



Sunrise Healing Lodge Society Annual Program Service Activity Report 2020-2021

Vision Statement: Providing a Path to Recovery through Spirituality and Culture

Mission Statement: Recovery from Addictions

Agency Highlights:

Important Activities at Sunrise:

- Our Alumni is still active and hold meetings outside of Sunrise due to COVID-19 Pandemic. They support our clients with an online 12 Step Meeting every Friday, a 12 Step Speaker meeting on Saturdays, and continue to sponsor our Inpatient and Outpatient clients.
- The male clients and 3 Staff members participated in a camping trip at URSA Retreat Centre in November through our Cultural Initiatives for Healing Program. Groups were held as normal, with more Indigenous teachings and outdoor activities during this time.
- We went sage picking 5 times last year with clients at Nose Hill and clients also enjoyed traditional Indigenous teachings at the same time.

- One of our staff members has been part of the Calgary Indigenous Court since it opened in September 2019. There are weekly meetings where agency representatives from all over the city discuss the best placement and supports for a client to positively assist them in their involvement in the legal system.
- While there have been modifications over the past year due to the COVID-19 Pandemic, our clients continue to participate in all aspects of programming during their 70 Day Treatment stay. This includes individual sessions with their Counsellor, cultural activities and ceremony, sharing circles, and group sessions.
- We hosted 7 Social Work and Addiction Studies practicum students this past year, with a modified schedule to accommodate COVID-19 restrictions. Sunrise is a popular agency for students to do their practicum at and unfortunately we could not accommodate all the students that applies.
- Our Sweat Lodge Ceremonies have been on hold since March 2020 due to the Pandemic, fortunately we have been able to continue with modified Pipe Ceremonies, increased Elder visits to 3 Elders that come to Sunrise, and hosted Indigenous Drummers and Dancers. Sunrise clients also continue to participate in cultural crafting, making Dreamcatchers, Medicine Pouches, and Ribbon Skirts and Shirts.
- The Cultural Initiative for Healing continues to be funded by FCSS. We are so grateful for this funding as we see this initiative as so very important for Clients, Staff and the Calgary Community. Our Indigenous Initiatives Coordinator presents on average 20 groups per month to Outpatient and Inpatient clients. Yearly he trains our staff for a full day and presents to other agencies as requested.
- Our Family Counselling Program Funded by FCSS saw 151 clients enrolled in the program up from 109 of the previous year. This program is recognized as a very helpful addition to our clients who often have Child and Family Services involvement because of their addictions issues. We are grateful to have this programs funding continued until at least December 2021.

Community Collaborations:

- Sunrise welcomes 12 Step speakers from several 12 Step Fellowships to share their experience, strength, and hope with our Inpatient clients.
- Smile Dental Bus continues to see Clients every second Tuesday afternoon to offer teeth cleaning for those who request. All clients with dental coverage are able to access this. We

recently connected with Emergency Dental Services at Sheldon Chumir and were provided with coupons for low-income clients to use in dental emergencies.

- Safeworks nurses come to Sunrise every two weeks, and as needed to see additional clients or for specific testing. Safeworks provides Clients with STD testing, pregnancy tests, HEP A & B and tetanus vaccinations.
- Oxford House is still a primary partner, housing many of our Clients after treatment. As well Clients are accessing the Dream Centre, the SORCe, Calgary Housing, and other Calgary second-stage housing.
- Representatives of the Agency sit on the Bow Valley College Addictions Studies Advisory Committee and the Social Work Advisory Committee.
- Working alliances involved with our service delivery are: Renfrew Recovery Centre Detox (RRC), Calgary Alpha House Detox/D.O.A.P team, Alberta Health Services – Mobile Response Team, Oxford House, Indigenous Elders, CUPS, Head Smashed In Buffalo Jump, Blue Bottle Pharmacy, Bow Valley College, Elbow River Healing Lodge, Mustard Seed, The Distress Centre, Dream Centre, Kids Up Front and the SORCe.

