



Sunrise Healing Lodge Society Annual Program Service Activity Report 2023-2024

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

Mission Statement: Recovery from Addictions

Value Statements

The value statements describe the principles and beliefs that guide the staff and board members of Sunrise Healing Lodge. They reflect what the organization stands for and how it operates and guides its behaviour and decision making. We believe in the value statements and internalize the concepts to provide successful client focused programs and services.

- **SAFETY** – We promote a culture of safety for all.
- **SERVICE** – We are client focused based on native spirituality as the foundation that supports our program and service delivery.
- **LEADERSHIP** – We support teamwork and value the unique contribution of each team member.
- **RESPECT** – We recognize the diversity, worth, dignity and potential of self and others.
- **INTEGRITY** – We conduct ourselves in a professional and ethical manner and we are accountable for our actions both personally and as an organization.

Agency Highlights:

- In April 2023, we were very excited to launch our expanded Inpatient and Outpatient Programs. Sunrise now offers a 14 Week Inpatient Program and a 13 Week Outpatient Program. Outpatients can also choose to complete a Condensed 4 Week Outpatient Program if they are facing constraints due to childcare, employment, or school. These expansions allowed for more cultural groups and ceremonies, 12 Step content, and time for clients to set up community supports to help with long-term recovery.
- Our Alumni continue to be active and hold business meetings at Sunrise. They support our clients by attending the weekly Marble Ceremony, facilitate a speaker meeting on Saturdays for Inpatients, and continue to sponsor our Inpatient and Outpatient clients. The Alumni hosted a sober dance in April 2023, and participated in the Sunrise Gala in Fall 2024.
- Sunrise Healing Lodge staff conduct follow-up calls for our Alumni members at regular intervals for the first year after program completion. Staff are able to offer support, resource information, and food bank/household item referrals. Alumni members are also encouraged to drop-in to attend the Outpatient Program whenever they would like.
- Staff and clients were able to take trips to Heritage Park, Telus Spark Science Centre and Head-Smashed-In Buffalo Jump through Spring, Summer, and Fall of 2023.
- We went sage picking multiple times last year with clients at Nose Hill and clients also enjoyed traditional Indigenous teachings at the same time.
- We hosted 3 Social Work and Addiction Studies practicum students this past year and continue to be grateful for these 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.
- Clients had the opportunity to participate in some Sweat Lodges, Pipe Ceremonies, Elder visits that provide 1-1 support to clients, and we have hosted Indigenous Drummers. Sunrise clients also continue to participate in cultural crafting, making items like dreamcatchers, medicine pouches, and fish scale art.
- The Cultural Initiative for Healing Program 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. This program allows our clients access to cultural teachings,

ceremonies, cultural crafting supplies, and traditional medicines. Our Cultural Initiatives Coordinator presents on average 30 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 8 Week Family Counselling Program Funded by FCSS is recognized as a very helpful addition to our clients who need support with communication skills, parenting, family communication, conflict resolution, and healing as a family from addiction and intergenerational trauma. The program runs concurrently with the Inpatient and Outpatient Programs.
- 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. During 2023-2024, the ladies attended 33 groups with a total attendance of 360.
- 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. During 2023-2024, the men attended 33 groups with a total attendance of 642.

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 are also connected with Emergency Dental Services and can provide 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.
- Mint Blue Bottle Pharmacy is a very important part of helping our clients with their medication needs. A pharmacist visits Sunrise weekly to support clients with refills and medication counselling.

- The Alex Street Team has been supporting clients for the past year with identification, housing, and post-treatment supports. Peer Support Workers come to Sunrise 1-2 times per month to meet with clients.
- Momentum has been providing a Money Matters workshop to clients every 8 weeks.
- CUPS, Safe Link, and Alberta Health Services also provide regular presentations to clients.
- Oxford House is still a major partner, housing many of our clients after treatment. As well clients are accessing the Dream Centre and the SORCe to be connected to a wide variety of Calgary housing options.
- 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 comes to the Sunrise Family Counselling Program every 8 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.
- Other working alliances involved with our service delivery are: Renfrew Recovery Centre Detox (RRC), Calgary Alpha House Detox/HELP team, Drop-In Centre, Mobile Response Team, Indigenous Elders, Bow Valley College, Elbow River Healing Lodge, Mustard Seed, The Distress Centre, and Miskanawah.

