



Sunrise Healing Lodge Society Annual Program Service Activity Report 2021-2022

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

Mission Statement: Recovery from Addictions

Agency Highlights:

Important Activities at Sunrise:

- Our Alumni are still active and have resumed having business meetings at Sunrise. They support our clients by attending the Marble Ceremony, a Building on Recovery Group in Week 9, facilitate a speaker meeting on Saturdays for Inpatients, and continue to sponsor our Inpatient and Outpatient clients.
- Staff and clients were able to take trips to Blackfoot Crossing and Kananaskis in the Fall to enjoy some land-based cultural teachings.
- We went sage picking 5 times last year with clients at Nose Hill and clients also enjoyed traditional Indigenous teachings at the same time.

- While there have been modifications over the past year due to the continuing 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 6 Social Work and Addiction Studies practicum students this past year, and continue to be grateful for the relationships with local post-secondary institutions. Sunrise is a popular agency for students to do their practicum at and unfortunately we could not accommodate all the students that applied.
- Our Sweat Lodge Ceremonies have been reintroduced, and clients have used both the Lodge at Sunrise, and have been able to take trips to Tsuut'ina to sweat at an Elder's Lodge on the land. We have been able to continue with modified Pipe Ceremonies, Elder visits that provide 1-1 support to clients, and have hosted Indigenous Drummers. 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 Cultural 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 228 clients enrolled in the program up from 151 of the previous year. This program is recognized as a very helpful addition to our clients who need support with parenting, family communication, conflict resolution, and healing as a family from addiction and intergenerational trauma.
- Since Fall of 2021, Sunrise has been pleased to offer EAGLE Circle for female Inpatient clients. This 10 Week Program offers education on women and anger, self-worth, relationships and boundaries. Since January 2022, Sunrise has also been able to offer CROW group for male Inpatient clients, this 10 Week Program covers anger management, healing relationships, healthy values and boundaries.
- Sunrise Healing Lodge has also increased our contact with Alumni after they complete the program, our staff conduct follow-up calls at regular intervals for the first year after program completion. Staff are able to offer support, resource information, and food bank/household item referrals.

- Our Alumni activity has increased since the previous year with more Alumni taking advantage of our drop-in group attendance. There were 362 times Alumni attended 132 groups, which we are pleased about. This is a huge increase from the previous year with 8 times only that an Alumni member had attended groups.

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.
- 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.
- The Journeys Program through McMan is a relatively new partnership. They come to the Sunrise Family Counselling Program every 6 weeks to present on their program. It includes individualized support for women with addiction, a free education series for family members/supports, and relapse prevention workshops.
- 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, Blackfoot Crossing, Blue Bottle Pharmacy,

Bow Valley College, Elbow River Healing Lodge, Mustard Seed, The Distress Centre, Dream Centre, Journeys and the SORCe.

COVID-19:

- Sunrise has continued to effectively manage the ongoing pandemic through enhanced cleaning protocols, masking policy, and education for staff and clients. Sunrise has not experienced any in-house transmission of COVID-19.

General Program News:

This past year saw our counsellors presenting approximately 2825 recovery/culturally based groups (up from 2076 the previous year) to clients in the Inpatient and Outpatient Treatment Programs. Cumulative attendance of Clients to these groups was 19661 this past year up from 18165 the year previous.

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 2021-2022.

Results of Program/Accommodation Evaluations
– Inpatient Treatment Program

Inpatient Treatment Client’s Evaluation Responses:

Question	2021-2022	2020-2021
Male or Female	Male 30% – Female 66% Gender Fluid – 3%	Male 55% – Female 45%
Overall, how did our services meet your needs?	Excellent = 70% Good = 24% Fair = 6% Poor = 0%	Excellent = 70% Good = 23% Fair = 6% Poor = 0%
Please tell us what you thought of the accommodations at Sunrise?	This question has been phased out as we are acquiring this information in another form.	Excellent = 50% Good = 43% Fair = 6% Poor = 1%
Would you recommend our services to others?	Yes - 100% No - 0%	Yes - 97% No - 0% 3% – No Answer
Group sessions/teachings were helpful.	Excellent = 75% Good = 18% Fair = 5%	New for 2021-2022

	Poor = 10%	
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Client Comments: Family Class was critical, more crafts. I would like to thank everyone one here, It was very very helpful and all the supports offered are wonderful. I can't wait to come back as Alumni. I found my spirituality and reconnected with God through this program. So happy I worked all 12 steps too. You guys are awesome! This has been an incredible experience and I thank you for giving me my life back! Will miss this place :(

PLM Outcomes – Inpatient Pre and Post Evaluations:

Question	2021-2022	2020-2021
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 – 77% • Good understanding - 23% • Don't know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 79% • Good understanding - 21% • 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 – 73% • Good understanding - 27% • Don't know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 62% • Good understanding - 37% • Don't know – 1% • 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 – 70% • Good understanding - 28% • Don't know – 2% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 64% • Good understanding - 34% • Don't know – 2% • Poor understanding – 0%

Other Inpatient Program Statistics:

- The percentage of repeat Clients was 9% for this year – 10 males and 8 females. This number is exactly the same as the previous year.
- 74% of our Clients self identified as Indigenous (First Nation, Non-Status, Metis and Inuit), which is a slight increase from last year by 11%.

