

St. Raphael Wellness Centre

Annual Report

2021



Welcome

Acknowledgement

SRWC offices are located within Treaty No. 1 territory, the traditional lands of the Anishinabe (Ojibway), Ininew (Cree), Oji-Cree, Dene, and Dakota, and is the birthplace of the Métis Nation, and the heart of the Métis Nation homeland.

We respect the Treaty made on this territory.

We acknowledge the harms and mistakes of the past, and dedicate ourselves to moving forward with Indigenous communities in a spirit of reconciliation, collaboration, and hope.



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OUR MISSION

Our mission is to provide a welcoming, non-judgmental recovery community where individuals, family and friends affected by addictions, are accompanied on their journey towards recovery in mind, body, and spirit.

Welcome

Message from the Chair and Executive Director

On behalf of the Board of Directors and Staff of St. Raphael Wellness Centre Inc. we welcome you to our Second virtual AGM and the Celebration of Twenty-Five Years of the incorporation of SRWC. We had hoped that we would be able to engage our sister agencies, staff, former staff and alumni in celebrating our 25th Anniversary, and 2021 would be the year we would return to normal. But with the coming of the second and third wave, it was not to be. Again, this year has been a challenging one for SRWC as it has been for all Manitobans adjusting to the realities of the changing landscape engendered by the Global Pandemic. The continued need for social distancing, reliance on technology, and the wearing of masks, limited by necessity, our ability to provide in person services to all our participants.

The lessening of restrictions, and then the second and third waves in the fall and winter meant staff and participants were switching from in-person and Zoom, as well finding alternate venues to hold group meetings to ensure social distancing. Sadly, we also experienced the loss of several our participants to drug overdoses and death by suicide.

The cancelling of our second annual **Silver Lining fundraising Gala**, and our fourth annual **Recovery Day** was an initial disappointment. However, SRWC partnered with the **Bruce Oake Recovery Centre** to offer a wonderful virtual experience for **Recovery Day**, celebrating the courageous men and women in recovery. This year's **Virtual Recovery Day** featured **William Prince**, the grandson of **Chief Peguis**, and an award-winning Juno artist commemorating Truth and Reconciliation Day and **Brian McGratten** of the **Calgary Flames**, See page 12 for information and a link to watch.

Despite the challenges and disappointments, SRWC has risen to the challenge. Our committed staff and volunteers continue to provide Zoom counseling, in-person, or telephone support for those participants without technology. We also continue to provide group counseling using a hybrid of Zoom and in person attendance.

Through the combined support of the **Provincial Government**, through the **Ministry of Mental Health, Wellness and Recovery**, the **Winnipeg Foundation**, as well as our committed staff and volunteers, we will continue to provide a "welcoming community" for healing and recovery. Thanks to all for supporting and sharing our holistic vision of a "*seamless Continuum of Recovery from entry to community integration and beyond*"



Karen Burwash
Chair of the Board



Colleen Allan, MScM, M.Div.
Executive Director

Board

Karen Burwash, LLB, Chairperson
Employed: Peter J Moss Law office
HR Subcommittee

Kristy Rocchio, Treasurer
Employed: Big Freight Systems
Finance Chair

Douglas Meacham, Vice Chair
Retired: Canada Post, Pres. DML Logistics
Finance Subcommittee

The Right Honorable Edward Schreyer
Retired: Premier of Manitoba, Governor
General of Canada

Zenon Lisakowski, RN
Retired: Addictions Foundation of Manitoba,
Workplace & Healthcare Professionals'
Consultant

Dr. G Les E Ulliyot MD, FCFP, LM
Retired: Medical Doctor

Tamara Edkins, LLB
Employed: MB Justice, Legal Services Branch
HR Subcommittee

Minahal Asif
Medical Doctor Candidate
Finance Subcommittee

Carmyn Pepler, BA
Employed: Western Canadian Lotteries Corp.
HR Subcommittee

Paul Tascona, LLB
Employed: MLT Aikins LLP
Policy Committee-Governance

Charlotte Nolan, Knowledge Keeper

Staff

Administration

Colleen Allan, Dip.Min., MSc.M. MPM, M.Div.
Executive Director

Candace Smith, Adv.BA
Executive Administrator

Cindy Demczynszak, Cert. Admin.
Receptionist/Admin Assistant

Service

Philip Collins, BSW, RSW
Rehabilitation Counsellor, Family Programs

Matthew Hodgins, Dip. ACSW
Intake/Case Manager

Hannah Holmes, BSW
*Rehabilitation Counsellor, Pre-treatment
Recovery Programs*

Gord Pratt, Dip. Min.
*Rehabilitation Counsellor, Continuing Recovery
Programs*

Lauren Sharpe, Dip. CSW, Hons.
Rehabilitation Counsellor & Intake Specialist

Hardeep Kaur Singh, BSH, RSW
*Rehabilitation Counsellor, Continuing Recovery
for Mothers and Expectant Mothers*

Rosetta Troia, Dip. ACSW
*Rehabilitation Counsellor, Continuing Recovery
Programs*

Vanessa Mernett
Interim Rehabilitation Counsellor

Students

Practicum Students

Leigh Bowers

Booth University – BSW Program

Phil Collins (hired)

University of Manitoba BSW Degree

Brianna Herlick

CDI College – Community Service Worker

Tarajit Jaswal

University of Manitoba Master of Education

Anika Onosson

University of Manitoba BSW Degree

Gayle Parisien

University of Manitoba BSW Degree

Lauren Sharpe (hired)

Robertson College - Community Support Worker

Volunteers

We could not be nearly as effective in our work without the commitment and passion of our volunteers. We depend so much on their hard work and dedication.

People have donated their time in a wide range of ways, including answering phones, backstopping payroll, doing information sessions at recovery treatment centres, and more.

Volunteers who have complete *Recovery Coach training* facilitate groups when staff are away, and provide 1:1 brief coaching sessions for people in need.

Thank you!

Doris Beitz

Taylor Crosbie

Claudette Fournier

Kelly Krawchuk



Our volunteers donated

1082
hours



Staff Development

Ongoing Learning

Applied Suicide Intervention Skills Training (ASIST)

Matthew Hodgins

Co-occurring Disorders Educational Curriculum (CODEC) Tier One

All Staff

COVID-19: Best Practices for a Safe Workplace

Gord Pratt

Families and Addictions

Phil Collins

Family Violence, Substance Use and Gambling

Lauren Sharpe

Guided Application of congruence couple Therapy

Phil Collins

Harm Reduction Training

All Staff

Indigenous Peoples: Substance Use and Gambling

Lauren Sharpe

Integrating Relationship and Spirituality into Addiction and Mental Health:

An Introduction to Congruence Couple Therapy (CCT)

Hardeep Kaur Singh

Opioid Agonist Therapy

All Staff

Understanding Gambling and Gambling Behaviour

Matthew Hodgins

Youth Substance Use and Gambling

Matthew Hodgins

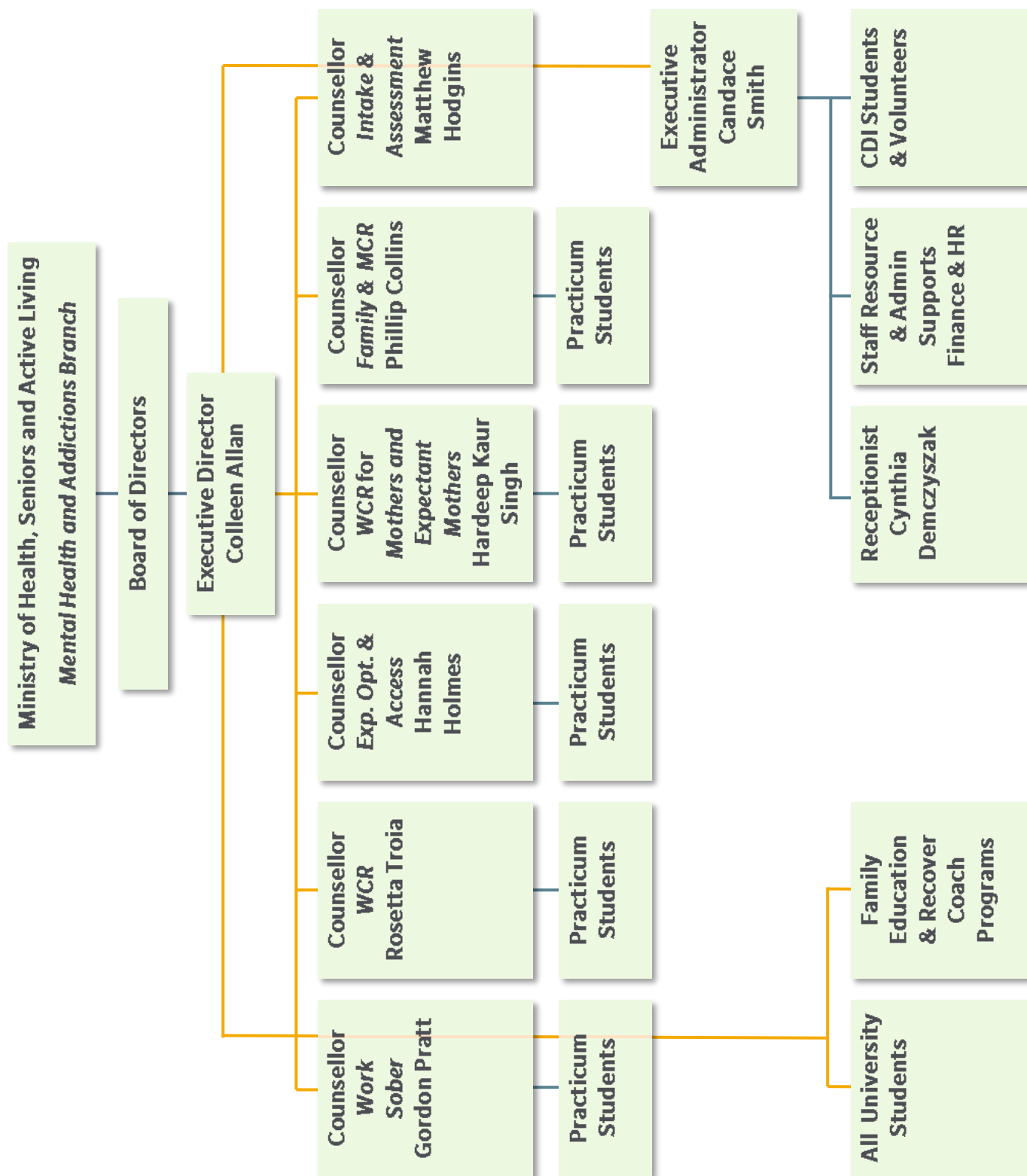


Outreach and Networking

Although there was less networking due to safety restrictions, SRWC made these connections:

- **Bruce Oake Recovery Centre** visit and tour, by Phil Collins and Colleen Allan
- **CODEC Advisory Committee**, review, participation and feedback of Tier #1 and Tier #2,
- **Addiction Network Meetings:** Six virtual meetings discussing areas of current concern in the industry

ORGANIZATIONAL CHART



Events and Special Projects



— YOUR PATHWAY TO —
HOPE AND HEALING

Recovery Day Winnipeg

4th Annual Recovery Day, September 30 2021

Recovery Day Winnipeg 2021 was a huge success!

Building on the success of last year’s virtual event, the team create an online recovery day with significant reach. To date, there has been more than 300 views of the free performance.

This year we partnered with **Bruce Oake Recovery Center** to create a powerful online event. With the help of **The Village Idiots** (a local film crew), we were able to share music, laughter, and stories of hope and love. Our goal was to:

- Celebrate recovery in mental health issues, substance use, and addiction.
- Help end the stigma around mental health and substance use.
- Support & offer hope and understanding to individuals and families still affected by mental health issues and substance use.

Our headliner was **Brian McGrattan**, a former NHL hockey player whose career took him through several franchises (Ottawa, Calgary, Nashville, and Los Angeles). Brian currently works as part of the player development team for the Calgary Flames and also mentors players that are working their way through substance use disorder.

The event was hosted by SRWC’s own Family Counsellor **Philip Collins**. Phil was also joined by **Eddie Miller** from **Recovery Kinetics** and they shared several exercises that the folks at home could do to help with their mental health and well being.

One of the highlights of the evening was a performance by **William Prince**. William is the descendent of Chief Peguis and is a proud First Nations singer songwriter from Peguis first nation. William has won numerous Juno awards, WCMA’s, Aboriginal People’s awards, as well as many other acclamations. William has opened for **Neil Young**, **Buffy Sainte Marie**, and is making a name for himself on the international music stage.

The Recovery Day team is looking forward to the possibility of returning to holding the event in person next year!

Missed it?

You can [watch the replay](https://fb.watch/8MkhjO21Pn/) here: fb.watch/8MkhjO21Pn/

RECOVERY DAY WINNIPEG
2021

VIRTUAL EVENT

THURS. SEPT. 30

7 PM

FEATURING: JUNO AWARD-WINNING SINGER-SONGWRITER

WILLIAM PRINCE

WITH INSPIRATIONAL SPEAKER, AND FORMER CALGARY FLAME

BRIAN MCGRATTAN

Watch on Facebook @RecoveryDayWpg

#RECOVERYDAYWPG Bruce Oake EHN CANADA iwomen SRWC Wellness Centre

The Annual BBQ Returns!

Last year's BBQ was postponed due to COVID restrictions. But this year, we were all very happy to be back outside together for this annual event.

This was the highest turnout for Our Annual Recovery Community Picnic! It really was a great opportunity to get out and play! At our usual location in Kildonan Park, we ate a lot of food, played a lot of games, and had a lot of fun. It was special treat to have **Eddie Miller of Recovery Kinetics** with us to teaching everyone some Acroyoga!

We couldn't have done it without our special sponsors and volunteers!

- **Harry's Foods**
- **John Bishop**
- **Luisa at Giant Tiger (on Vermillion Road)**
- **Mike Phillips**



Staff and volunteers serving food



Picnic fun for participants and families



Participants and staff learning acrobatic yoga—Acroyoga!