COVID-19:

- Sunrise was in Outbreak Status for 4 weeks, from the end of November 2020 until just before Christmas 2020, after a client later tested positive after being admitted to the Inpatient program. We were able to isolate her the day of her Admission thus keeping COVID-19 away from anyone else in the centre with no one falling ill to the virus – neither clients nor staff. We feel this was a great accomplishment and we did not experience any other instances of COVID-19 amongst our clients, which has continued up until this writing (mid June 2021).

General Program News:

This past year saw our counsellors presenting approximately 2076 recovery/culturally based groups (down from 2128 the previous year) to clients in the Inpatient and Outpatient Treatment Programs. Cumulative attendance of Clients to these groups 18165, which was down from the year before at 20707. This decrease in attendance can directly be attributed to the COVID-19 global pandemic.

The evaluations submitted by Clients in the two core programs were very positive when asked how our programs and our facility fulfilled their needs for 2020-2021.

Results of Program/Accommodation Evaluations
- Inpatient Treatment Program

Inpatient Treatment Client's Evaluation Responses:

Question	2020-2021	2019-2020
Male or Female	Male 55% – Female 45%	57% Male – 43% Female
Were our services easy to access?	Yes - 94% No - 6%	Yes - 100% No - 0%
Overall, how did our services meet your needs?	Excellent = 70% Good = 23% Fair = 6% Poor = 0%	Excellent + Good = 98% Fair + Poor = 2%
Please tell us what you thought of the accommodations at Sunrise?	Excellent = 50% Good = 43% Fair = 6% Poor = 1%	Excellent + Good = 93% Fair + Poor = 7%
Would you recommend our services to others?	Yes - 98% No - 0% 3 – No Answer	Yes - 100% No - 0%

PLM Outcomes – Inpatient Pre and Post Evaluations:

Question	2020-2021	2019-2020
After completing treatment, my understanding of emotional, mental, physical and spiritual balance and well-being is? (ST1)	<ul style="list-style-type: none"> • Very good understanding – 79% • Good understanding - 21% • Don't know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 78% • Good understanding - 22% • Don't know – 0% • Poor understanding – 0%
After completing treatment, my awareness/understanding of Indigenous culture and sense of identity is? (ST1)	<ul style="list-style-type: none"> • Very good understanding – 62% • Good understanding - 37% • Don't know – 1% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 57% • Good understanding - 42% • Don't know – 1% • Poor understanding – 0%
After completing treatment, my awareness/understanding of the resources in the community	<ul style="list-style-type: none"> • Very good understanding – 64% • Good understanding - 34% 	<ul style="list-style-type: none"> • Very good understanding – 73% • Good understanding - 26% • Don't know – 1%

that could help me with my addiction issues is? (ST1)	<ul style="list-style-type: none"> • Don't know – 2% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Poor understanding – 0%
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Other Inpatient Program Statistics:

- The percentage of repeat Clients was 9% for this year – 10 males and 8 females. This number has increased slightly from the previous year at 7%.
- 63% of our Clients self identified as Indigenous (First Nation, Non-Status, Metis and Inuit), which is a slight increase from last year (57%).

The ages of our Clients are comparable to what we have found in past years:

2020-2021	2019-2020
18-24 – 9%	18-24 – 12 %
25-34 – 45%	25-34 – 40%
35-44 – 25%	35-44 – 29%
45-54 – 15%	45-54 – 14%
55-64 – 6%	55-64 – 5%
65+ – 0%	65+ – 1%

The number of inpatient Clients who reported no fixed address (NFA) at the beginning of their treatment were 76.