Inpatient Program:

This past year our counsellors presented 2505 recovery/culturally based groups, down from 2902 the previous year. Cumulative attendance of clients to groups was 20905 and this is down from 22919 the year previous. One explanation for these lower numbers is that we have incorporated more free time into our 14-week program that began April 1st, 2023.

Inpatient Treatment Client Evaluation Responses:

Question	2023-2024	2022-2023
Male or Female	Male 64% – Female 34% Gender Fluid – 1%	Male 54% – Female 46% Gender Fluid – 0%
Overall, how did our services meet your needs?	Excellent = 74% Good = 24% Fair = 5% Poor = 0%	Excellent = 74% Good = 24% Fair = 2% Poor = 0%
My one-to-one sessions with my counsellor were helpful.	Excellent = 72% Good = 22% Fair = 4% Poor = 1%	Excellent = 76% Good = 26% Fair = 2% Poor = 1%
My Medicine Wheel Aftercare Plan will support me in my personal well-being and assist me with my sobriety.	Excellent = 58% Good = 36% Fair = 7% Poor = 0%	Excellent = 71% Good = 26% Fair = 2% Poor = 0%
Group sessions/teachings were helpful.	Excellent = 58% Good = 37% Fair = 5% Poor = 0%	Excellent = 70% Good = 30% Fair = 0% Poor = 0%
Would you recommend our services to others?	Yes - 100% No - 0%	Yes - 100% No - 0%

PLM Outcomes – Inpatient Pre and Post Evaluations:

Question	2023-2024	2022-2023
After completing treatment, my understanding of emotional, mental, physical and spiritual balance and well-being is? (ST1)	Very good understanding – 68% Good understanding - 32% Don't know – 0% Poor understanding – 0%	Very good understanding – 71% Good understanding - 29% Don't know – 0% Poor understanding – 0%

After completing treatment, my awareness/ understanding of Indigenous culture and sense of identity is? (ST1)	Very good understanding – 50% Good understanding - 45% Don't know – 4% Poor understanding – 1%	Very good understanding – 58% Good understanding - 42% Don't know – 0% Poor understanding – 0%
After completing treatment, my awareness/ understanding of the 12 Steps of Alcoholics Anonymous is?	Very good understanding – 62% Good understanding - 34% Don't know – 3% Poor understanding – 1%	Very good understanding – 61% Good understanding - 34% Don't know – 5% 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)	Very good understanding – 59% Good understanding - 38% Don't know – 3% Poor understanding – 4%	Very good understanding – 60% Good understanding - 38% Don't know – 2% Poor understanding – 0%

Other Inpatient Program Statistics:

- The percentage of repeat Clients for the Inpatient Program this year was 8% up from 6% the previous year.
- 72% of our clients self identified as Indigenous (First Nation, Non-Status, Metis and Inuit), which is comparable to last year
- The percentage of inpatient clients who reported no fixed address (NFA) at the beginning of their treatment is 54%. For 2022-2023 it was 23%.

Inpatient Client ages:

2023-2024	2022-2023
18-24 – 10%	18-24 – 8%
25-49 – 78%	25-49 – 80%
50-64 – 10%	50-64 – 10%
65+ - 2%	65+ - 2%

Inpatient Addictions by Primary and Secondary:

2023-2024		2022-2023	
<u>Client Primary Addiction</u>	<u>Client Secondary Addiction</u>	<u>Client Primary Addiction</u>	<u>Client Secondary Addiction</u>
Alcohol – 61%	Alcohol – 14%	Alcohol – 59%	Alcohol – 13%
Amphetamines – 21%	Amphetamines – 13%	Amphetamines – 25%	Amphetamines – 16%
Crack/Cocaine – 9%	Crack/Cocaine – 25%	Crack/Cocaine – 9%	Crack/Cocaine – 21%
Cannabis – 3%	Cannabis – 14%	Cannabis – 2%	Cannabis – 14%
Fentanyl– 4%	Fentanyl– 2%	Fentanyl– 2%	Fentanyl/Opiates – 0%
Gambling – 0%	Gambling – 0%	Gambling – 0%	Gambling – 1%
Heroin – 0%	Heroin – 1%	Heroin – 1%	Heroin – 1%
Hypnotics/Sedatives/ Benzodiazepines – 0%	Hypnotics/Sedatives/ Benzodiazepines – 0%	Hypnotics/Sedatives/ Benzodiazepines – 0%	Hypnotics/Sedatives/ Benzodiazepines – 0%
Nicotine – 0%	Nicotine – 0%	Nicotine – 0%	Nicotine – 5%
Prescription Opioid – 1%	Prescription Opioid – 1%	Prescription Opioid – 1%	Prescription Drugs – 0%
Other – 1%	Other – 1%	Other – 1%	Other – 2%
Ketamine – x2	Gambling		No Secondary – 20%