2021 Branding Project

One Message, One Voice

What we were looking for

We saw our 25th anniversary as an opportunity to update our visual brand, including a new logo. Our banners needed to be replaced due to wear and tear over the years. And there was a desire to update the photos in our lobby to better reflect the diversity of our participants. We also wanted a consistent appearance across all our print and online media.

Logo

For our current logo, we had received mixed feedback, which in part is because they were done by an amateur designer. It's not bad, but there was a lot of learning on the job, and in the end the overall appearance lacks a professionalism that this organization deserves. For example, the 6 colours in our current logo water down the impact of any one or two really striking colours.

Visibility

We know we are well known and have a good reputation in the addiction Network, but for the general public we are often still the best kept secret in town.

We identified our key Target Audience as:

- Winnipeggers living with addiction or other mental health issues who are looking for non-judgmental, personal, affordable, day and evening programs with staff who treat them as individuals (not patients).
- Professional not in the addiction field such as doctors, lawyers, EAP, etc. who may refer Participants to us.
- Adult family members affected by someone else's addiction who want to support that person's recovery.

If our goal is to be one of the most recognized recovery-services agencies in town instead of the "best kept secret", then our first step is to have a recognizable brand.

Branding Project cont.

What We Did

Collected Quotes from 4 local design companies

We chose the mid-range cost quote, which is **One Brand Design**, who did design for **City of Winnipeg, Clinic Psychology Manitoba, and the Acute Care Surgery Service at St. Boniface Hospital.**

One thing that makes us a challenge to market is that from a brand personality perspective, we are warm, welcoming and inviting, but also business professional. After rounds of feedback and updates, we emerged with the final version. One that met or exceeded all our expectations.

Our expectations (What makes a great logo?)

- Convey our tone: Welcoming, hopeful and professional
- Be unique: Should stand out as completely ours (not stock or common shapes)
- Be timeless: A few years from now we don't want to be stuck with an out of date design.
- No gimmicks: No special filters, drop shadows, glows, We want a clear vision and message.
- Scalable: it should be legible whether it's postage stamp small or great-banner big.
- Colour: Should be recognizable, catch the attention and inspire moods suiting our brand.

Why we selected the ones we did

Colours:

- The cool grey is softer than a hard black.
- The orange is warm and crisp
- The blue is brighter, livelier than our current blue but similar enough it still evokes the same freshness and hope. (PMS 285)

Font:

- The primary font, RockBye, is a stylish vintage font with a touch of modernity. It works well in different sizes and is easily readable in small type.

Design:

- The design has strong proportion for the acronym that aims for an easy and recognizable brand, and provide the right direction and voice to the message of the organization.
- The Typography builds brand recognition, and the orange visual represents SRWC's warm approach as well as client's expectations of hope, care, and change.

Branding Project cont.



PRIMARY COLOURS



Blue PMS 285 C
WEB: HEX/HTML: 0072cf — RGB: 0 / 114 / 207
PRINT: CMYK: C100 / M40 / Y0 / B0 (enhanced for print)



Cool Gray 11 C
WEB: HEX/HTML: 4d4e53 — RGB: 77 / 78 / 83
PRINT: CMYK: C0 / M0 / Y0 / B90 (enhanced for print)



Orange PMS 130 C
WEB: HEX/HTML: f4aa00 — RGB: 244 / 170 / 0
PRINT: CMYK: C0 / M40 / Y100 / B0 (enhanced for print)

SECONDARY COLOURS



PMS 3255 C
WEB: HEX/HTML: 29d4c7 — RGB: 41 / 212 / 199
PRINT: CMYK: C63 / M0 / Y31 / B0

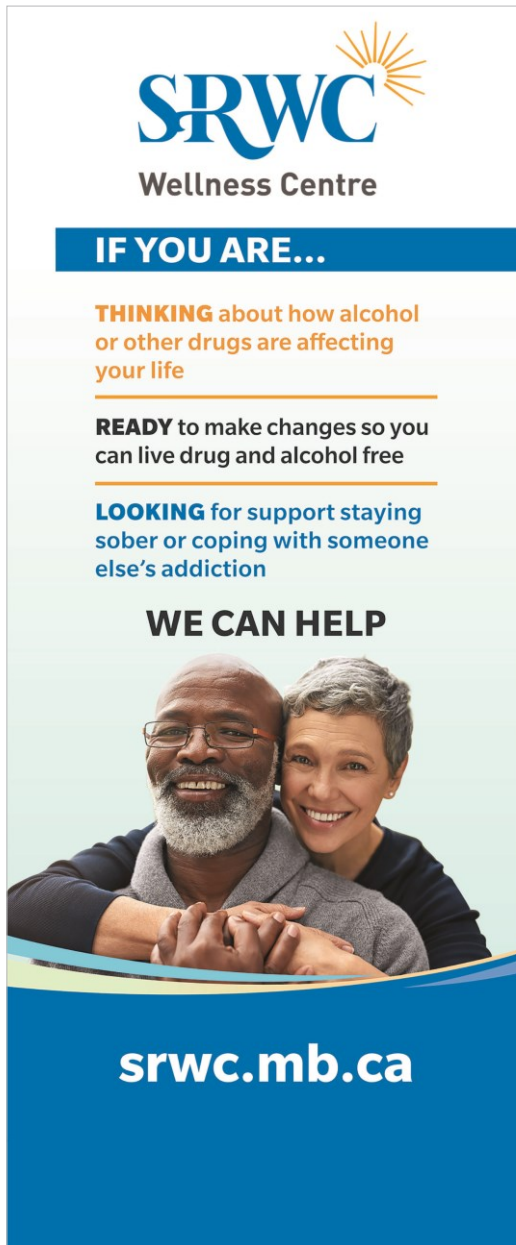


PMS 311 C
WEB: HEX/HTML: 00c4df — RGB: 0 / 196 / 223
PRINT: CMYK: C69 / M0 / Y12 / B0



PMS 367 C
WEB: HEX/HTML: a3d869 — RGB: 163 / 216 / 105
PRINT: CMYK: C39 / M0 / Y76 / B0

Branding Project cont.



SRWC
Wellness Centre


IF YOU ARE...

THINKING about how alcohol or other drugs are affecting your life

READY to make changes so you can live drug and alcohol free

LOOKING for support staying sober or coping with someone else's addiction

WE CAN HELP



srwc.mb.ca

Banner One



SRWC
Wellness Centre

ADDICTIONS

Education

Counselling

Skill Development

Support

Dedicated to effective, field proven, evidence based programming and treatment models in addictions.



srwc.mb.ca

Banner Two

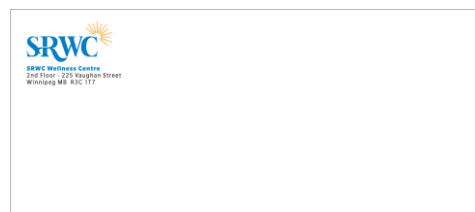


SRWC
Wellness Centre

Gordon Pratt, Dip. Min.
Rehabilitation Counsellor
Continuing Recovery Programs
erp@srwc-mb.ca

St. Raphael Wellness Centre
2nd Floor 225 Vaughan Street
Winnipeg MB R3C 1T7
Phone: 204-956-6650
srwc-mb.ca

Business Card



SRWC
Wellness Centre
2nd Floor 225 Vaughan Street
Winnipeg MB R3C 1T7

Envelope

Branding Project cont.

Affected by Addiction

Our Family programs offer education and empowerment to support individuals regaining control of a life affected by addiction. SRWC's Family programs can help you:

- Connect with helpful resources
- Learn about the recovery process and develop a plan for success
- Build supportive relationships through small group sessions
- Move from surviving to thriving with community support

Dealing with Anger

If anger or other strong emotions are holding you back, our Emotion Management program offers you the practical skills to redirect your emotions and your life by:

- Addressing anger issues in an open, supportive environment
- Learning to acknowledge difficult emotions and harness your positive personality traits
- Connecting with resources and services that meet your needs



Mission

Our mission is to provide a welcoming, non-judgmental recovery community where individuals, family, and friends affected by addictions are accompanied on their journey towards recovery in mind, body, and spirit.



SRWC Wellness Centre

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info@srwc-mb.ca
srwc-mb.ca

Charitable Registration 8999 11531 RR0001






SRWC Wellness Centre
— YOUR PATHWAY TO —
HOPE AND HEALING



If you want to regain control of your life

WE CAN HELP

Trusted since 1996


Brochure — Front Page

We're here to support you

As a registered charity, SRWC has provided non-judgmental recovery services for individuals and families affected by substance use disorder, addiction, and mental health issues for over 25 years. Our diverse group of professional staff and volunteers are committed to providing accessible, community-based, personalized recovery programs and ongoing support.

No Judgement
Community-Based Recovery

Finding and utilizing effective support resources can be difficult. We assist your recovery journey by facilitating access to much needed services and qualified mentorship to make long term change possible. Our unique approach to group and individual counselling allows you to navigate recovery while spending more time with the communities you love.



Recovery is a Journey

Recovery is a journey that begins long before you get into treatment, and continues long after. We are the only organization in Manitoba that specializes in offering support services before and after treatment.

Get Sober

Whether you are just beginning your recovery journey or awaiting treatment, our pre-treatment programs can help you:

- Understand your treatment and support options
- Find motivation to address your alcohol or drug use
- Form positive connections with others in similar situations
- Take control of your recovery decisions and progress at your own pace
- Access services on your own schedule with flexible program delivery options

Stay Sober

If you have recently completed treatment or have been sober for at least a month, our post-treatment programs can:

- Assist you to manage recovery at work, home, and in the community
- Allow you to explore new ways to live without alcohol or other drugs
- Help you develop the skills and motivation to achieve your recovery goals
- Offer you personalized co-ed and gender-specific programs on your schedule

Moms in Recovery

If you are a mom or expectant mom in recovery, our Continuing Recovery for Mothers and Expectant Mothers program offers:

- Stress reduction and healthy living advice for women, encouraging connection and bonding through whole-health recovery support
- Assistance navigating systems such as CFS, Probation Services, EIA and other agencies

Why choose SRWC?

- We're a registered charity local to Winnipeg
- Our warm, welcoming and non-judgmental recovery professionals focus on personal empowerment through individualized services
- Our flexible programs are compatible with many pathways to recovery
- Our unique community-based counselling approach is offered in day, afternoon and evening sessions that fit your schedule



Brochure — Inside Page

Branding Project cont.

Front Lobby: Wait Area



Old Photos and Logo



New Logo and diverse Photos

Front Lobby: Behind Reception



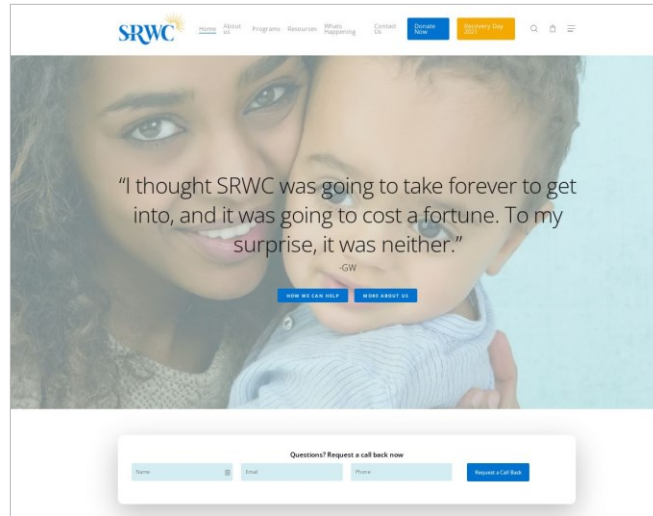
Old & Missing Photos



New and diverse Photos

Branding Project cont.

Website



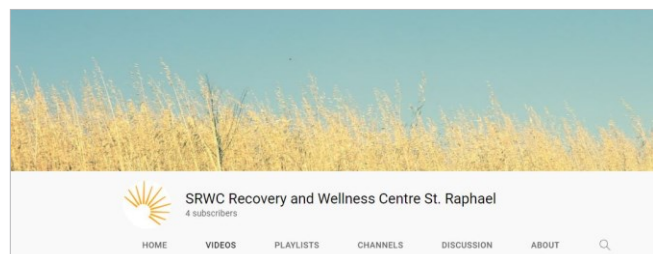
Facebook



Instagram



YouTube



Program Reports



— YOUR PATHWAY TO —
HOPE AND HEALING

Admin. Report

First Impressions are Lasting Impressions

This has been a very exciting and busy year for SRWC reception. Reception has incorporated several changes to the operation this year. Starting in Sept 2020 we decided to raise some funds for SRWC by running a **Mom's Pantry** program. From the planning stage in September to the finish in late December I would say we did well by raising over \$1000.00 plus donations from people who wished to donate and not purchase anything. .

With COVID-19 changing how we did everything at SRWC, our counsellors were encountering technical difficulties with Zoom meetings, either freezing or crashing. Reception investigated to find out we only had 5 MBP of bandwidth, hence the reason the Zoom meetings kept crashing. After much research and negotiating we were able to get 75 MBP for almost half the price of what we were paying. I'm glad to say that we have not had any Zoom crashes since and no further bandwidth problems. The next project was looking at different conference calling programs, but in the long run what we had was working just fine for us.

In February, we decided to start checking out phone rates and what discounts were out there. By the end of March our phone lines had been ported over by another carrier and SRWC would be saving around \$1,800.00 a year with added features like free long-distance calling, which we had been paying for before. Now came the real problems, dealing with months and months of not stop issues and errors with our previous carrier. In the end, by us knowing the rules and regulations, we received a credit of almost \$400 we were owed.

In May, we welcomed **Lauren Sharpe** to our team. Lauren manages invoicing the Participants, runs front desk in the mornings, enters intake data into HIFIS, and does intakes for **Matthew Hodgins** on Tuesday, Thursday and Friday afternoons. She is a wonderful asset to our team. Welcome, **Lauren!**

This year SRWC had done research on getting a panic button for the front reception desk as we have had to deal with a few serious issues. After months of phone calls and research and speaking with customers of different alarm companies, we found that a panic button would not work because of our location in the building.