2020-2021

2019-2020

<u>Client Primary Addictions</u>	<u>Client Secondary Addictions</u>		<u>Client Primary Addictions</u>	<u>Client Secondary Addictions</u>
Gambling – 0%	Gambling – 4%		Gambling – 0%	Gambling – 3%
Alcohol – 55%	Alcohol – 18%		Alcohol – 56%	Alcohol – 17%
Marijuana – 2%	Marijuana – 13%		Marijuana – 1%	Marijuana – 12%
Crack – 2%	Crack – 4%		Crack – 5%	Crack – 4%
Cocaine – 9%	Cocaine – 10%		Cocaine – 6%	Cocaine – 12%
Prescription Drugs – 0%	Prescription Drugs – 4%		Prescription Drugs – 1%	Prescription Drugs – 2%
Crystal Meth – 29%	Crystal Meth – 15%		Crystal Meth – 28%	Crystal Meth – 12%
Ecstasy – 0%	Ecstasy – 0%		Ecstasy – 0%	Ecstasy – 0%
Heroin – 0%	Heroin – 2%		Heroin – 0%	Heroin – 3%

Fentanyl – 0% (1)	Fentanyl – 2% (5)		Fentanyl – 1%	Fentanyl – 1%
Opiates – 0%	Opiates – 1%		Opiates – 2% (2)	Opiates – 1%
Nicotine – 0%	Nicotine – 4%		Nicotine – 0%	Nicotine – 3%
Other – 0%	Other – 1%		Other – 0%	Other – 3%
	No Secondary Addiction or No Answer – 20%			No Secondary Addiction or No Answer – 28%

Alcohol as Primary Addiction:

Historically Consistent - The majority of the Inpatient Clients have an addiction to alcohol – 55%.

COVID-19 Inpatient Program Attendance:

Despite COVID-19 and the precautions prescribed, the agency succeeded in retaining clients and as a consequence there was an increase in the client group attendance numbers - an increase of 1233 for a total of 18624. Please note this number reflects each time a client attends a group.

Results of Program/Accommodation Evaluations
– Outpatient Treatment Program

Outpatient Client Evaluation Responses:

Question	2020-2021	2019-2020
Male or Female	Male - 63% Female - 64%	Male - 41% Female - 59%
Overall, how did our services meet your needs?	Excellent + Good = 100% Fair + Poor = 0%	Excellent + Good = 100% Fair + Poor = 0%
Please rate/comment on your Outpatient program at Sunrise?	Excellent + Good = 100% Fair + Poor = 0%	Excellent + Good = 100% Fair + Poor = 0%
Would you recommend our services to others?	Yes - 100 % 1 – No Answer	Yes - 100%
Were our services easy to access?	Yes - 100% 2 – No Answer	Yes - 100%

Here is a summary of our Client’s feedback from the questions posed to them at the end of their treatment programs compared to the beginning of their program.

PLM Outcomes – Outpatient Pre and Post Evaluations:

Question	2020-2021	2019-2020
After completing treatment, my understanding of emotional, mental, physical and spiritual balance and well-being is? (ST1)	<ul style="list-style-type: none"> • Very good understanding – 93% • Good understanding - 7% • Don't know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 96% • Good understanding - 4% • Don't know – 0% • Poor understanding – 0%
After completing treatment, my awareness/understanding of Indigenous culture and sense of identity is? (ST1)	<ul style="list-style-type: none"> • Very good understanding – 50% • Good understanding - 50% • Don't know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 74% • Good understanding - 26% • Don't know – 0% • Poor understanding – 0%
After completing treatment, my awareness/understanding of the resources in the community that could help me with my addiction issues is? (ST1)	<ul style="list-style-type: none"> • Very good understanding – 50% • Good understanding - 50% • Don't know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 78% • Good understanding - 22% • Don't know – 0% • Poor understanding – 0%

Other Outpatient Program Statistics:

- There were 26 repeat Clients who attended our Outpatient program – 10 males and 17 females. The number of repeat clients is comparable to last year.
- 58% of our Clients self identified as Indigenous (First Nation, Non-Status, Metis and Inuit), which is a increase from last year (44%).

Outpatient Client Ages:

2020-2021	2019-2020
18-24 – 6%	18-24 – 10%
25-34 – 34%	25-34 – 41%
35-44 - 37%	35-44 - 36%
45-54 – 16%	45-54 – 12%
55-64 – 8%	55-64 – 1%
65+ - 0%	65+ - 0%

The number of Outpatient Clients who reported no fixed address (NFA) were 0. Clients who choose to attend our Outpatient treatment program usually have a place to live so don't choose to stay at the centre.

