in mind. We value what we do and we would like to share our success from our past year with YOU!

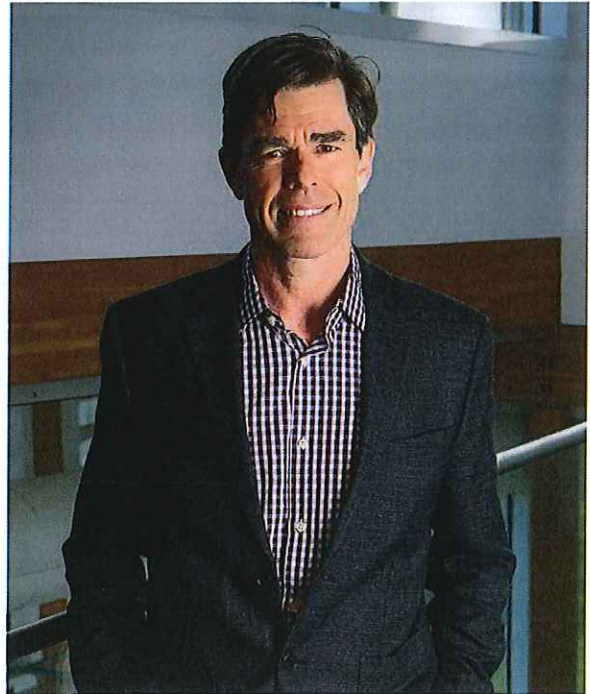
The items listed in the table of contents is condensed for the primary purpose of directing our readers to the focuses of the Phoenix Society; Our people, our message, or statistics and our Social Innovation.

LETTER FROM THE BOARD PRESIDENT

"THE SECRET OF CHANGE IS TO FOCUS ALL OF YOUR ENERGY, NOT ON FIGHTING THE OLD, BUT ON BUILDING THE NEW." — SOCRATES

The past year has been one of significant change for the Phoenix Society. I am happy to report that we are navigating this change effectively, and discovering our organizational resilience in the process. We have focused on building the new – even if it hasn't always been easy.

One change we dealt with over the past year was the departure of our founders - Michael and Ann Wilson, as they retired from over 20 years of outstanding and visionary service to Phoenix and its local and global communities. It is difficult to do justice to the Wilsons' legacy in a few brief words – but their unstoppable vision and commitment, coupled with an incredible work ethic, moved Phoenix from its humble beginnings in 1989 to where it is today – a well respected institution serving many clients, with over \$21MM in assets and an annual operating budget of \$6.5MM.



As a result of the Wilsons' retirement, we had recruited a new Executive Director (Karen Cooper), who together with the Board, strengthened Phoenix this year through the creation of a more robust organizational structure as well as a stronger governance model. Parallel to this work, the Wilsons' remained active through the transition assisting Management and the Board in areas such as continuity of programs, stakeholder relations, and most importantly, working to maintain and articulate the essence of Phoenix. This was crucial through the departure of the Wilsons, as we were steadfast in our desire to preserve the differentiator that has brought Phoenix to its current success.

I want to acknowledge and thank the many people who have cared for Phoenix through its leadership transition.

Reflecting the Wilsons' legacy, our team has had an overriding commitment to the Society and what it stands for, while 'building the new' and adjusting to change.

Through this period of change I am confident we have become stronger. We have seen Phoenix and its mission persevere, predominately out of the commitment and passion of its many stakeholders. From my perspective, I see this commitment shared and growing amongst us as time and our accomplishments march on. Inevitable change has not distracted us from our mission, and so many progressive initiatives have been started or continued this year. These can be recognized at two levels – that of the Board in its governance work, and in the management and execution of our operations.