In terms of our call volume this year I would tend to say there was a slight decrease in the number of calls. I would say we averaged 30 – 35 incoming calls per day opposed to 35 – 40 last year. This may be because we had an issue with our voicemail for a period of time and both the old and new carrier said they could not find an issue. The problem was fixed after a few months. Our average

Admin Report cont.

outgoing calls this year increased slightly to about 17 per day.

It's nice to see SRWC'S name getting out into the public and more so into clinics and hospitals. We have been getting referrals from community support workers from the **Health Sciences Centre Winnipeg Women's Hospital**, the **Saint Boniface Hospital**, and **Seven Oaks General Hospital**.

Together with the **Responsible Reintegration Initiative/Manitoba Justice-Correctional Rehabilitation Services** (early release program) we worked on a quick and easy booking method for both parties, as this department has recently increased its referrals to SRWC. Another big project this year was to organize all of our group forms and create an easy access centre. It seemed like this year was really about updating and making changes. We created many different lists, including new contact and donation lists. Organization and updating has been the main focus of this year.

SRWC reception has already found its next project and that is getting our name into the **Wellness News**. We are just in the beginning stages of this project and **Gord Pratt** is a major player in this. He will be working hand in hand with reception. More details on this project to come next year.



Intake and Assessment

Who Are You?

During the fiscal year of 2020 to 2021 we have completed 277 intake assessments. Approximately 80% of our Participants come to us in the pre-contemplative or contemplative stage of change and are assigned to our pre-treatment groups; *Access or Exploring Options*.

Almost half of our Participants are self-referred, 26% are referred by friends or family, 18% come to us from another addiction treatment center, 13% are referred by corrections and 11% from CFS.

Approximately 70% are unemployed, 49% are collecting EIA, the rest either are on disability or are funded by family members. Approximately 17% of our participants are working full time.

Reported drug use during initial intake indicates Alcohol being the primary substance used, along with Crack Cocaine and Meth. Cannabis is still the most popular secondary substance used among Participants.

We are using URICA (University of Rhode Island Change Assessment) to determine which Stage of Change a Participant is in, as well as the Columbia Suicide Severity Rating Scale to evaluate Participants with suicidal ideation. We have offered daily check-ins as well as Suicide Counselling for those who are experiencing a crisis.



Access

Program Overview

SRWC has 2 separate pre-treatment programs, *Access* and *Exploring Options*. *Access* takes place in the afternoons on Tuesdays and Thursdays and accommodates participants in person or via Zoom. In the *Access* program, we cover topics including:

- Communication
- Coping skills
- Emotions
- Emotions and triggers
- Self-care
- Self-esteem
- Relapse prevention

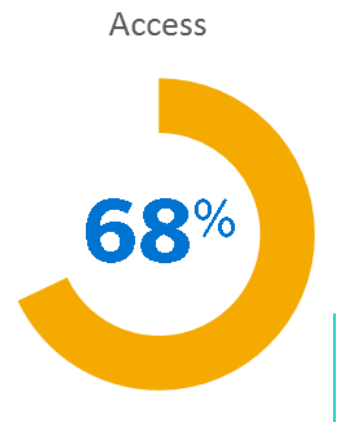
At the beginning of group, we start with a check-in and end with a checkout as a way for the participants to share where they are at and for the counsellor(s) to gauge how the participants are doing. We primarily cover topics but sometimes will have more open discussions so the group participants can learn more about what each other are going through. Participants who are in the *Access* program tend to be in the earliest stages of their recovery as opposed to *Exploring Options* where the participants tend to be further along in their recovery.

Some challenges we experience during our group sessions can be while using Zoom as there are sometimes technical issues that come up. Also, due to having to wear masks, participants on Zoom are not always able to hear clearly what those attending in person are saying. A lack of being able to read facial expressions has been frustrating at times as well.

Access had 40 successful closures during this year.

Participant statements:

- “Hard things become easier when you do them over and over again”
- “Focus on one goal at a time”
- “Staff is very supportive and understanding. They’re easy to talk to. Meeting others going through similar issues have helped. Was nice to have a place to talk and not feel judged”



Access Cont.

Success Stories:

- A man who has not been drinking for about a year is in much better communication with his ex-partner and sees his son on a regular basis.
- A middle-aged women has come a long way from where she where she previously was. She is no longer in a toxic relationship, has a healthier relationship with her mom who understands her better now and only has the occasional slip.
- A young woman who was extremely passionate about becoming sober and being the best mom she could be became sober. When some family members of hers contacted COVID 19, she was in a much healthier frame of mind and decided to help care for them.
- Another young woman who had been previously involved with the law had not used substances for 2 months. At this point, she moved on from our centre to attend the **Recovery Education for Addictions and Complex Trauma (RE/ACT)** program.
- Upon retiring, an older man found out from his doctor that he could die if he didn't stop drinking. He started attending group at our centre and during the 8 months that he attended, he had one slip but has otherwise been completely sober.



Exploring Options

OVERVIEW

The Exploring Options Evening Program is a co-ed program that runs twice a week Tuesday and Thursday evenings from 5:30 – 7:30 serves those individuals that are in the Pre-contemplation or Contemplation stages of change. They may be employed or attending school, or for other reasons prefer an evening group. Many of these individuals are mandated to attend a substance abuse program by the **Justice System, EI, EIA and CFS**. Some wish to reduce their use while waiting for an assessment or a program in a Residential Facility. One to one counselling is offered for those who indicate that they would like the additional support.

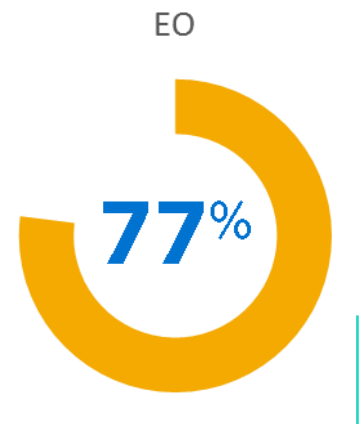
Criteria for attending is that they are at least 12 hours sober before attending group. Some have a goal of abstinence and other wish to look at a Harm Reduction goal. The Case Manager ascertains their need for support – safe housing, transportation, letters confirming their attending for Lawyers, physicians, EIA, EI, Probation, as well as childcare needs while attending program. When they are at least 30 days sober, they are eligible to move on to the *Work Sober* Program, which is an evening continuing recovery program. Those individuals who access a Residential Program such as the **AFM** or the **Bruce Oake Recovery Centre** often return to attend either the *Men's Continuing Recovery Program*, or the evening *Work Sober* Program.

Program Content

- Relapse prevention
- Grief and loss
- Coping skills to deal with triggers & cravings
- Stress management
- Communication
- Relationships
- Boundaries
- Self-esteem
- Self-care
- The 4 spheres of health

GROUP PROCESS

At the beginning of group, the participants and counsellors check-in and at the end, they check-out using a list of questions. Like with our other



Exploring Options cont.

groups, we use a therapeutic and educational approach. Along with the topics listed, we also have open discussions based on what participants want to talk about, including specific personal dilemmas. These really encourage participants to become more open with others in the group about their addiction and recovery journey. Sometimes, instead of going through and discussing a topic, we will do something fun, like playing a game that gives them insight into the addiction process.

Some of the feedback from our participants is that the group is supportive, interactive, purposeful and welcoming. We have seen participants experience a number of hardships and still maintain their resiliency. Participants have relied on the weekly group sessions here at SRWC in order to get through the challenges they experience on a daily basis. We regularly incorporate a strengths based approach. Exercising their personal strengths is something many of our participants struggle with. In order to motivate them towards stopping or cutting down their use, we use a fair amount of motivational interviewing.

Program Objective

Our objective is to assist our participants with getting back to a place where they are stabilized so that they can get back to work, school or their retirement life. This may mean stopping their drug or alcohol use completely, but for others, it may mean reducing their use. Reduced use is a huge improvement for a number of our participants. Therefore, harm reduction is something we encourage and talk about in group. We also work with them towards rebuilding each area of their lives, including relationships, finances, work or career, recreation, and emotional, physical, mental, and spiritual health. Health and wellness from a holistic perspective is something we plan to cover more often in group sessions.

Challenges

There have certainly been some added challenges throughout this time for the counselors, students and participants. Since there is a limit of people allowed in the group room at a time, some participants join via Zoom. Due to the nature of technology not always being reliable, there are complications that come up. Additionally, not all participants are able to join due to not having access to an electronic device or internet service. Also, not all participants are able to relate to others or feel comfortable sharing openly on Zoom. Since there is a demand for in person group counselling, we have an ongoing waiting list for participants to attend in person. If they are willing to join via join, they can start as soon as they can.

Exploring Options cont.

SUCCESS STORIES

Over the course of this year and last, many of our participants have been extremely successful in their recovery. A lot of them have stopped their substance use completely, while some have reduced their substance use. Here are very brief summaries of 37 of these of these determined individuals:

- A man, having been in later retirement for a while, found that he was continuing to drink problematically. He came to our centre and with the coping skills provided, he stopped drinking completely for a number of months before he was ready to move on.
- A man and their partner both got sober around the same time as each other and they were able to regain custody of the partner's daughter.
- A women who had just gotten out of jail after 3 years came to our centre to continue her recovery which she had started during her 2nd year of being in jail. She attended our program for about 5 months and during that time, remained sober, got a job and was promoted, had restored relationships with family members and was working on getting her license back.
- A man who had been binge drinking since a young age and using cocaine for a couple of years came to our centre to work on these issues. During their time with us, he learned to control his drinking so that they would not become intoxicated to the point of being triggered to use cocaine anymore.
- A middle-aged man came to our centre whose wife had recently left him because of his drinking. After several sessions at our centre while also attending AA, he was able to get his drinking under control. He said he was ready to move on from us, but continue with AA. He shared that he had been in contact with his wife and that there was hope of reunification.
- A middle-aged man who had grown up in a residential school came to our centre with a lot of trauma and an alcohol addiction. They found that the program helped them to drink less and less often and eventually they were able to maintain their sobriety long enough to feel confident to move on from the program.
- A woman who struggled with an alcohol addiction and depression came to our centre for some extra support. During the time that she was attending *Exploring Options*, she made the decision to go on antidepressants, which she shared, made a huge difference for her. Her moods had significantly stabilized and she no longer felt the need to use alcohol as a coping strategy.
- A very young man, only 18 years old came to our centre to receive support for their alcohol addiction. They also struggled with their mental health, which they coped with by drinking alcohol. They were 9 months sober when they made the decision to stop attending the group due to the pandemic
- A women who had been holding onto the grief and pain of her husband leaving her 20 years ago came to us as she had been drinking problematically. After attending group for a number

Exploring Options cont.

of sessions, she wanted to do more in depth trauma counseling and so we referred her to the **Recovery Education for Addictions and Complex Trauma (RE/ACT)** program.

- A young man, who was heavily involved with using hard drugs would come to visit our centre but took some time deciding if he wanted to join one of our groups or not. He did decide to join *Exploring Options* and really enjoyed the group. He was working on cutting down his drug use, but unfortunately, he passed away in his apartment. He is still remembered by SRWC.
- A man had been drinking and using drugs for a number of years when he came to us, resulting in multiple job losses. After 2 years of attending our centre on and off, he is now drug free and is looking for a new job and a better place to live.
- A man who worked fulltime and was a father began to struggle more with alcohol use and came to our centre at the start of the pandemic. He decided to attend meetings on Zoom and found the group really helpful. He maintained his sobriety for over a month and then transferred into the *Men's Continuing Recovery* group.
- A women who was planning to go to college and struggled with a drug addiction, came to our centre to get support from our centre. Their school program was 2 years long and during this time she did struggle with her sobriety but she completed it. Now, over a year later she is remaining sober and has regained custody of her daughter.
- A young woman and mother who had been using hard drugs and alcohol when she came to our centre was sober for 8 months before she moved on. She regained custody of her children and found employment.
- A young man in his early 30s was working on getting sober but found it to be a huge challenge as he also struggled with depression. He had reduced his use but due to the depression he experienced, he sadly ended his life. His memory is remembered, and cherished by SRWC.
- A young man who had issues surrounding alcohol and benzodiazepines came to our centre and was able to get some control of these addictions. He stopped attending the group as he had returned to work fulltime and found it too difficult to do both.
- A young man and father who used alcohol and crack regularly came to our centre to find better ways to cope. He was in *Exploring Options* for 2 months and then transferred into the *Work Sober* program as he had remained sober.
- A young man who used alcohol and cocaine regularly came to our centre seeking support. He attended the group for 4 months and partway through was able to go back to work full-time as he was maintaining his recovery.
- A man came in seeking support for his drug and alcohol addictions and found the group helpful for learning better ways to cope. He did not stop using completely but did reduce his drug use for the sake of his health. His parents started coming to our family program and were able to find a lot of support there.
- A young man, previously homeless and deep into drug and alcohol use came to our centre for social support as he was lacking this. While attending our centre, they secured a room at a

Exploring Options cont.

shelter and significantly reduced their drug and alcohol use. Unfortunately, due to unknown circumstances, they passed away during the time they were attending our centre. As with others, they will continue to be remembered by SRWC.