2020-2021**2019-2020**

<u>Client Primary Addictions</u>	<u>Client Secondary Addictions</u>		<u>Client Primary Addictions</u>	<u>Client Secondary Addictions</u>
Gambling – 1%	Gambling – 4%		Gambling – 1%	Gambling – 4%
Alcohol – 63%	Alcohol – 13%		Alcohol – 58%	Alcohol – 13%
Marijuana – 3%	Marijuana – 9%		Marijuana – 3%	Marijuana – 15%
Crack – 1%	Crack – 6%		Crack – 3%	Crack – 2%
Cocaine – 9%	Cocaine – 13%		Cocaine – 9%	Cocaine – 14%
Prescription Drugs – 1%	Prescription Drugs – 0%		Prescription Drugs – 1%	Prescription Drugs – 1%
Crystal Meth – 0%	Crystal Meth – 12%		Crystal Meth – 22%	Crystal Meth – 8%
Ecstasy – 0%	Ecstasy – 0%		Ecstasy – 0%	Ecstasy – 0%
Heroin – 0%	Heroin – 1%		Heroin – 0%	Heroin – 0%
Fentanyl – 3%	Fentanyl – 1%		Fentanyl – 0%	Fentanyl – 3%
Opiates – 2%	Opiates – 0%		Opiates – 2%	Opiates – 1%
Nicotine – 0%	Nicotine – 4%		Nicotine – 0%	Nicotine – 3%
Other – 1%	Other – 1%		Other – 1%	Other – 4%
	No Secondary Addiction – %			No Secondary Addiction – 31%

Alcohol as Primary Addiction:

Historically Consistent - The majority of the Outpatient Clients we see have a primary addiction to alcohol - 63%.

COVID-19 Outpatient Program Attendance:

There were less Outpatient client’s attending our treatment program groups this year because we had to stop all Outpatient attendance 3 times this past year because of the necessity of Sunrise observing more stringent COVID-19 precautions from time to time. Our Outpatient client group attendance was down by 800.

Anecdotal Story**#1:****How Sunrise Changed My Life**

Before I came to Sunrise, I was a very broken person. I was unhappy with my life. I didn't know who I was or where I was going. But I did know my addiction was taking me down a very dark path. I felt hopeless, like it was never going to get better, and that that was my life. I know now today, that isn't the truth, and I don't have to live that way anymore. Making the decision to come to Sunrise wasn't easy, but I am so grateful I did. Sunrise has given me the tools and taught me how to live a clean sober life, free from the misery of addiction. The Sunrise staff have been excellent in helping me on my journey. They gave me the tools, but I had to put in the work, I am a changed person today. I was hopeless before, but now I have hope. I was very unhappy, but I have regained happiness, and have a positive outlook on life. I had no self-worth but now I know I am worthy. I lost myself in my addiction, and now I have found myself. I have the drive to keep moving forward, and to continue striving for greatness. I couldn't have done it on my own, and I needed help, and that's okay. Because now I have so much to look forward to. I am looking forward to starting my new life, and being the best me I can be. Sunrise has really changed my life, and I will forever be grateful.

Tristen P.

#2:

When I first walked thru the doors of Sunrise I was a broken person. I felt unlovable, unworthy, untrustworthy, lonely and scared. I had alienated most of my friends and my family had almost given up on me.

I honestly didn't want to admit I was an addict/alcoholic because these were the people pushing the shopping carts and leaving under bridges. I know I drank too much and did way too many drugs but I still had a house, my dog and wasn't too badly in debt. Who was I kidding?

However I was full of all the shame, remorse, guilt, loneliness and every other bad emotion there is.

It didn't take me long to connect with every single person here. Low and behold they were all exactly like me. Worried no one could or would love them. There was no possible way to live without drinking or drugging. Scared that I couldn't get clean. Within days my thinking cleared, I listened with everything I had and I saw the people that had been here for quite a while seemed happy and content and truly believed that they had found the solution,. I couldn't believe it they had what I wanted. From there on I haven't looked back.