Alcohol as a Primary Addiction:

Many of the Inpatient Clients have a primary addiction to alcohol which is historically consistent.

Outpatient Program:

This past year our counsellors presented 2032 recovery/culturally based groups to Outpatient clients, down from 2446 the previous year. We believe this was influenced by the increase in programming for Outpatient clients who had their program go from 10 weeks to 13 weeks.

Outpatient Treatment Client Evaluation Responses:

Question	2023 - 2024	2022 - 2023
Male or Female	Male - 55% Female - 45%	Male - 41% Female - 59%
Overall, how did our services meet your needs?	Excellent = 68% Good = 32% Fair = 0% Poor = 0%	Excellent = 90% Good = 10% Fair = 0% Poor = 0%
Please rate/comment on your Outpatient program at Sunrise?	Excellent = 73% Good = 27% Fair = 0% Poor = 0%	Excellent = 87% Good = 13% Fair = 0% Poor = 0%
My one to one sessions with my counsellor were helpful.	Excellent = 86% Good = 5% Fair = 9% Poor = 0%	Excellent = 87% Good = 10% Fair = 3% Poor = 0%
Group sessions/teachings were helpful.	Excellent = 64% Good = 32% Fair = 0% Poor = 0%	Excellent = 74% Good = 18% Fair = 8% Poor = 0%
My Medicine Wheel Aftercare Plan will support me in my personal well-being and assist me with my sobriety?	Excellent = 77% Good = 23% Fair = 0% Poor = 0%	Excellent = 82% Good = 18% Fair = 0% Poor = 0%
Would you recommend our services to others?	Yes - 100 %	Yes - 100 %

PLM Outcomes – Outpatient Pre and Post Evaluations:

Question	2023-2024	2022-2023
After completing treatment, my understanding of emotional, mental, physical and spiritual balance and well-being is? (ST1)	Very good understanding – 73% Good understanding - 27% Don't know – 0% Poor understanding – 0%	Very good understanding – 61% Good understanding - 39% Don't know – 0% Poor understanding – 0%
After completing treatment, my awareness/ understanding of Indigenous culture and sense of identity is? (ST1)	Very good understanding – 55% Good understanding - 41% Don't know – 4% Poor understanding – 0%	Very good understanding – 67% Good understanding - 33% Don't know – 0% Poor understanding – 0%
After completing treatment, my awareness/ understanding of the 12 Steps of Alcoholics Anonymous is?	Very good understanding – 80% Good understanding - 20% Don't know – 0% Poor understanding – 0%	Very good understanding – 63% Good understanding - 37% 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)	Very good understanding – 68% Good understanding - 32% Don't know – 0% Poor understanding – 0%	Very good understanding – 90% Good understanding - 10% Don't know – 0% Poor understanding – 0%

Other Outpatient Program Statistics:

- There were 8 Clients that repeated our Outpatient program.
- 68% of our Clients self identified as Indigenous (First Nation, Non-Status, Metis and Inuit), which is an increase from last year.
- No Outpatient clients indicated that they were homeless during the 2023-2024 year.