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

2021-2022	2020-2021
18-24 – 8%	18-24 – 9 %
25-49 – 80%	25-34 – 45%
50-64 – 10%	35-44 - 25%
65+ - 2%	45-54 – 15%
	55-64 – 6%
	65+ - 0%

How we report ages has changed for our 2021-2022 report to have the age categories be the same as what is requested by AHS.

The number of inpatient Clients who reported no fixed address (NFA) at the beginning of their treatment were 83, which is an increase from last year.

2021-2022

2020-2021

<u>Client Primary Addictions</u>	<u>Client Secondary Addictions</u>		<u>Client Primary Addictions</u>	<u>Client Secondary Addictions</u>
Gambling – 0%	Gambling – 1%		Gambling – 0%	Gambling – 4%
Alcohol – 63%	Alcohol – 13%		Alcohol – 55%	Alcohol – 18%
Marijuana – 1%	Marijuana – 14%		Marijuana – 2%	Marijuana – 13%
Crack/Cocaine – 13%	Crack/Cocaine – 21%		Crack – 2%	Crack – 4%
			Cocaine – 9%	Cocaine – 10%
Prescription Drugs – 0%	Prescription Drugs – 0%		Prescription Drugs – 0%	Prescription Drugs – 4%
Amphetamines – 18%	Amphetamines – 16%		Crystal Meth – 29%	Crystal Meth – 15%
			Ecstasy – 0%	Ecstasy – 0%
Heroin – 0%	Heroin – 1%		Heroin – 0%	Heroin – 2%
Fentanyl/Opiates – 4% (8)	Fentanyl/Opiates – 0% (1)		Fentanyl – 0% (1)	Fentanyl – 2% (5)
			Opiates – 0%	Opiates – 1%
Nicotine – 0%	Nicotine – 5%		Nicotine – 0%	Nicotine – 4%
Other – 1%	Other – 7%		Other – 0%	Other – 1%
	No Secondary Addiction or No Answer – 22%			No Secondary Addiction or No Answer – 20%

Please Note: We are reporting substances differently now as we have changed the categories to be more in line with what AHS is requesting of us. We anticipate this to look different again next year also.

Alcohol as Primary Addiction:

Historically Consistent - The majority of the Inpatient Clients have an addiction to alcohol – 63%. This is up 10% from the previous year and we feel the contributing factor is the COVID-19 pandemic and people having to isolate.

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 1649 for a total of 20273. Please note this number reflects each time a client attends a group.

The number of clients that were admitted to the Inpatient program was up by 8% from the previous year.

Results of Program/Accommodation Evaluations **– Outpatient Treatment Program**

Outpatient Client Evaluation Responses:

Question	2021-2022	2020-2021
Male or Female	Male - 44% Female - 56%	Male - 36% Female - 64%
Overall, how did our services meet your needs?	Excellent = 83% Good = 17% Fair + Poor = 0%	Excellent + Good = 100% Fair + Poor = 0%
Please rate/comment on your Outpatient program at Sunrise?	Excellent = 67% Good = 33% Fair + Poor = 0%	Excellent + Good = 100% Fair + Poor = 0%
Would you recommend our services to others?	Yes - 100 %	Yes - 100% 1 – No Answer
Group sessions/teachings were helpful.	Excellent = 72% Good = 28% Fair = 0% Poor = 0%	New for 2021-2022

Client Comments: It was life changing. I'm a very spiritual person everything was a reminder for me. I believe in me. I learned so much from every counsellor, about alcoholism, about the 12 steps, the family program and from other clients. Great and supportive staff. Very impressed and would recommend the program to anyone. Great vibe/atmosphere. Everyone cares. I feel I got healthy and learned tools (step) to maintain my sobriety. I really enjoyed my time here. Sunrise staff are caring

and understanding, because of the caring and understanding of people in Sunrise I have began a journey of life that no words will ever describe. The knowledge and understanding given through each step has set me up for my future successes! I loved the groups.