- A middle- aged man, who had just recently been charged with a DUI, came to our centre in order to get his license back. To begin with, he was unsure of the program but by the 2nd session, he knew he was in the right place. He attended the group for 3 months and then went into a sober living facility for 4 months, resulting in him now being 5 months sober and a much happier person.
- Since coming to SRWC, a middle- aged woman has demonstrated healthier coping mechanisms such as controlling impulses, emotional regulation and problem solving. They have been granted home visits with their daughters, and have built healthy relationships with them. They have shown improvement in using less and have used harm reduction methods to maintain their recovery. They look at slips as learning opportunities to grow in their recovery.
- Another middle aged woman has become more self-aware and has worked immensely on their self-esteem. This has helped them reduce their alcohol consumption. They express gratitude for group, as it has helped them become more willing to open up and identify their feelings. They are currently working towards fitness goals and challenging themselves through meditation and mindfulness.
- Despite an injury, a young women has managed to reduce both their alcohol and drug use, has left an abusive relationship and is now in a healthy one. They have moved out of a toxic environment and into a positive one they can make their own.
- A young woman who is back in university has shown progress in the amount they are using. They are battling with the pressures of being young and dealing with peer pressure but have since learned healthier ways to cope, have set boundaries with friends and family and are more focused on their goals.
- A young man who has been rebuilding relationships with their kids and maintaining their sobriety, will be starting residential treatment at AFM. They have been opening up more in group and are determined to live a life in recovery and return to SRWC for post-treatment support after their time at AFM.
- A young man who had been isolating socially during their addiction has since gotten a job and is working on rebuilding relationships severed during their addiction. They have been maintaining their sobriety and have learned alternative ways to cope with challenging situations.
- A middle-aged woman who has done a lot of work on self-awareness and identifying their triggers, has learned skills in setting boundaries, have reduced their alcohol consumption and have learned to ride out their cravings. They have been using art and creativity to cope with the stress of recovery, have joined self-help groups and rarely miss a session at SRWC.
- In the short time a middle aged man was at SRWC we saw them go from silent and withdrawn to being an active participant in group. They were back at work, reducing their drug use and

Exploring Options cont.

gaining personal autonomy.

- A young man who reduced their substance use since being in group, has demonstrated healthier coping skills to relieve stress and maintain their sobriety.
- A young man stopped their drug use for a period of 8 months while they were working more frequently with a temp agency and working towards finding their own apartment. They had done significant work on working through their past and were becoming more self-aware and recognizant of trigger zones.
- A young man who has been sober for several months, with only one slip has begun opening up more in group about their feelings. They have been managing their stress with CFS without using drugs or alcohol to cope. After their slip, they came back stronger and they are working on building new connections with positive people.
- An older women who has been actively working on setting boundaries and becoming more responsible for their actions, has reduced their drug use and has been working on reaching their goal of becoming free from drugs.
- Par has managed to handle stressful relationships in a healthier way and has reduced their use. They are working hard at their job, which is helping them maintain their recovery management goals. They are also maintaining relationships with their children.
- A young woman who has made strides in not drinking, has been working on using self-care instead.
- A middle-aged woman, who has been sober for some time, with very few slips in between is volunteering. They are grateful that their sobriety has allowed them to do that again.
- A middle -aged woman and mother has made significant strides in self-awareness, reconnecting with family working on both their recovery and mental health. They have been accepted into the **Recovery Education for Addictions and Complex Trauma (RE/ACT)** program, and as a result, they will be moving on from our program.

Family Program

Overview

The *Family Program* offers individual counselling, couples counselling, consultation, as well as a 12-week *psycho-Education Program* that runs three times per year, and a *Support Program* that runs continuously once every two weeks for family members that wish to continue receiving peer support. Family members receive individual counselling prior to and after attending the *Education Group* sessions as well as continuing after its completion as their situation and circumstances dictate.

Family Education Program

PURPOSE: To provide education and skills in dealing constructively and effectively with issues of addiction and mental health issues in the family.

OBJECTIVES: Upon completion of the program participants will be able to:

- Describe the effects of societal and personal beliefs and attitudes towards individuals experiencing addiction and mental health problems.
- Describe the short and long term psychological, physiological and behavioural effects of addiction.
- Identify gender differences in alcohol and drug use and their implication for identification and intervention.
- Discuss the implications of addictions and mental health issues in identification, treatment and recovery.
- Provide the opportunity for participants to apply the Stages of Change Model to an individual's willingness to access help and the overall recovery process.
- Identify the dynamics and roles in a family system affected by addiction.
- Examine the effects and consequences of shame and guilt on the family system.
- Provide education and skills in building healthy relationships, encompassing effective communication, and establishing boundaries
- Provide education and skills in supporting the recovery process and dealing with possible relapse.
- Developing a personal self-care plan



Family Program cont.

Overview of Process

Participants are given a binder at the beginning of the program and every week new material (modules) are handed out to go over and discuss. Participants are also asked to do the homework assignments included in almost every module. The assignments were designed to enable the Participants to reflect on their own circumstances and the events that had occurred in their life and family. The purpose of the assignments was to help the Participants reflect on what they could do to empower and change their lives and learn about what their loved ones may be going through while struggling with substance use disorder. A unique addition to this program is a person in recovery as well as a Recovery Coach that has participated in the *Family Education Program* who shares and gives her support to the members.

Module Topics Include, but are not limited to:

- The Assertive Bill of Rights
- Trends in Alcohol and Drug Use
- The Mystery of Addiction
- The Effect of Alcohol and Drugs on Brain Chemistry
- Gender Differences in Alcohol and Drug Use
- Implications of Addictions for Mental Health Issues
- Stages of Change
- The Concept of Motivation
- Family Roles and Dynamics
- Healthy Relationships
- Effective Communication Skills
- Establishing Effective Boundaries
- Shame
- The Drama Triangle (Bowen Family Triangulation)
- The Continuum of Recovery

All the Modules were originally developed by our Executive Director **Colleen Allan** and supplemented with material and recommended reading by Family Counsellor **Philip Collins**. **Mr. Collins** supplements the Support Group with materials and readings as issues arise that they wish more information on, or to discuss areas of interest.

Family Program cont.

Challenges: The Impact of Covid-19 on Delivery of Services:

Like most other social services, SRWC faced numerous challenges (and continues to) during the pandemic. Due to a lack of space and proper ventilation, services were moved online for most of our participants. While the use of Zoom allowed services to continue during these difficult times, Participants frequently noted that they felt that the services would have been more effective in person. Both the Facilitator and the Executive Director agree with this and both believe quite firmly that the online interactions watered down the effectiveness of the exercises and discussions. One positive note is that while the mixture of online and in person was not the desired way to deliver our services all the Participants expressed happiness with the results that they were seeing.

Successes

- The Family Support Group has doubled in size and the Facilitator is currently considering increasing the number of meetings to match the group growth. The group is anticipated to grow by at least another third by the 2022
- Over half of the Participants have expressed that they are enjoying healthier relationships with their family members, six of which are successful graduates of the program
- Most of the Participants have expressed that they would recommend the program to a friend who is struggling with similar problems
- The program growth rate has gone beyond expectations and the Facilitator has had to cap the number of group members, a new problem for this program



Women in Continuing Recovery, and Mothers and Expectant Mothers in Recovery Programs

Program Overview:

SRWC created this program for Women and Mothers, who have been sober thirty days or more. Women in recovery require support to reassess their lives and make the necessary changes to live a healthy, stable and sober life and re-establish their connections to their families and communities. They are often unaware of the myriad of resources that they are able to access. We work closely with other organizations and professionals, ensuring they are in safe housing and assist them to deal with abusive relationships. We write letters to their employers, as well as referrals to physicians, and other mental health professionals.

Women face many barriers, and this program assists them to overcome these barriers and receive support in facing the challenge of navigating through the difficulties and remaining sober on their recovery journey while doing so.

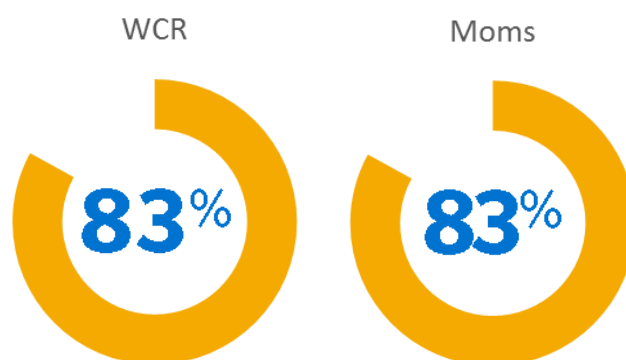
Mothers in Recovery

Assists women who:

- Are pregnant and in danger of having their child apprehended at birth,
- Already have kids in care in the system
- Mothers in recovery struggling with staying sober while raising young children

Women are often afraid to ask for help due to the fear of losing their children. This is a critical time for women who have little or no supports, are experiencing the stressors, and fears of early recovery and pregnancy. Another issue mother's in recovery deal with is the uncertainty, and fear of CFS apprehending baby at birth, or not returning their children, despite being sober, and fulfilling all the requirements mandated by CFS.

This additional stress of being under constant scrutiny by CFS, Probation, EIA. while trying to deal with issues of unsupportive partners or toxic relationship, transportation accessibility issues ,



WCR & MICR Programs cont.

unsafe housing, not having access to family physicians, mental health practitioners, lawyers, and court sessions means that for many women find the early recovery period overwhelming.

In the *Mothers in Recovery* group, we give them the information and tools necessary to work on their recovery, live a stable, and sober, healthy life, and give them the understanding and support that every parent deserves. We believe in healing the whole individual, and believe that their addiction is only one part of many that women may need help with when trying to become sober and healthy while raising children.

One of the most necessary tasks is helping these women learn to advocate for themselves in the many systems they are involved in. We often accompany the women to CFS appointments, court proceedings and visits to ensure that they are having their voices heard, needs met and treated fairly.

Challenges

Some of the pre-pandemic challenges we faced is the time that is required to help women deal with issues relating to their CFS cases, EIA cutting them off, and denied legal aid for various reasons. Food insecurity and unsafe housing make it difficult to address issues during group, as many do not have time to meet after group, as they need to return home.

Our Facilitators have reached out to local MLA'S for help with difficult CFS cases that did not seem to be in the best interest of the children and family. We often reach out to the health minister on their, and do the thorough investigation of the information. Intervention in these cases were successful in interceding for our women.

Impact of the Pandemic on Service Delivery

The pandemic has resulted in the isolation of the majority of women – and in particular those mothers who are pregnant/and or have children in care, and isolated with abusive partners. This creates/created very dangerous and difficult situations for mothers in recovery, With the onset of the pandemic, mothers who had children in care, visitation completely ceased. Many women became depressed, and were at risk of relapsing. Many women did not have access to technology, so group meetings by Zoom was not practical. This not only affected our ability to give them the needed support they required, but also their inability to have face time with their children in care. We assisted them with one and one sessions, and face time visits with their children in care. Being isolated for an addict is one of the worst things to happen when working on recovery. Being isolated during a pandemic, not able to have visits with their kids, or childcare centres closing suddenly leaving them with no supports or respite. Overnight women were home fulltime with

WCR & MICR Programs cont.

their children, home schooling their children with limited, or no access to technology. For women in early recovery, this was an enormous challenge.

Women were dealing with intimate partner violence, and were now isolated at home with the abuser without access to outside family, friends or resources. Women who were being physically and sexually abused felt they had no choice but to return to their abusive partner. The facilitator was on call 24/7 during the first to third waves of the pandemic as women were afraid, being abused, suicidal and slipping and relapsing. This was our only option so that we could stay connected, and possibly assist them to find help before something tragic happened.

- We dropped off groceries to those who needed them,
- Baby supplies – bottles, baby food, formula, diapers, wipes
- Accompanied individuals to the crisis centre when necessary
- Dropped off homework and activities to keep them distracted.
- Found safe housing for some
- Interceded with CFS if they slipped
- Assisted two women to obtain Residential Treatment with AFM.
- Assisted in obtaining Out of Province treatment at **Homewood** in Ontario for one woman who had severe depression and unable to cease her use.
- A number of women spoke of suicidal ideation
- Sadly, two participants from the Mom's group passed away.
- One woman was reunited with her children, left a toxic relationship and was doing well. Unfortunately, she reconnected with unhealthy individuals and overdosed.
- The other woman was in a very abusive relationship and died by accidental overdose.

Return to In-Person and Zoom

Our office at 225 Vaughan St. does not have enough space to accommodate the need for social distancing. Consequently, we are currently renting space at the **Holy Rosary Parish** at 510 River Avenue, where we can safely social distance. We also continue to use Zoom for the women who have compromised immune systems, just had a baby and are unable to attend in person. There are others who are out of town, but do not have resources near them.

Modules/Topics included but are not limited to:

- Spirituality and Reconnecting to ones culture.
- Self - Who am I?
- Self Esteem
- Stigma and racism

WCR & MICR Programs cont.

- Mother Myths
- Boundaries.
- Healthy relationships.
- How to prepare to leave interpersonal violent relationship.
- Joy in recovery.
- Trauma.
- Family Roles
- Communication skills.
- Healthy sexuality
- Emotion regulation.
- Anxiety and stress and what tools to use to get through these difficult periods.
- Identifying the symptoms and signs of post acute withdrawal
- How to advocate for themselves with the different systems they are involved in

Specific to mothering we also address:

- Healthy pregnancies.
- Identifying post partum depression.
- Support after apprehension of children.
- Parenting and re-parenting skills.
- The importance of bonding and bonding activities with their children.
- How to include children in their everyday activities at home.
- Nutrition and cooking economical and healthy meals.
- Preparing a support network and knowing when to ask for help.
- Help navigating CFS and the expected case plans.
- Specific to the pandemic we share information with them about the vaccine, how to get through the isolation and fears of Covid19 and work on recognizing the stages of relapse and relapse prevention.

SUCSESSES

Although this has been one of the most challenging times for our *Women and Mom's in Recovery* their resilience and determination has been inspiring.

- Two of our moms gave birth to beautiful and healthy baby girls. Since they both attended program regularly, and were able to complete the expectations of the case plans neither had the child apprehended at birth. One will also be getting her son that is in care come home for visits to prepare for reunification

WCR & MICR Programs cont.