At the Board level, we strengthened our governance through the establishment of three sub-committees of the Board. These committees are made up of various Directors, each focused on a specific specialized area of the Board's work. Board committees are new to Phoenix, and include a Governance and Human Resources Committee, a Finance, Audit and Risk Management Committee, and a Social Innovation and Development Committee. The sheer volume of the Society's ongoing and potential future endeavors necessitated this re-organization of our Board's skills and time commitments, which have expanded dramatically. Phoenix welcomed four new members to the Board this year and with their added expertise, we are prepared for and focused on the future, while building on the current reputation of Phoenix. This Society is a globally acknowledged leader in the field of addictions treatment and education. I am grateful to our Board for their voluntary contribution of skill, energy, time, and wisdom.

While we welcome the new, we can also celebrate our past, so a fond farewell with deep thanks to Greg Robinson and Roy Dickey, and to the Wilsons, for their years of service as Board members. Roy was also a founding Board member, and Greg served on the board for 15 years.

As we improved the Governance model for Phoenix, it was clear that we needed a long term view into the future, taking into account all of the internal and external changes impacting the addiction treatment field. To generate a longer term view, Management and the Board worked together through the Society's first formal Strategic Planning process. This entailed two half-day sessions and a deep examination of Phoenix's history, its purpose and mission, and its powerful essence. These discussions have led us to a five year Strategic Plan that will guide our efforts into the future, balancing ongoing operational effectiveness with innovation and growth.

At the Management level, strong leadership has strengthened our abilities and increased our capacity to deliver services. This year we served over 644 clients in our traditional program areas, and in several new service programs. In response to the opiate crisis and the Provincial government's call for proposals for residential programs and treatment, we earned a new contract. Our success in this area gave us a leadership opportunity in addressing the opiate crisis in Surrey. It also allowed us to increase our diversity in treatment, as we began to offer treatment and residential services to women for the first time. As an indication of our success with this new program, the Provincial Health Services Authority has extended our contract. Phoenix also expanded their employment services, with the addition of a new Provincial contract that will allow us to assist individuals in obtaining, or returning to sustainable employment through innovative approaches to skills training for employment. This will allow us to further solidify our expertise in this area and support the needs of those who face challenges in obtaining employment. At the Rising Sun project we encountered the predictable challenges of tenancy and purchaser turnover in what is a precedent-setting, pioneering venture in providing home ownership opportunities to a capable but marginalized community. We have continued to work with our partners at the City of Surrey, our lender Vancity, and with other civic organizations, to learn how best to maximize the potential of both Rising Sun and our adjacent Social Innovation Centre.

As we reflect on the past year, we find ourselves facing another change in our leadership with the recent departure of Karen Cooper to a position with the City of Kitchener, Ontario and life closer to her family. We are grateful to Karen for her leadership and we wish her well in her new endeavors. As a perfect representation of our strength and the commitment of our people, Kim Brazil has stepped up to the role of Interim Executive Director as we embark on a recruitment process for a successor to Karen.

Through change, growth, and our incredible depth of people and their personal commitment, we have come to know ourselves better this year. We are getting better at articulating who we are, where we have come from, what we stand for, and where we are going. Phoenix is proud to be genuinely community centered, and our Staff and Board continue to promote accountability and transparency in our activities, including governance, administration, and treatment. This philosophy is foundational, and touches our many stakeholder groups, including our staff, clients, funding and business partners, and the community at large.

In closing, I would like to recognize our employees and the clients and residents they serve. Our organizational effectiveness is the result of their committed search for the strength of the human spirit within all of us. We continue to move forward with the marvelous ideal articulated by the Wilsons - "from what's wrong to what's strong". This is foundational to our success, and remains central to how our teams work every day. The new management team has exceeded expectations in stabilizing and strengthening the Society over the past year, and our employees have done a phenomenal job in supporting each other, while giving our residents the services they needed.

Whatever your role is with Phoenix - whether as a volunteer, an employee, or perhaps as a community ally or a Society member, I hope all of us feel privileged to be part of this mission. Our sense of the opportunity in contributing to this vital work will always overcome whatever challenges it calls us to meet.