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	2021-2022	2020-2021
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 – 61% • Good understanding - 39% • Don’t know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 93% • Good understanding - 7% • 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 – 67% • Good understanding - 33% • Don’t know – 0% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 50% • Good understanding - 50% • 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 – 56% • Good understanding - 33% • Don’t know – 11% • Poor understanding – 0% 	<ul style="list-style-type: none"> • Very good understanding – 50% • Good understanding - 50% • Don’t know – 0% • Poor understanding – 0%

Other Outpatient Program Statistics:

- There were 22 repeat Clients who attended our Outpatient program. The number of repeat clients is less than last year.
- 67% of our Clients self identified as Indigenous (First Nation, Non-Status, Metis and Inuit), which is an increase from last year.

Outpatient Client Ages:

2021-2022	2020-2021
18-24 – 8%	18-24 – 6%
25-49 – 80%	25-34 – 34%

50-64 – 10%	35-44 - 37%
65+ - 2%	45-54 – 16%
	55-64 – 8%
	65+ - 0%

How we report ages has changed for our 2021-2022 report to have the age categories be the same as what is requested by AHS.

The number of Outpatient Clients who reported no fixed address (NFA) were 3 which is an increase from last year (0).

2021-2022

2020-2021

<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 – 61%	Alcohol – 15%		Alcohol – 63%	Alcohol – 13%
Cannabis – 5%	Cannabis – 21%		Marijuana – 3%	Marijuana – 9%
Cocaine/Crack – 12%	Cocaine/Crack – 18%		Crack – 1%	Crack – 6%
			Cocaine – 9%	Cocaine – 13%
Prescription Opioid – 1%	Prescription Opioid – 1%		Prescription Drugs – 1%	Prescription Drugs – 0%
Amphetamine – 18%	Amphetamine – 13%		Crystal Meth – 0%	Crystal Meth – 12%
			Ecstasy – 0%	Ecstasy – 0%
Heroin – 2%	Heroin – 0%		Heroin – 0%	Heroin – 1%
Fentanyl – 1%	Fentanyl – 1%		Fentanyl – 3%	Fentanyl - 1%
			Opiates – 2%	Opiates – 0%
Nicotine – 0%	Nicotine – 20%		Nicotine – 0%	Nicotine – 4%
Other - 1%	Other – 3%		Other – 1%	Other – 1%
	No Secondary Addiction – 19%			No Secondary Addiction – 36%

Please Note: We are reporting substances differently now as we have changed the categories to be more in line with what AHS is requesting of us. We anticipate these categories to look different again next year also.

Alcohol as Primary Addiction:

Historically Consistent - The majority of the Outpatient Clients we see have a primary addiction to alcohol is consistent with other years.

COVID-19 Outpatient Program Attendance:

There were more Outpatient client's attending our treatment program groups this past fiscal year.

During 2020-2021 we had to stop all Outpatient attendance 3 times because of COVID while in 2021-2022 we able to keep the outpatient program open with no breaks in service. During 2020-2021 group attendance was 1008 while in 2021-2022 group attendance was 2816 - up 64%. The number of intakes for the 2021-2022 year was also up by 40% from 2020-2021.

New Evaluation – Client Experience Survey for both Outpatient and Inpatient Clients

In June 2021 we started using another survey which has given us more information in other areas not covered by the previous evaluations as shown above. This new evaluation gives us feedback from Clients in the follow ways:

- How long they had to wait to get to their room.
- How quiet the area is at night when they are sleeping.
- Were their individual needs, preferences and values respected while they attended treatment.
- Did they feel like they were treated unfairly and if so on what basis eg. race, sexual orientation, a disability etc.
- Did they know who to make a complaint to.
- Were there enough activities in the evenings.
- Are they better prepared to deal with daily problems because of their program at Sunrise.
- Rate the treatment program.
- If they needed treatment again would they come back to Sunrise.
- Who their supports in the community are.

These are just a few of the questions we asked and the feedback has been very helpful. Two examples of changes made because of client feedback are:

1. A gender fluid client did not feel that they were being respected in their choice of attending female or male exclusive groups. A change was made to have the client attend whichever group they were most comfortable in attending.
2. A client suggested that we should have our boundaries group earlier in the program to assist clients in their awareness of boundaries and of the detrimental effects when boundaries are not respected. We changed the group on boundaries to the second week of treatment and this has been well received.