- One of our moms found housing after being homeless and couch surfing for a year. She left the toxic relationship she was in, and moved into housing at the beginning of September. Total reunification with her children will happen on September 30, 2021.
- One mom enrolled in an employment program through EIA, and hired on fulltime when her job experience placement was completed. She is now working on reunification with her children. Having a stable income, and being able to care for her children was one of the expectations for reuniting with her children.
- One mom registered for school in September, and given unsupervised visits with her children.
- One young par was unable to obtain a liver transplant due to her addiction. She was able to remain sober and living a healthy lifestyle. She became eligible for a liver transplant and had the transplant this spring. She is now recovering and doing extremely well.
- One participant has now gone back to work fulltime with permission to keep attending group.
- One part has quit smoking after thirty-four years.
- Two pars are now in sober living homes after being homeless for the past year.
- Two pars who are living in a halfway home on parole have obtained extra privileges, and allowed passes and permission to visit family overnight.
- One par found a part time job.
- Two Pars have been accepted to volunteer at **Siloam Mission** and **Agape Table**
- One participant on house arrest has been doing well in group and volunteering to help us so her officer gave her many more privileges
- One participant enrolled in the *Recovery Coach Program* beginning this fall.

FIELD TRIPS/ACTIVITIES

The facilitator and staff in spite of the Pandemic created ways to have events and activities for the women.

- Valentines Lunch from Boston Pizza
- Pandemic Picnic.
- Thanksgiving Session.
- Show and Tell.
- Gratitude Craft Day.
- Community walks.
- Elder Zoom visit to share the sacred teachings with us.
- Writing cards for seniors that are isolated in nursing homes with no visitors.
- Weekly Zoom evening meditation meetings.
- Baby showers for the new moms.
- SRWC's Kildonan Park Community Picnic with their families and children.

Men's Continuing Recovery

Overview

Men's Continuing Recovery group is a continuing recovery group for men who have at least a month of stable sobriety, and who are looking for additional support in managing their recovery. Group sessions are held three times a week for 2-hour sessions, and 1-to-1 counselling, and advocacy is available as needed.

MCR focuses on helping each other to understand the tools that they can use to help strengthen their recovery and how to avoid hazardous situations that may put them at risk. There has been a focus on recognition of healthy and unhealthy patterns and behaviours, the building of recovery capital, and practical exercises to ground and center themselves. The biggest goal is to achieve a healthier approach to dealing with life on life's terms.

The group was joined by students throughout the year that were able to help the Participants by bringing in new techniques, approaches, and material that the Participants were able to relate to. Several Participants also took advantage of the opportunity for individual Counselling to really grow in their recovery.

Successes

- Several Pars went on to find work in the midst of a pandemic
- Several Pars completed requirements with CFS and have been reunited or are in the process of reuniting with their children
- In the midst of an unprecedented addiction crisis the group has had a 75% completion rate
- One Par overcame a traumatic brain injury and several comas to complete the course. He was an inspiration to the other group members

The group grew over 10 times it's size this fiscal year.

Key Topics

- Recovery Capital
- Overcoming Stress and Stressors
- Assertive Communication Tools for Coping with Cravings
- Goal Setting
- Beliefs and Attitudes
- Joy in Recovery
- Working Through Grief and Loss
- Mindfulness and Meditation
- The Medicine Wheel



Work Sober Report

Building a New Life in Recovery

Most people start or keep using because they were coping with a traumatic event prior to becoming addicted or are now dealing with the consequences of their use. Some have an underlying mental disorder. When people live in their addiction, they develop a defense cycle. The cycle inhibits self-awareness, and delays learning how to respond to stress and anxiety in healthy ways. For these reasons, staying abstinent is not just about stopping using—it is about building a new life where it becomes easier not to use. The majority of participants in the Work Sober program have completed a recovery program. Therefore, the emphasis in Work Sober is on how to live sober. The program assists our Pars learn to build a healthier life, internally and externally and establish healthier work and family relationships.

Challenges

Delivering quality programming amid an international pandemic

- 2 April 2020, group meets full by Zoom to accommodate COVID lockdown.
- June 2020 tried fusion of in-person and Zoom at same time. Was not a therapeutic learning environment.
- July 2020 Moved to nearby restaurant (Soups, Sandwiches & More, 428 Graham Avenue) after hours. Nearby, but background too noisy to talk over.
- August 2020 moved meet fully in-person at the church (Cornerstone Baptist Church, 505 Oakview Avenue). Further away, but provides a comfortable, quiet, inviting space where Pars can be 2 meters apart, and still feel close enough to open up.
- 2 November 2020. Switch back to exclusively Zoom due to rising cases.
- 29 March 2021 moved back to church, but hybrid (Monday in-person, Thursday on Zoom) This was the compromise for Participants who prefer one format or the other.
- 5 July 2021 stopped hybrid and returned to meeting fully in-person at the church.

We were planning to bring the WS group back to SRWC. However, the Group Room at 225 Vaughan cannot accommodate participants due to the need for social distancing. The space at SRWC depends on the number of participants, practicum students, and how many Pars are vaccinated (Pars did not want to use smaller space if they cannot be certain everyone is vaccinated); and the emergence of a Fourth Wave.

Work Sober



Work Sober Cont.

Program Content

The Work Sober program has about 30 pre-set topics to deliver. In addition, consideration is given to the learning needs of the group. Additional topics are added to the curriculum as a need is expressed. For example, “Managing Family Stress During COVID19” and “Staying Motivated during the COVID-19 Pandemic”, “Working at Home”, Dealing with Social Isolation, were added last year. We also regularly updated material for accuracy, values, and readability.

The topics we have received a lot of positive feedback on this year are:

- Self Esteem and Self Advocacy
- Understanding and Expressing Emotions
- Changing Negative Thinking
- Managing Worry
- The Science of Willpower
- Self Acceptance
- Knowing your Values and Beliefs
- Mindfulness in Addiction Recovery
- Forgiving Self and Others
- Staying Motivated During the Pandemic
- Dealing with Uncertainty
- Benefits and pressures of working at home
- Concerns about returning to work
- Dealing with Isolation

Success Stories

- Par worried about managing their back-to-school workload and a learn-from-home situation was able to apply new organization skills to better manage time, reduce stress, and reduce thoughts of use.
- Par with significant court hearing had Counsellor included in their parole assessment and received a positive final report.
- Par’s father, was diagnosed with cancer, with whom he had a rocky relationship,. With the tools skills and patience learned, Par was able to de-stress from the diagnoses and focus on building on the strengths in their relationship.
- Par’s worry over possible outcome of her court case was causing stress, anxiety, and friction in her relationship. After learning and using skills for managing worry, Par was able to reduce stress and friction between her and her partner.
- Par who was dealing with significant life events including health issues, paternity suits, and

Work Sober Cont.

outstanding criminal charges--all of which they acknowledge would have been a huge trigger to use, except for the skills and learning they had from group.

- Par was worried about being able to return to normal activities as restrictions listed. Previously the lockdown had prevented them from being near triggering social events (bars, etc.). Par has recently had some opportunities to socialize, and has reported that learning self-awareness skills helped him manage any cravings that arose.
- Par experienced stress within a relationship with their significant other. Learning to set (and keep) helpful boundaries allowed them to let go of things they could not control, especially other people. Par dealt with the stressors that are often a trigger to using.
- Par was not working when she started group. Since she completed her parole, she has found and has been working at a few jobs.
- Par was able to deal with her triggers of family stress, which intensified during the pandemic, her impending legal charges, and a new pregnancy. Given the tools, skills, and group support she now responds to stress in a healthier way.
- Par off work for treatment, and not able to return without meeting employer standards. Counsellor advocated with employer to give Par an additional chance at staying at work and staying away from heavy drug use.
- Par had tried abstinence-based treatment places, but did not feel comfortable, and not able to stay sober longer than a few months. SRWC accepted Par's harm reduction plan, permitting some less dangerous substance use (cannabis) while also encouraging full abstinence from drug of choice. With this plan, Par stayed in recovery for more than 2 years, attending program 150 times.
- Par had no relationship with young son for 7 years. After making changes to their recovery, and receiving specialized counselling, Par is eligible to see son again.
- Par had difficult relationship with their mother. This was causing stress and a trigger to use. In program, Par learned to deal with difficult relationships and now has a positive, low-stress relationship with her.
- It is a powerful lesson for Pars to learn to let go of the shame and guilt that some from having a slip (momentary return to using). Guilt creates a cycle that can result in full relapse. It is very encouraging to hear Pars share times they slipped. Instead of keeping going, they stopped using. Then came back to group, and made a new recovery plan that included managing the trigger that lead to their slip.
- Grief and loss was difficult during the pandemic. Pars could not attend funerals in person, or come together to grieve in person. Our Par who lost two family members in the last 6-7 months has been finding a lot of peace and encouragement from being able to talk with the rest of the group.
- Early in the pandemic, Par lost his grandmother, and both parents hospitalized with COVID-19. SRWC taught Par coping skills for grief, for anxiety and worry. Par had no triggers they could not handle.

Data Visualizations

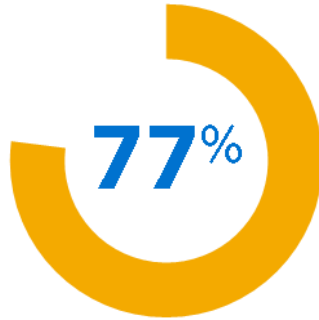


Completion Rates

Access



EO



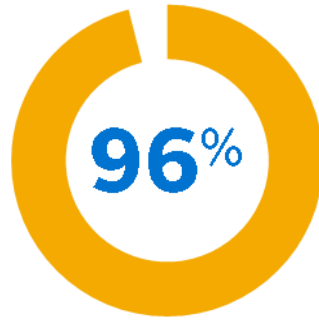
MCR



Couples



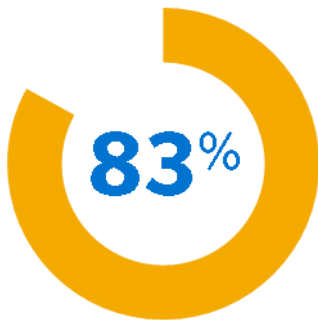
Individual



Family



WCR



Moms

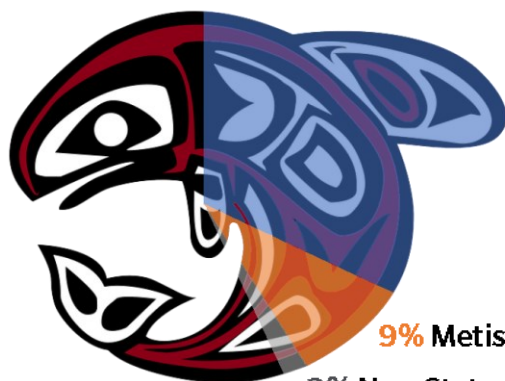


Work Sober



Snapshots

% of people at new intakes identifying as Aboriginal



32% Status Aboriginal Living Outside of Their First Nations Community

9% Metis

2% Non-Status Aboriginal

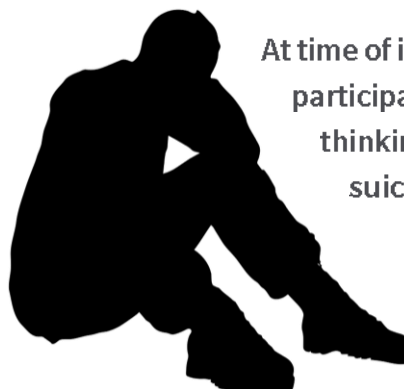
No. of Clients Involved in Other Systems



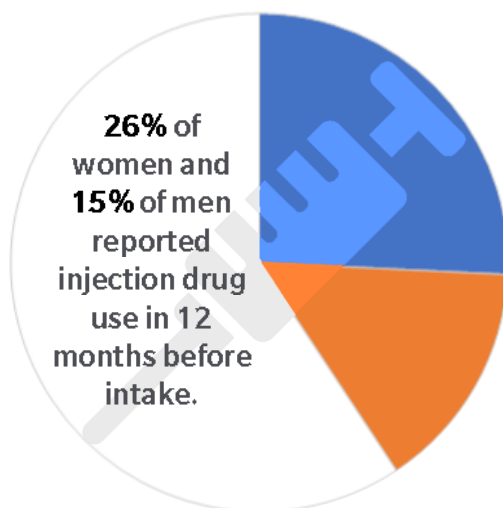
Child and Family Services



Criminal Legal System



At time of intake, **19%** of participants reported thinking about suicide.



26% of women and **15%** of men reported injection drug use in 12 months before intake.