Best Regards,



Pat Frewer, The Phoenix Society Chair

GOVERNANCE & HUMAN RESOURCES

FINANCE, AUDIT & RISK MANAGEMENT

SOCIAL INNOVATION & DEVELOPMENT

BOARD MEMBERS & COMMITTEES

Pat Frewer - 2004-2018	David Longpre - 2010-2018	Ajay Riarh - 2016-2018	Roy Dickey - 1992-2017
Elain Duval - 2016-2018	Darren Fairbrother - 2016-2018	Jag Gill - 2016-2018	Greg Robinson - 2002-2018
	Michael Wilson - 1992-2018	Ann Wilson - 1992-2018	

GOVERNANCE & HUMAN RESOURCES

The Governance Committee's mandate on behalf of the Board is to provide a focus on Governance issues and activities and to assist the Board in managing its affairs and that of the Society. Committee members must respect the confidential, sensitive nature of discussions on compensation and performance evaluation.

FINANCE, AUDIT & RISK MANAGEMENT

The purpose of the Finance, Audit & Risk Committee (the "Committee") is to assist the Board in fulfilling its oversight responsibilities regarding financial, audit and risk management. The Committee may make recommendations to the full Board regarding Board policies and procedures for financial, audit and risk management matters.

The Committee is also to provide oversight to ensure that funds are expended in accordance with the Society's mandate and are accurately accounted for and reported in a timely and transparent manner. Primary responsibility for the Society's financial reporting, accounting systems, risk management, management plans and budgets, internal controls and treasury is vested in management and overseen by the Board of Directors.

In the process of overseeing the Society's audit procedures, this Committee will be provided with the resources necessary to carry out its responsibilities, including the authorization to engage independent counsel and other advisers as required.

SOCIAL INNOVATION & DEVELOPMENT

Social innovation in the service of social justice is a defining and distinguishing characteristic of the Phoenix Society. The Social Innovation Development Committee (the "Committee") has the responsibility and mandate to maintain and to promote the advancement of social innovation as a foundational principle for the Society. It is the lens through which the Committee will provide advice to the Board on new initiatives, policies, programs and projects.

The Committee assists the Board in fulfilling its oversight responsibilities by providing advice regarding new project development, fundraising and social innovation that supports the non-profit Mission of the Society. The Committee provides recommendations to the Board to advance the Society and the efforts of this Committee will be aligned with the Society's Strategic Plan.

Highlights and Improvements

EXPANDING ON AND ENHANCING WHAT WE DO

RECREATIONAL ACTIVITIES

- *Yoga*
- *Meditation*
- *Soccer*
- *Baseball*
- *Hockey*
- *Reiki*
- *Hiking*
- *Bowling*

TWO NEW PROGRAMS

- *"First Ever" women's treatment*
- *Step Up, employment program*

ADDED CAPACITY

- *20 treatment beds*
- *4 additional "Community-Based Residential Facility" beds*

ENHANCED OUR DIRECT SERVICE SUPPORT STAFF

- *3 additional*
- *2 counsellors*
- *2 outreach workers*
- *1 LPN's*
- *1 nurse practitioner events & recreation coordinator*

MULTIPLE PSYCH-ED GROUPS

- *Dialectical behaviour therapy (DBT)*
- *Relapse prevention*
- *Existential wellness group*
- *Authentic living*
- *Mindful workshops*