Anecdotal Story

#1:

My experience at Sunrise was the best experience ever out of all the programs I have taken throughout my lifetime. I feel like I have a better understanding and connection with my spiritual identity than I ever did before in my whole life. I am very grateful that I committed my all to this program, for it helped me become a better person. Not only for myself, but for my children, or being of service to 40 people that truly need and want to change like I once felt. Coming to Sunrise every day as I got more connected and comfortable made me feel at home, a sense of belonging and acceptance without judgement. Fearful of change, it wasn't easy for me. But I overcame my struggles thanks to Sunrise who directed me where I needed to be or were just there with supporting energy and loving hearts. I would love to say a big thank you for all that Sunrise has supported me through to help me get back to the real authentic me. I now love myself more than I ever did. I now put myself and recovery first because in my addiction, I never put me first or even loved myself. With everything I've learned from the counsellors and the clients, I am more confident to be of service and more open minded to receive and give.

Thank you for all your service, because if it weren't for the courage and everything Sunrise had to offer, I'd still be lost in the dark. I'm forever grateful that I walked through that door that brought my shine back. —Lindsey G. (Outpatient)

#2:

I'm 35 years old and I've been in active addiction for over two decades. I'm Blackfoot, I'm not married, I have no children, and I never grew up with my culture. For many years, I've lived in a cloud of despair, depression, loneliness, self-pity, and self-hate. Suicidal thoughts were an everyday occurrence for me with only 4 attempts in my life. Needless to say, I was very lost spiritually, an emotional wreck, and at times mentally unstable. One night, by the grace of God, I received what I know was a gift; the gift of desperation. Through the gift of desperation I became honest with myself; I have a problem. Something is seriously wrong with me, human beings aren't meant to live like this. After being honest with myself, I arrived at Sunrise on a Wednesday. Thus began my journey of spiritual, mental, and emotional recovery where I acquired the courage to try what I had thought was impossible — to be happy with myself today, to be at grace with yesterday's "past" and to not dwell in it, and to welcome tomorrow and not be afraid of it. While at Sunrise, I realized immediately that I'm not alone, I am safe here. In no way am I saying I did not have hard moments or overwhelming days, for I did. Trust was established with Sunrise staff from my first conversations with each of them. I followed each of their advice, while it was quirky and odd! They are not liars, every piece of advice helped. Sunrise staff are beautiful people who I hold with the upmost regards. At the end of the day, I think many of us just need someone to listen, someone to guide us, reassure us that this is all normal, how we feel, and at times be stern with us. Today, September 27th 2021, I love myself, something I couldn't imagine myself ever saying. I know I have to want this for myself, but I could not have done this on my own. So thank you Sunrise staff; you helped save my life.

P.S. Someone once told me these are counsellors, they're here to help you, not prison guards who only get you in trouble. True story! —Mason P. (Inpatient)

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 the 2021-2022 period.
 - All Clients entering treatment that have had a fall within the past 3 months undergo a Fall Evaluation – 21 evaluations were done with Clients during this past reporting year. One of these falls was on Sunrise property when a client was trying to prevent a tray with dishes in it from falling.
 - 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 58 Suicide Assessments completed with 56 follow-up assessments. One client was admitted to hospital.
 - Eighty-one (81) trips to the clinic or hospital were made by Clients, with primarily pre-existing concerns for example:
Infection, diarrhea, vomiting, skin on feet severely cracked, effects from a miscarriage which happened prior to entering treatment, HBP, STD, allergic reaction to meds, seizure, swollen legs.

- An aggregate summary of all Client complaints regarding the services provided or about the Service Provider
 - We received a client complaint concerning one of our kitchen staff being rude to clients. We spoke to the kitchen staff and were very clear that clients must be respected at all times. No further issues with this employee.
 - The Executive Director received a call from a past client's sister saying that her brother had committed suicide three days after leaving our centre. The ED asked what support Sunrise could offer her. The sister requested that we look over all our protocols for when a client is leaving the centre, with or without suicidal ideation, ensuring that they have the support they need. After looking over Sunrise protocols we felt that the processes in place were supportive to clients that are leaving Sunrise. We did however have extra training for staff in this particular area. The above information was given to MHSPA and AHS.

- 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 2021-2022 fiscal year was 241 (up from 204 the previous year). This number is more than in the previous year and the increase can be directly attributed to the lessening of the COVID-19 pandemic.
- The number of Clients served in the Outpatient Treatment Program during the 2020-2021 fiscal year was 124. This number is more than in the previous year and the increase can be directly attributed to the lessening of 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 (94% returned)
Outpatient Treatment	Pre and Post Service Evaluation	Client Satisfaction Survey	As per PLM - End of Service Evaluations Completed (100% returned)
Client Experience Survey – Outpatients and Inpatients	Post Service Evaluation	Client Experience Survey	Internal Survey from clients to inform the agency on potential future program/service improvement. (95% returned)

Respectfully Submitted:

Leslie Big Bull, Executive Director

Jodie Uzelman, Program Director