Guiding Principles of Recovery



There are **many pathways** to recovery



Recovery emerges from **hope and gratitude**



Recovery involves rejoining and rebuilding **life in community**



Recovery exists on a **continuum** of improved **health and wellness**



Recovery is **supported** by **peers, friends and families**



Recovery involves a process of **healing and re-definition**



Based on **screening and assessment** procedures, which are **holistic and global**



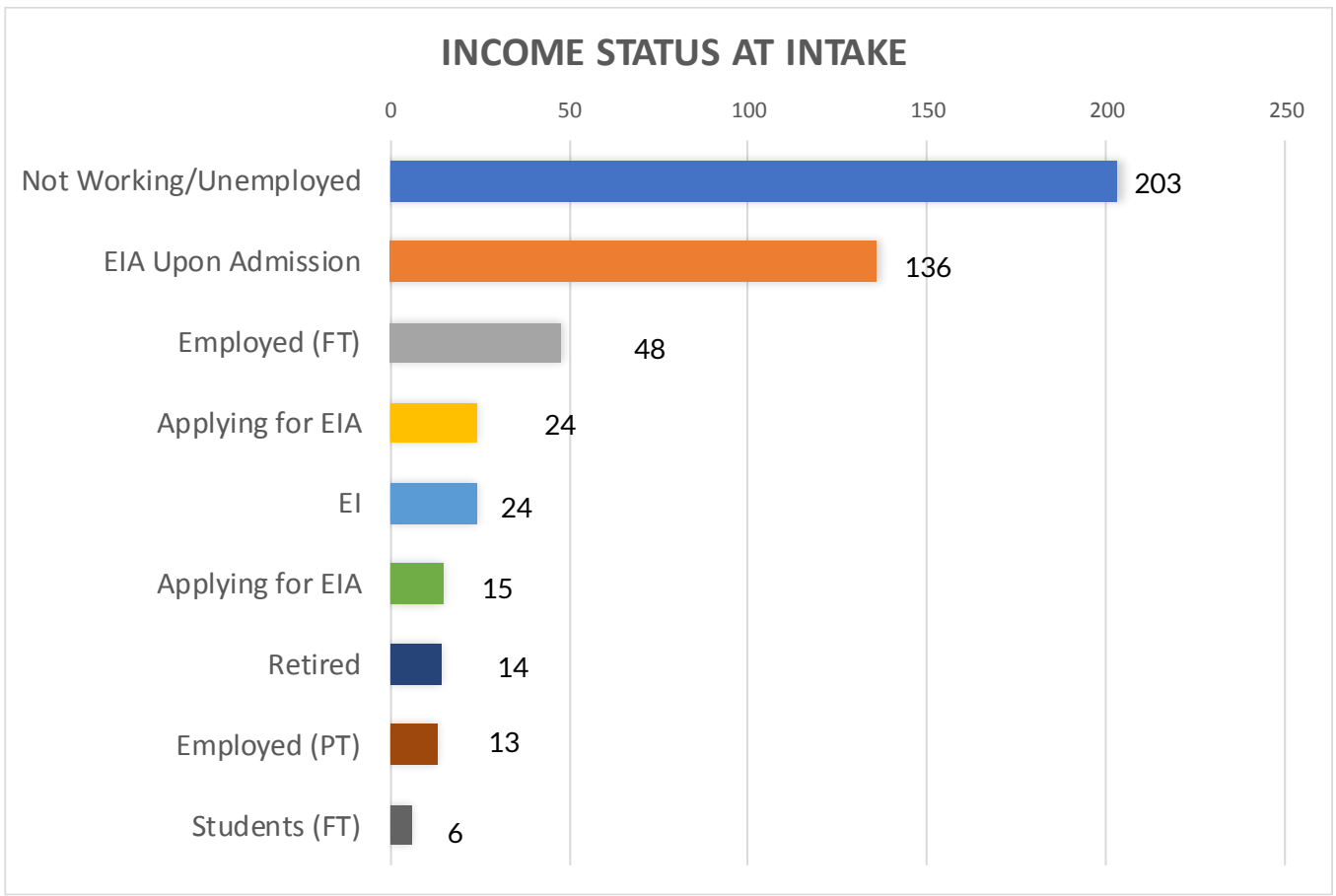
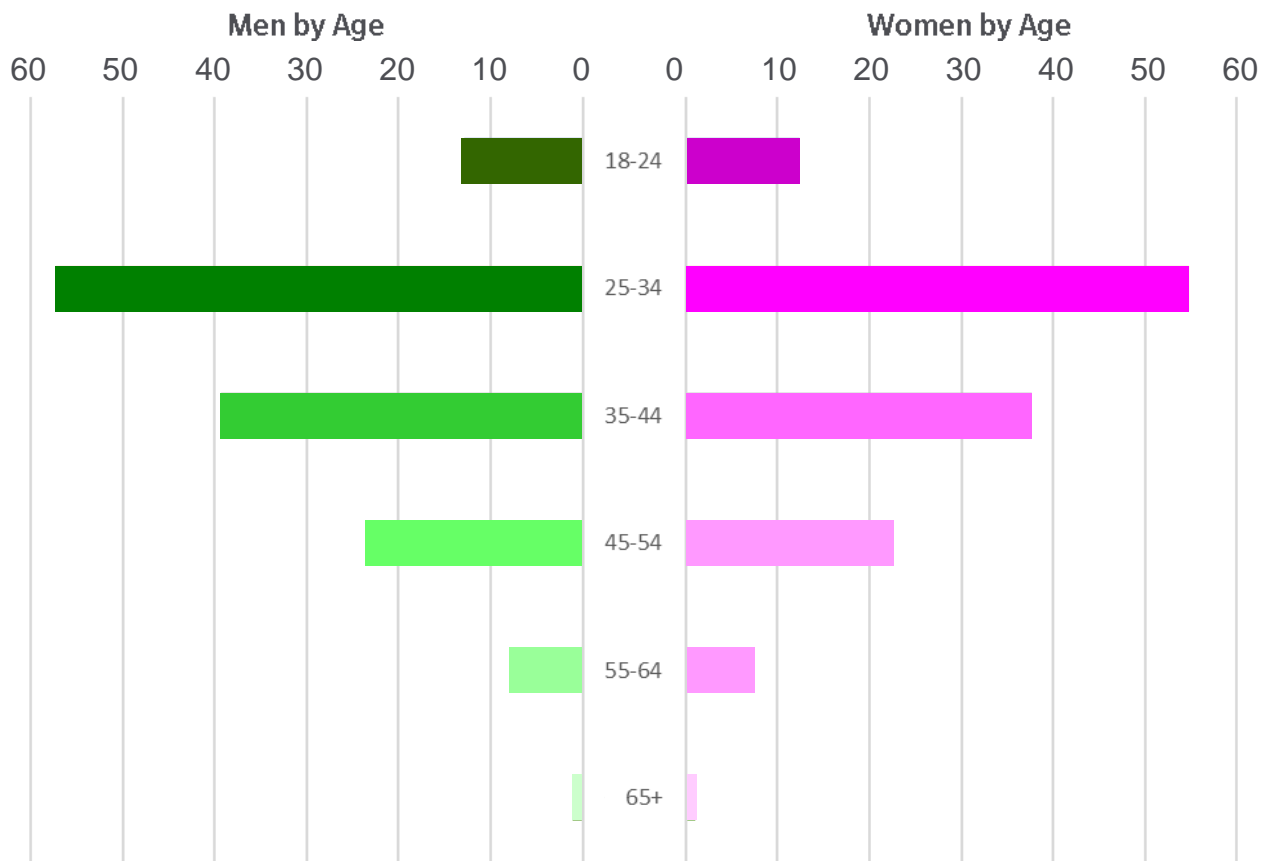
Recovery is **self-directed** and **empowering**



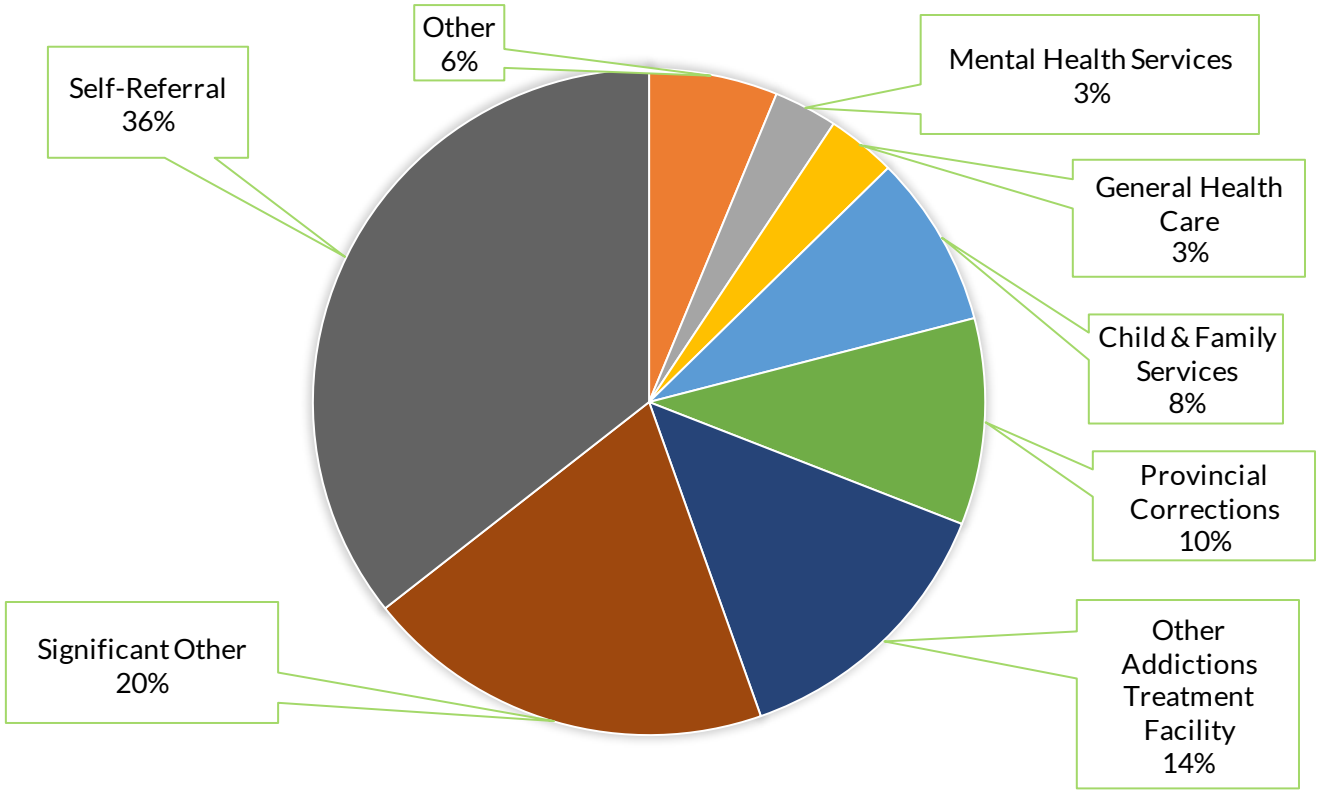
Recovery has **cultural dimensions**



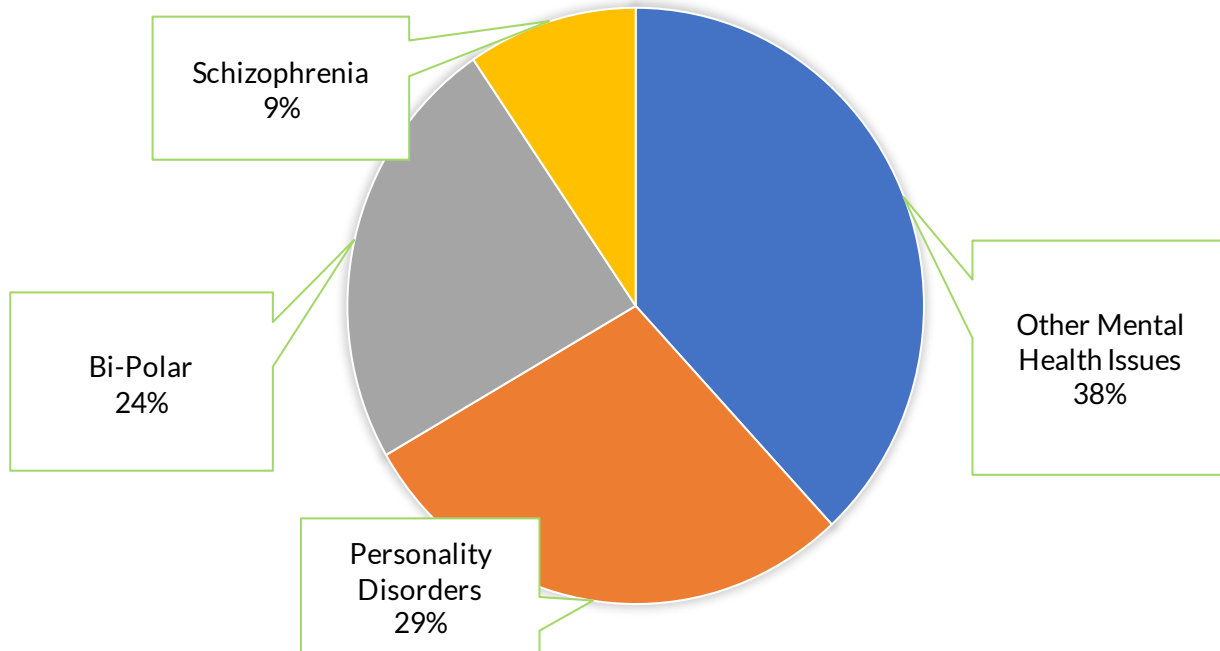
Recovery is holistic



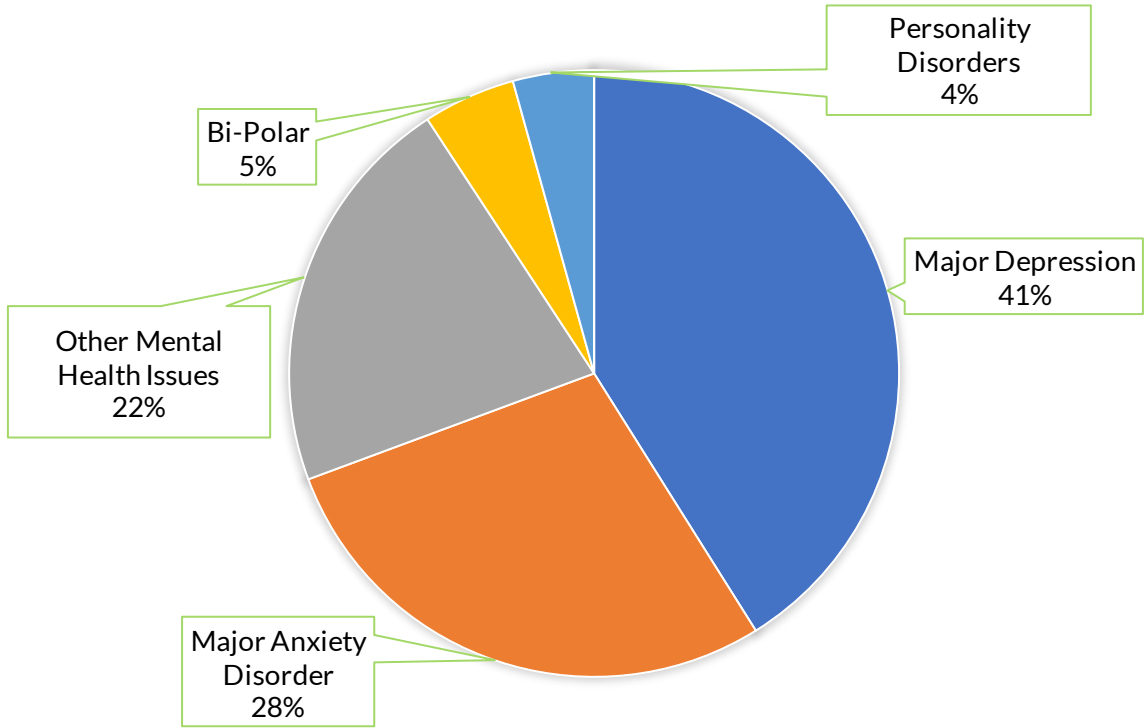
REFERRAL SOURCE (SELF REPORTED)