2017 - THE COMMUNITY WE SERVED

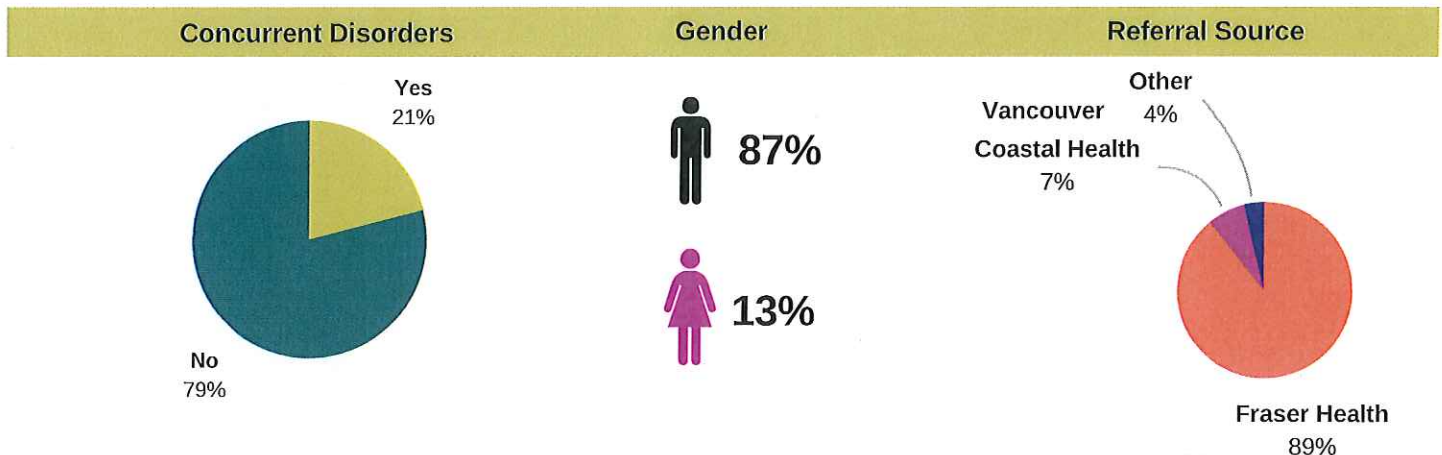
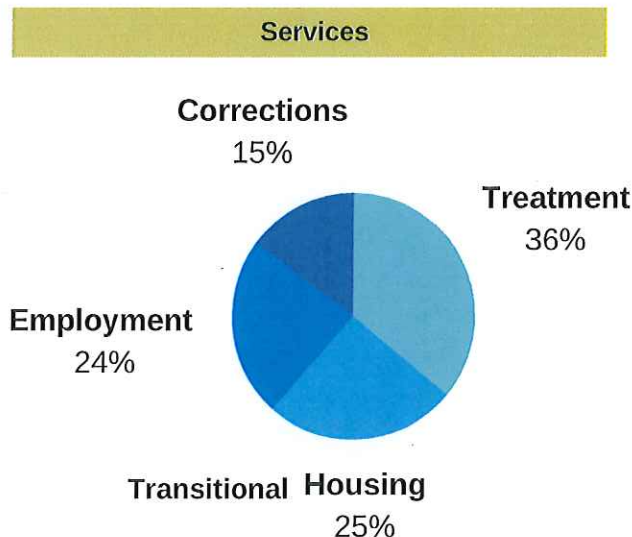
Our community is the driving force of what Phoenix represents, growth, renewal and rising from the ashes. In 2017 Phoenix provided services to 644 residents, male and female through our Treatment and Transitional Housing programs.

OUR TREATMENT PROGRAM INTAKES

Traditionally, the residents that have participated at Phoenix have been males ages 19 and up with some women in Transitional Housing.

In 2017 we saw the addition of a Women's Treatment floor to Phoenix's recovery programming, which added an additional 18 Treatment Clients to the Society's growing services.

The residents that Phoenix works with are from all walks of life. Although they all share addiction in common, below are some of the trends we are seeing in our Treatment Program.





SERVICES PROVIDED

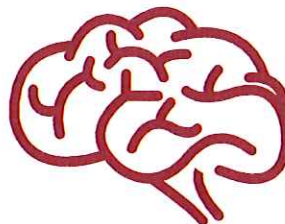
Phoenix Society has gone through a great number of changes over the 2017 calendar year. The addition of the women's treatment floor, hiring of two LPN's and a Nurse Practitioner, the hiring of an outreach worker, and much more.

2017 saw a large increase in the number of services to residents. This includes the addition of Yoga class, multiple psycho-ed groups including relapse prevention, mindfulness, and DBT. Along with the new services provided, Phoenix continues to offer an employment program, music therapy, educational programs, sweat lodge and transitional housing support groups.