I found spirituality, God granted me little gifts and subtly showed me a path to follow. It wasn't long before I walked with my head held high, my mind open, my heart willing. I don't suffer from obsession of the mind anymore.

If I can give you a few small words and big encouragements to find recovery.

Give your everything, love yourself and please, please, please forgive yourself.

If you can, avoid just hearing, truly listen, read your big book daily, take a half hour every day to just be by yourself while you reflect on what you have learned that day, write one good thing you believe you can do, write one good thing that happened that day, write one nice thing that you did that day.

But most important go to Sunrise Healing Lodge.

The combination of such a comprehensive 12 step program combined with a spiritual element, ceremonial room and a building full of love and healing will definitely help you achieve everything I have.

Sincerely,
Jessica B.

Service Level Expectations

- A summary of all Client related incidents that occurred in the program during the year. (As per AHS policies, all critical incidents must also be reported to the AHS at the time of occurrence).
 - No physical altercations or severe injuries were reported during 2020-2021.
 - All Clients entering treatment that have had a fall within the past 3 months undergo a Fall Evaluation – 8 evaluations were done with Clients during this past reporting year. Two of these falls were on Sunrise property – One client fell after trying to stand up after her foot had fallen asleep. She was sent to the hospital to ensure all was well. The other client rushed to stop a tray of dishes from falling and fell on her bottom. Neither client experienced lingering effects from their fall.
 - Suicide Assessments are done on Clients who were expressing ideation, had experienced ideation or a suicide attempt in the 3 months preceding admission to our Inpatient or Outpatient programs. There were 55 Suicide Assessments completed with 45 follow-up assessments.
 - Sixty-Six (66) trips to the clinic or hospital were made by Clients, with primarily pre-existing concerns for example:
 - As noted above – client’s foot fell asleep and she fell.
 - Skin irritation
 - Ear ache
 - Bladder infection
 - Abscess tooth
 - Constipation
 - Pain in leg
 - Leg swelling

- Diarrhea
 - Chest pain
 - High blood pressure
 - Flu symptoms (before COVID-19)
 - Stomach ache
 - Stomach ulcer
 - Mental Health issues
 - Rash
 - Allergic reaction
- An aggregate summary of all Client complaints regarding the services provided or about the Service Provider
 - We received a complaint from a client concerning one of our staff members. Upon closer investigation client had escalated (loud and aggressive) when spoken to about self administration of Medication – He had tipped the bottle into his mouth to take his meds, instead of putting one pill in the little cup provided for this purpose. When the client would not calm down he was instructed to leave the residential area of the facility and was advised that his treatment was terminated. The staff member’s supervisor followed up with the client at the client’s request the next day however he would not take ownership for his part in the altercation with staff.
 - Documented evidence of current insurance coverage as per Agreement requirements
 - Previously sent

Service Level Expectations:

a) Service level delivery outputs have been identified in the output section of the logic model previously submitted.

b) Specific service indicators and outcomes expected during the term of the Agreement:

- The number of Clients served in the Inpatient Treatment Program during the 2020-2021 fiscal year was 204. This number is less than in the previous year and the decrease is clearly attributed to the COVID-19 pandemic.
- The number of Clients served in the Outpatient Treatment Program during the 2020-2021 fiscal year was 92. This number is less than in the previous year and the decrease is clearly attributed to the COVID-19 pandemic.

c) Identification of measurement tools to be used and methodology regarding the collection of the outcome measures:

Client Evaluations	Indicator	Outcome Measurement Tool	Methodology and Reporting Schedule
Inpatient Treatment	Pre and Post Service Evaluation	Client Satisfaction Survey	As per PLM - End of Service Evaluations Completed (93% returned)
Outpatient Treatment	Pre and Post Service Evaluation	Client Satisfaction Survey	As per PLM - End of Service Evaluations Completed (100% returned)

Respectfully Submitted:

Leslie Big Bull, Executive Director

Jodie Uzelman, Director of Programs and Initiatives