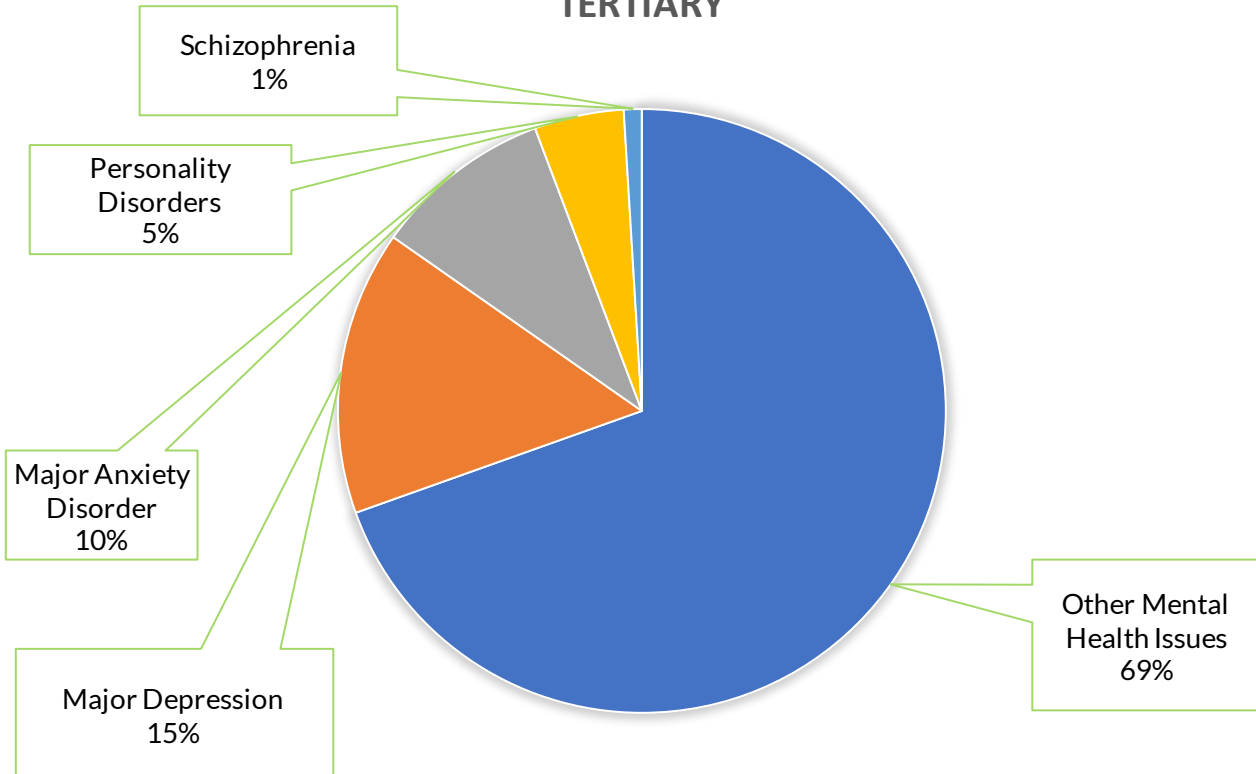
PEOPLE DIAGNOSED OR REPORTED MENTAL HEALTH ISSUES PRIMARY



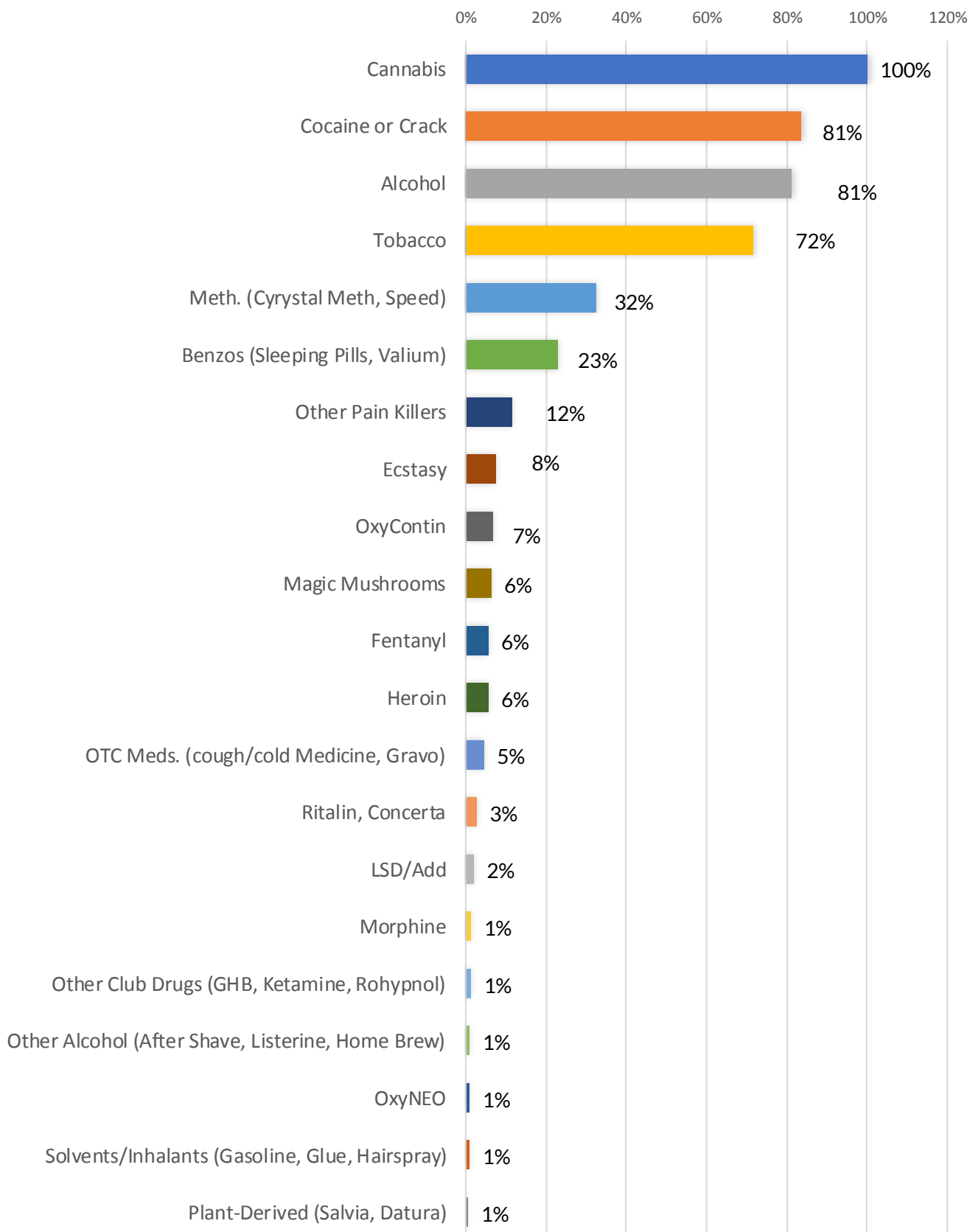
PEOPLE DIAGNOSED OR REPORTED MENTAL HEALTH ISSUES SECONDARY



PEOPLE DIAGNOSED OR REPORTED MENTAL HEALTH ISSUES TERTIARY



REPORTED DRUG USE WININ LAST 12 MONTHS (AT INTAKE)



Website: Landing Pages

Analytics ^{SRWC} All Web Site Data

[Go to report](#)

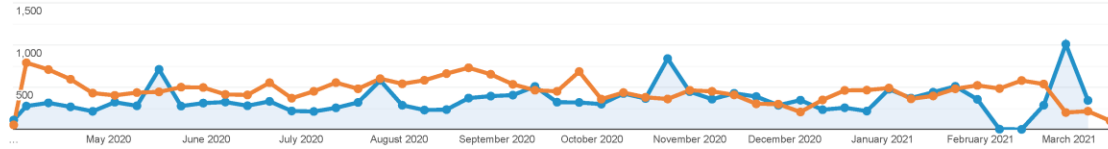
Overview

All Users
+0.00% Pageviews

Apr 1, 2020 - Mar 13, 2021
Compare to: Apr 20, 2019 - Mar 31, 2020

Overview

Apr 1, 2020 - Mar 13, 2021: Pageviews
Apr 20, 2019 - Mar 31, 2020: Pageviews



Pageviews
-25.51%
17,352 vs 23,293

Unique Pageviews
-25.85%
13,818 vs 18,636

Avg. Time on Page
8.45%
00:01:28 vs 00:01:21

Bounce Rate
-10.75%
58.28% vs 65.30%

% Exit
1.69%
46.65% vs 45.88%

Page	Pageviews	% Pageviews
1. /		
Apr 1, 2020 - Mar 13, 2021	5,917	34.10%
Apr 20, 2019 - Mar 31, 2020	6,009	25.80%
% Change	-1.53%	32.18%
2. /contact-us/		
Apr 1, 2020 - Mar 13, 2021	969	5.58%
Apr 20, 2019 - Mar 31, 2020	1,232	5.29%
% Change	-21.35%	5.58%
3. /about/our-team/		
Apr 1, 2020 - Mar 13, 2021	849	4.89%
Apr 20, 2019 - Mar 31, 2020	822	3.53%
% Change	3.28%	38.65%
4. /our-programs/		
Apr 1, 2020 - Mar 13, 2021	769	4.43%
Apr 20, 2019 - Mar 31, 2020	1,412	6.06%
% Change	-45.54%	-26.89%
5. /10-possible-tributes-on-the-anniversary-of-a-loved-ones-death/		
Apr 1, 2020 - Mar 13, 2021	758	4.37%
Apr 20, 2019 - Mar 31, 2020	2,349	10.08%
% Change	-67.73%	-56.68%
6. /the-stages-of-change/		
Apr 1, 2020 - Mar 13, 2021	757	4.36%
Apr 20, 2019 - Mar 31, 2020	435	1.87%
% Change	74.02%	133.61%
7. /about/		
Apr 1, 2020 - Mar 13, 2021	638	3.68%
Apr 20, 2019 - Mar 31, 2020	642	2.76%
% Change	-0.62%	33.40%
8. /programs/womens-continuing-recovery-program/		
Apr 1, 2020 - Mar 13, 2021	479	2.76%
Apr 20, 2019 - Mar 31, 2020	380	1.63%
% Change	26.05%	69.21%
9. /resources-3/		
Apr 1, 2020 - Mar 13, 2021	479	2.76%
Apr 20, 2019 - Mar 31, 2020	431	1.85%
% Change	11.14%	49.19%

Website: Behaviour

Analytics SRWC All Web Site Data

Go to report

Channels

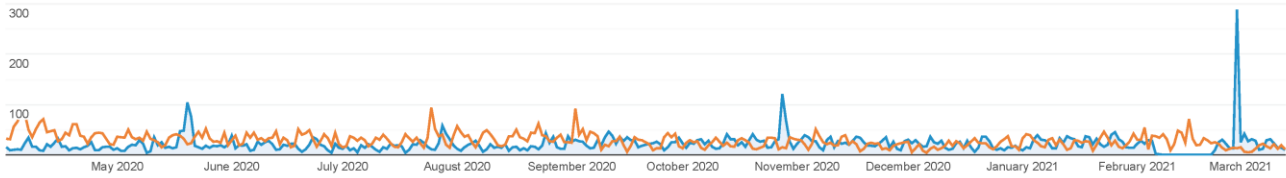
All Users +0.00% Users

Apr 1, 2020 - Mar 13, 2021
Compare to: Apr 20, 2019 - Mar 31, 2020

Explorer

Summary

Apr 1, 2020 - Mar 13, 2021: Users
Apr 20, 2019 - Mar 31, 2020: Users



Default Channel Grouping	Acquisition		Behavior				Conversions		
	Users ↓	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	25.67% ↓ 6,560 vs 6,852	25.73% ↓ 6,553 vs 6,823	24.25% ↓ 8,095 vs 10,666	10.75% ↓ 58.28% vs 65.30%	1.66% ↓ 2.14 vs 2.18	5.12% ↑ 00:01:40 vs 00:01:35	0.00% 0.00% vs 0.00%	0.00% 0 vs 0	0.00% \$0.00 vs \$0.00
1. Organic Search									
Apr 1, 2020 - Mar 13, 2021	4,507 (67.52%)	4,418 (67.42%)	5,591 (69.07%)	56.48%	2.25	00:01:52	0.00%	0 (0.00%)	\$0.00 (0.00%)
Apr 20, 2019 - Mar 31, 2020	6,222 (69.32%)	6,118 (69.34%)	7,553 (70.68%)	62.08%	2.29	00:01:41	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	-27.56%	-27.79%	-25.98%	-9.02%	-1.79%	10.61%	0.00%	0.00%	0.00%
2. Direct									
Apr 1, 2020 - Mar 13, 2021	1,466 (21.96%)	1,463 (22.33%)	1,695 (20.94%)	73.86%	1.65	00:00:59	0.00%	0 (0.00%)	\$0.00 (0.00%)
Apr 20, 2019 - Mar 31, 2020	2,014 (22.44%)	2,007 (22.75%)	2,271 (21.25%)	78.86%	1.70	00:01:03	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	-27.21%	-27.11%	-25.36%	-6.34%	-2.89%	-7.50%	0.00%	0.00%	0.00%
3. Referral									
Apr 1, 2020 - Mar 13, 2021	582 (8.72%)	559 (8.53%)	680 (8.40%)	29.41%	2.62	00:01:56	0.00%	0 (0.00%)	\$0.00 (0.00%)
Apr 20, 2019 - Mar 31, 2020	402 (4.48%)	374 (4.24%)	481 (4.50%)	38.25%	3.24	00:03:05	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	44.78%	49.47%	41.37%	-23.11%	-19.14%	-37.20%	0.00%	0.00%	0.00%
4. Social									
Apr 1, 2020 - Mar 13, 2021	120 (1.80%)	113 (1.72%)	129 (1.59%)	83.72%	1.47	00:00:39	0.00%	0 (0.00%)	\$0.00 (0.00%)
Apr 20, 2019 - Mar 31, 2020	338 (3.77%)	324 (3.67%)	381 (3.57%)	82.41%	1.49	00:00:50	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	-64.50%	-65.12%	-66.14%	1.58%	-0.85%	-22.18%	0.00%	0.00%	0.00%