Over 1000 groups sessions



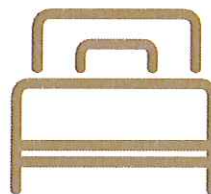
Over 900 individual counseling sessions



Over 71,175 meals served



70445 nights people were kept from homelessness



1400 hours of volunteer work



Supported one woman to term



Phoenix Programs & Services



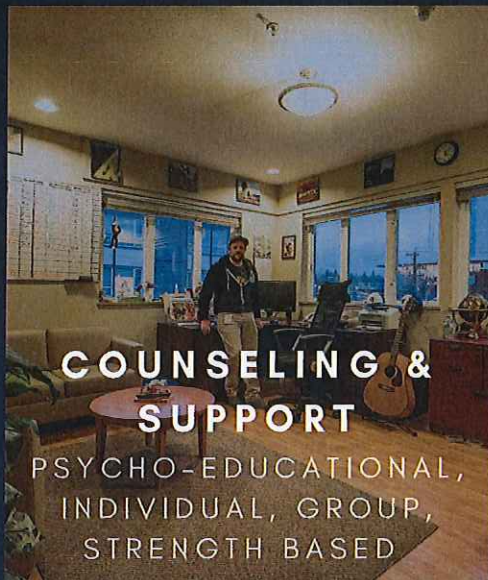
EMPLOYMENT

TRAINING, EMPLOYMENT
ASSISTANCE & JOB
PLACEMENT



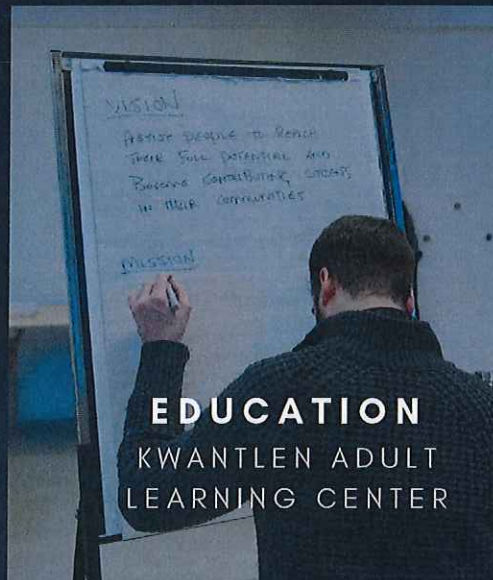
COUNSELING & SUPPORT

PSYCHO-EDUCATIONAL,
INDIVIDUAL, GROUP,
STRENGTH BASED



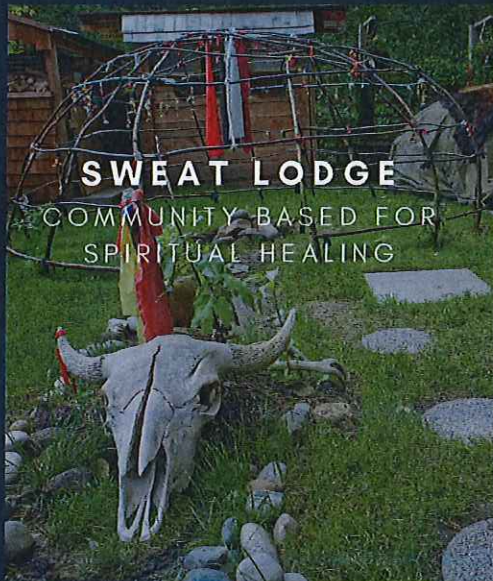
EDUCATION

KWANTLEN ADULT
LEARNING CENTER



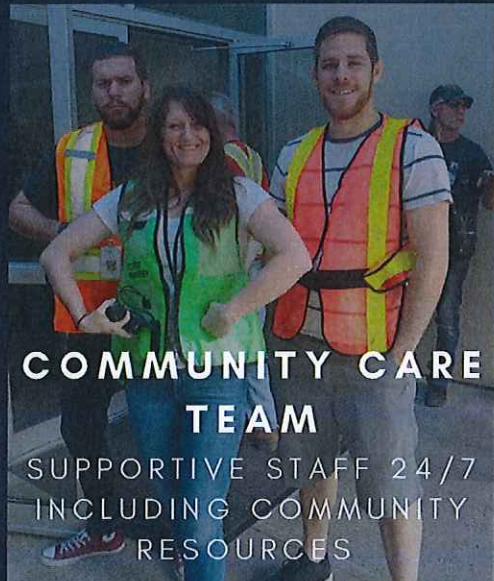
SWEAT LODGE

COMMUNITY BASED FOR
SPIRITUAL HEALING



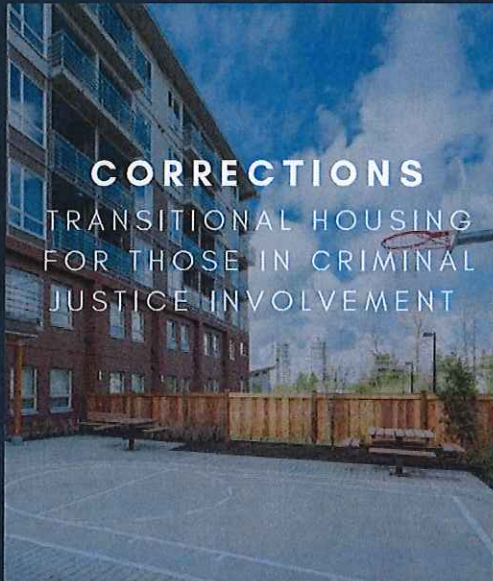
COMMUNITY CARE TEAM

SUPPORTIVE STAFF 24/7
INCLUDING COMMUNITY
RESOURCES



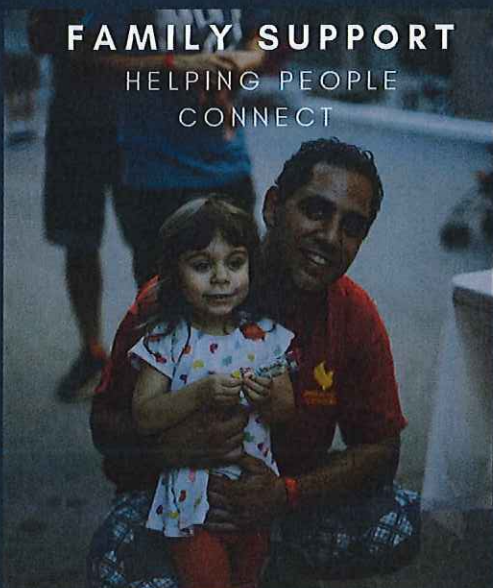
CORRECTIONS

TRANSITIONAL HOUSING
FOR THOSE IN CRIMINAL
JUSTICE INVOLVEMENT



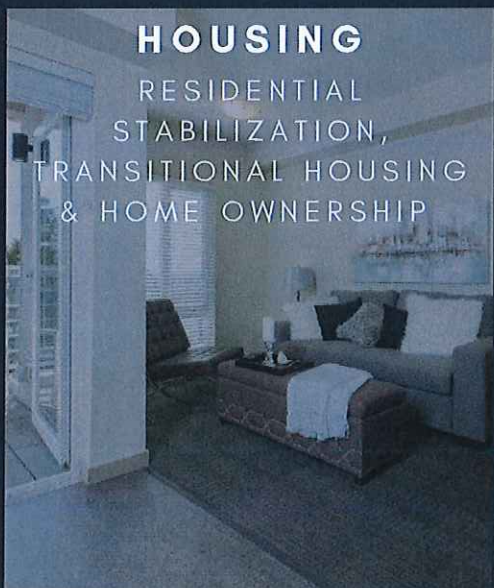
FAMILY SUPPORT

HELPING PEOPLE
CONNECT



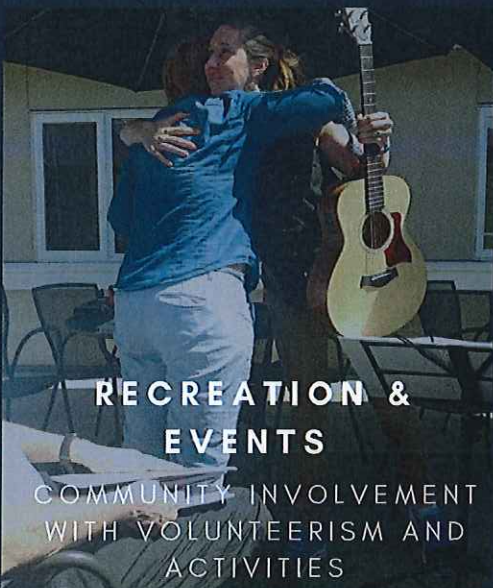
HOUSING

RESIDENTIAL
STABILIZATION,
TRANSITIONAL HOUSING
& HOME OWNERSHIP




RECREATION & EVENTS

COMMUNITY INVOLVEMENT
WITH VOLUNTEERISM AND
ACTIVITIES




OUTCOMES

In providing these services Phoenix Center participants have seen dramatic positive changes to their lives.

- 
- 87% completion rate.
 - 83.9% employment rate.
 - 100% experienced improvement in substance use.

- 
- 93% experienced improvement in physical health.
 - 100% reported mental health concerns at intake.
 - 96% experienced improvement in mental health with 88% reporting no remaining symptoms.



"I am grateful to the Phoenix organization for providing me with a safe, supportive, and inclusive environment to flourish and pursue my goals.

I have been clean and sober for nearly 1 year now, and during that time I feel I have accomplished a lot. I have returned to University to complete my schooling. I volunteer and give back to the community by taking part in Red Shirt volunteer events when I am able to, as well as facilitating a recovery based support group that meets every Sunday here at Phoenix. I have rebuilt many of the strained relationships with family and friends that have come as a result of my addiction. Finally, I have learnt many valuable life skills, forged and fostered new & important social support networks, and been given an opportunity to discover and find purpose in my life."

-Del B - Phoenix Transitional Housing Resident

As we foster a healthy community free of substance misuse, working from what's wrong to what's strong, we are guided by a series of core values.

We work toward building a community and a world where resources and knowledge are distributed more equally. Social categories - including race, ethnicity, class, age, religion, sexual orientation, gender identity, accessibility needs, country of origin - do not lead to oppression and structural inequality. Instead, global collaboration, cooperation and partnership are directed toward peace, justice and sustainability. There is an urgent need to understand and take action on the consequences of our human thinking, activity and social practices.



Social innovation demonstrates the process of continuous renewal. The safety and health of our communities is everyone's responsibility. In the spirit of renewal, we actively create safe, inclusive spaces and opportunities allowing citizens and communities to flourish. This involves actively pursuing positive change at all levels.

Recognizing our Partners

The Phoenix Society appreciates the support, and encouragement from our Partners, our residents, staff and individuals. We acknowledge all the support to the Phoenix Community in the last year with the growth and changes.



THE PEOPLE

Testimonials

THE EXPERIENCE

Bo:

Phoenix Treatment Resident

"i can sat with confidence that this is , by far, the most influential center with which i have worked. WORK it is, not without noteable life altering rewards though. i have never finished a full set of 12 anonymous steps, but the model of recovery that is shared here [Phoenix] had lead me to living the steps on a daily basis."

Gail:

Transitional Housing Resident

"My personal experience since I've been here will impact me inspirationally for the rest of my life. Myself and others have come from a pitiful, incomprehensible, and a demoralizing way of life. Here being clean and sober is, indeed, a vision of hope."

Ryan:

Phoenix Employee

"I like to think of us as a tribe, the goal of a peaceful existence is our fire in the middle of the room."

Linda:

Phoenix Employee

"At the end of the day, a lot of them [Residents] have thanked me for being there. They knew I wasn't there just to get my pay cheque and that I actually care."

To me, it's never been just a job."