Rows 1 - 4 of 4

Facebook and Instagram

Audience

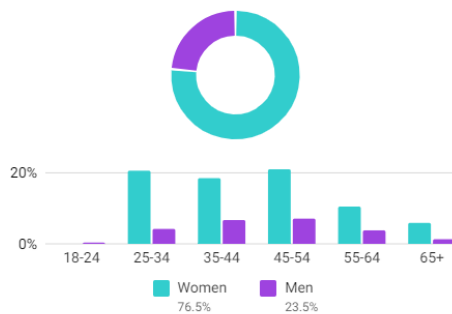
Audience

Current Audience Potential Audience

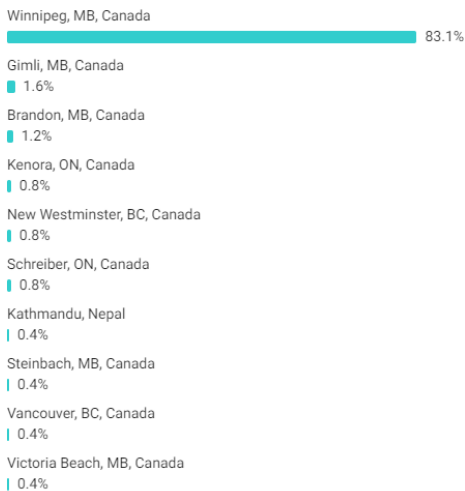
Facebook Page Likes

249

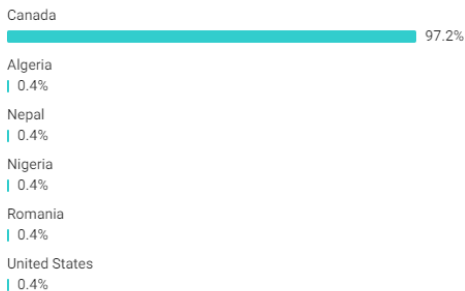
Age & Gender



Top Cities



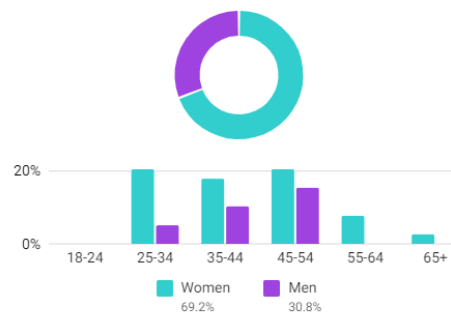
Top Countries



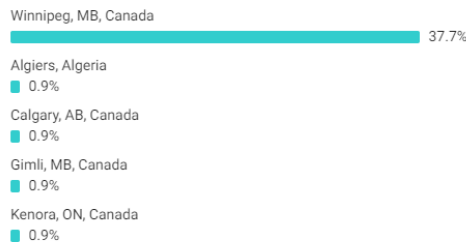
Instagram Followers

114

Age & Gender



Top Cities



Top Countries



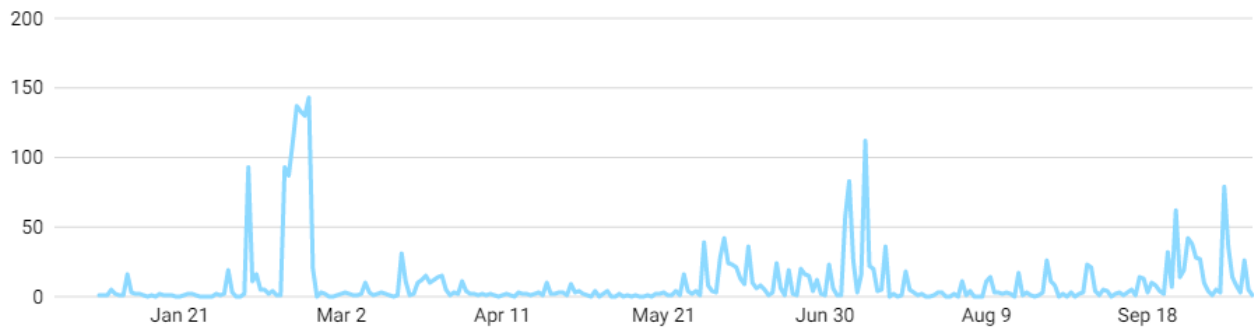
Facebook and Instagram

Reach/Interactivity

Results

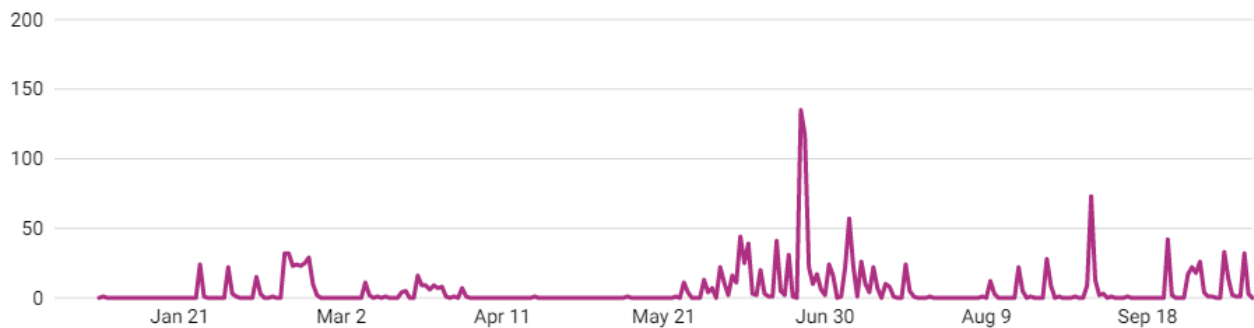
Facebook Page Reach ⓘ

1,489 ↓ 22.1%

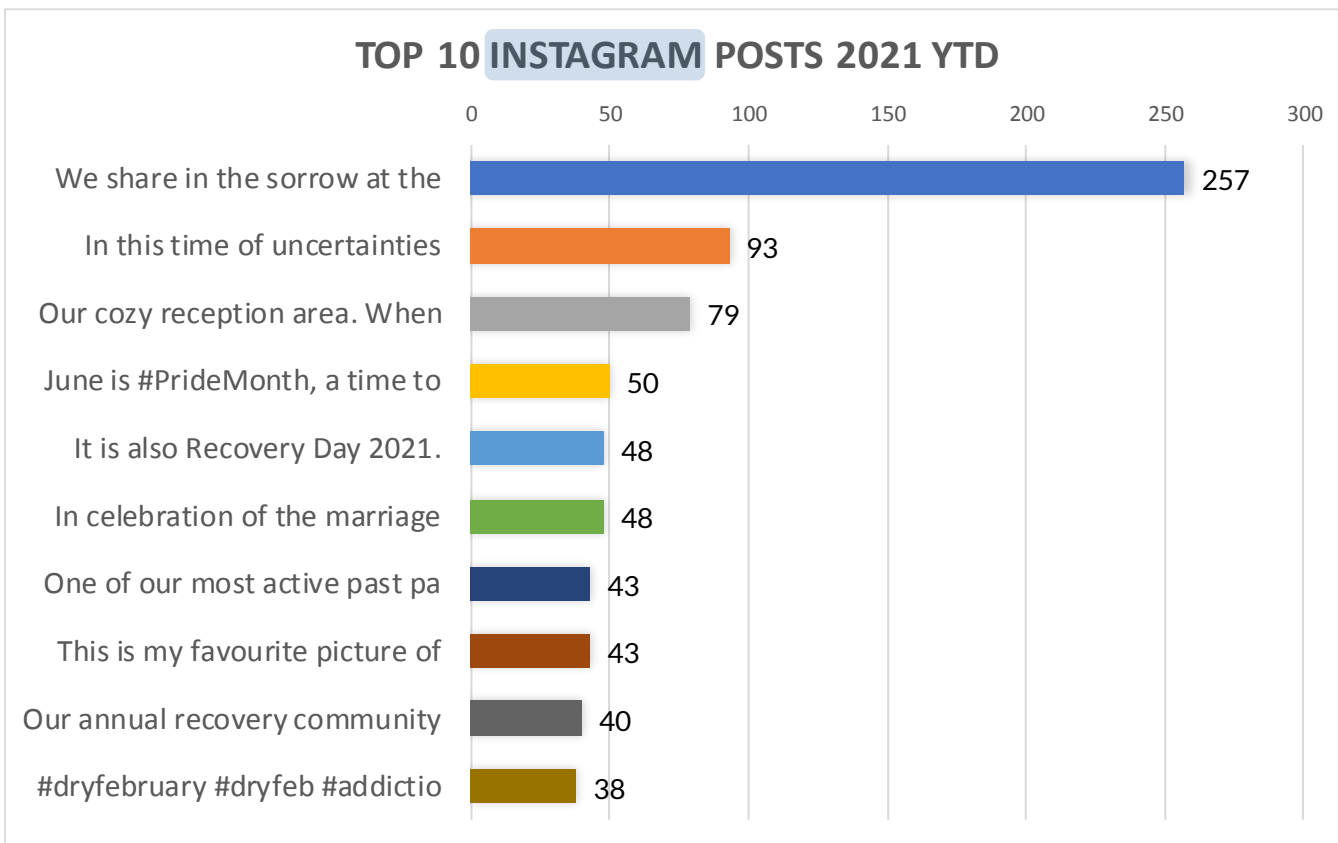
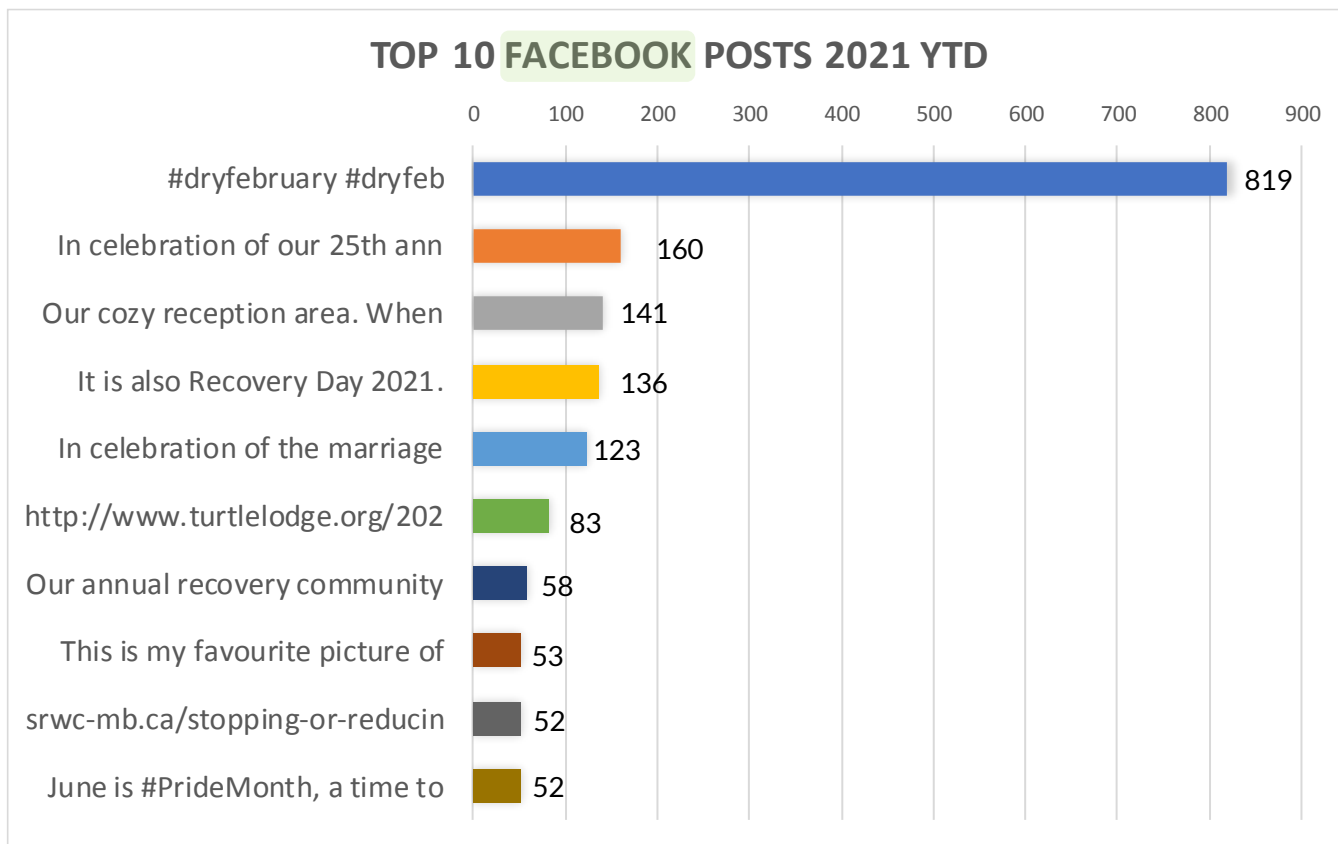


Instagram Reach ⓘ

915 ↑ 6.0K%



Top Posts





**YOUR PATHWAY
TO HOPE AND
HEALING
SINCE 1996**