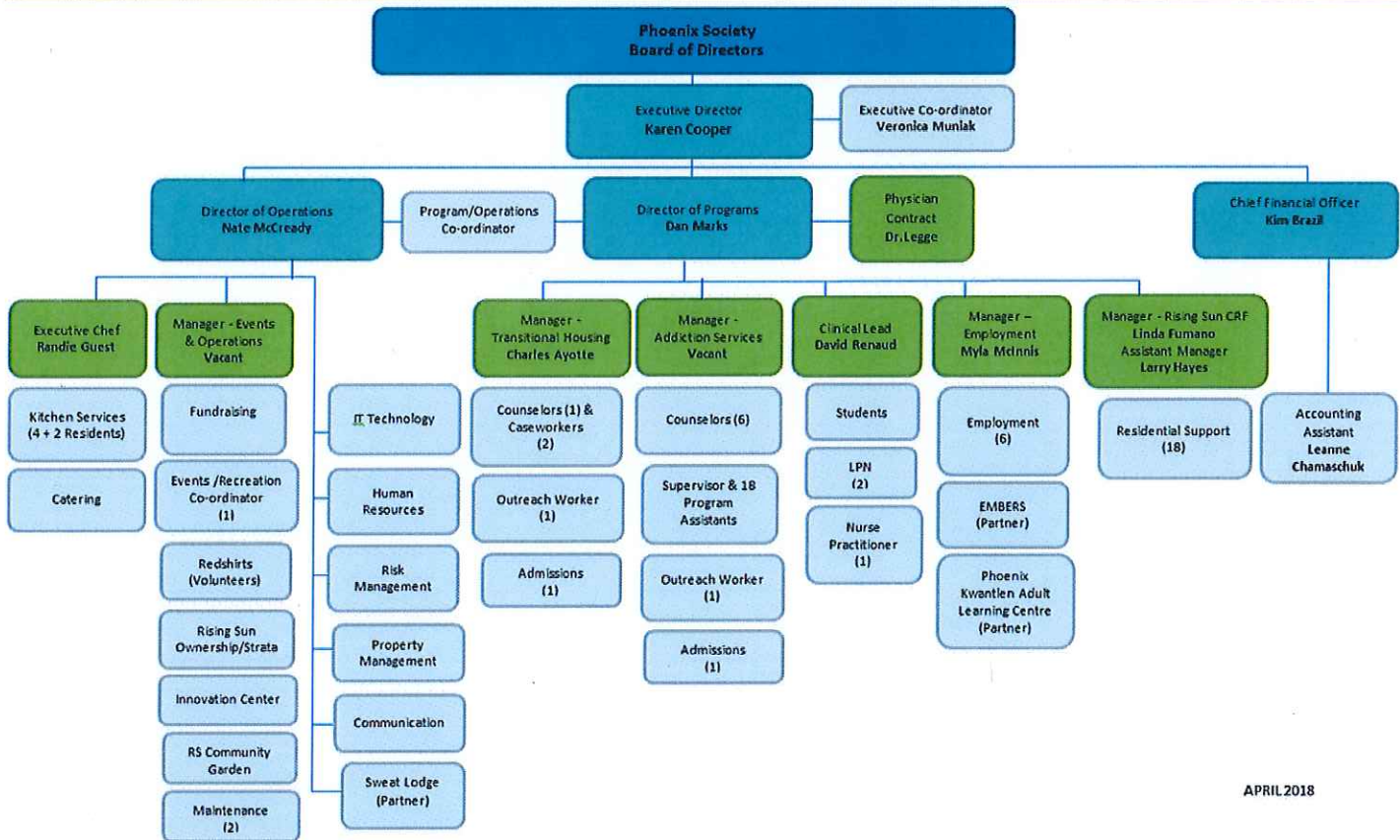
Darren:

Phoenix Treatment Resident

"Well this is my second time here and it has been very different from the last time. i have been clean now for 6 months and WOW is it great."

PHOENIX ORGANIZATIONAL CHART

"I am grateful to the Phoenix organization for providing me with a safe, supportive, and inclusive environment to flourish and pursue my goals."



APRIL 2018





**THANK
YOU!**

From What's Wrong to What's STRONG

Contact us at admin@phoenixsociety.com