Outpatient Client Ages:

2023-2024	2022-2023
18-24 – 10%	18-24 – 9%
25-49 – 80%	25-49 – 83%
50-64 – 10%	50-64 – 8%
65+ - 0%	65+ - 0%

Outpatient Addictions by Primary and Secondary:

2023-2024		2022-2023	
Client Primary Addiction	Client Secondary Addiction	Client Primary Addiction	Client Secondary Addiction
Alcohol – 78%	Alcohol – 7%	Alcohol – 62%	Alcohol – 15%
Gambling – 2%	Gambling – 2%	Gambling – 0%	Gambling – 4%
Marijuana – 1%	Marijuana – 21%	Marijuana – 2%	Marijuana – 21%
Cocaine/Crack – 9%	Cocaine/Crack – 21%	Cocaine/Crack – 17%	Cocaine/Crack – 18%
Prescription Opioid – 1%	Prescription Opioid – 0%	Prescription Opioid – 1%	Prescription Opioid – 1%
Amphetamine – 6%	Amphetamine – 7%	Amphetamine – 17%	Amphetamine – 13%
Hypnotics/Sedatives/ Benzodiazepines – 0%	Hypnotics/Sedatives/ Benzodiazepines – 0%	Hypnotics/Sedatives/ Benzodiazepines – 0%	New
Heroin – 1%	Heroin – 0%	Heroin – 0%	Heroin – 0%
Fentanyl – 2%	Fentanyl – 1%	Fentanyl – 1%	Fentanyl – 1%
Nicotine – 0%	Nicotine – 11%	Nicotine – 0%	Nicotine – 20%
Other - 1%	Other - 4%	Other - 0%	Other – 3%
GHB	GHB and Ketamine		No Secondary Addiction – 19%

Alcohol as a Primary Addiction:

The majority of the Outpatient Clients have a primary addiction to alcohol which is consistent historically. Alcohol is 78% of everything we screen for with everything else only at 22%.

Anecdotal Stories

#1.

My experience in Sunrise has not only been spiritual, but also very productive. Going to meetings, plus doing the step work with our fellows and our amazing counsellors and facilitators and our sponsors.

When I came here I had prior treatment, but I loved this particular one. I have learned so many tools and made great friends, in and out of our fellowship. I am now 7 months sober, and the thought of being part of the alumni, and coming back to help ignites such a powerful electricity through me.

I am thankful and blessed and honoured to be here! I pray you know the same as I! Also, what we put in is what we get out of this program.

May this program in Sunrise do all for you, that it has for me!

#2:

My Journey Through Sunrise

When I walked through the Sunrise doors, I was broken, desperate, and terrified. There was so much darkness and no light at the end of the tunnel. I had no idea how I was going to survive this life that was hopeless. I cried all the way as I drove there!

The first few days I was quiet and just observing everyone. They were so welcoming, my fellow clients. I was assigned a counsellor, Toni, and she was so gentle and loving with me. The one thing that really stands out for me is the Indigenous component. Smudging each day in the morning, and then any other time throughout the day. When I entered family group I really started to learn about my culture!

What I now realize is that I found my identity for the first time at age 57! This will now be a huge part of my recovery journey!

Realizing that I have a disease was also something that impacted me. I just always felt so different and wondered why I couldn't stop. Thinking God wanted me to suffer kept me in a using state. That could not be further from the truth. Creator loves me!

This 12-step program is how I was always meant to be living! Service work is how I will stay sober. Working with other addicts and alcoholics is how I will stay in recovery. Connecting with my culture is how I will thrive!

Sunrise Healing Lodge saved my life and gave me purpose!
Lori S.

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 2023-2024 period.
 - 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. We have increased our due diligence during the past year. There was a total of 307 suicide assessments done with 279 no

apparent risk clients, 24 low risk and 4 moderate risk. All clients showing a low to moderate risk are assessed on a weekly basis, two-day basis, or more frequent basis to ensure clients are not at high risk at any time. Should a client be deemed at high-risk paramedics will be called or a client is sent to emergency.

- Sixty-eight (68) trips to the clinic or hospital were made by clients, for example:
 - Abdominal pain, stomach pains, anxiety, breast pain/abscess (many visits), eye infection, leg pains, chest discomfort from energy drink, diarrhea, vomiting with blood, migraine, hot water burn, twisted right hand, scalp infection, ear infection, leg swelling, feet swelling, abdominal pain, rolled ankle, infected ankle, lower back pain, swelling in face, seizure, stomach pain, severe abdominal pain, face swelling, withdrawal symptoms, sore legs, irritated eye, hearing voices/suicidal thoughts, body aches, coughing, ear ache, sore throat/sweating/, high sugar levels, bee sting/swelling and itchy, high sugar levels, almost fainted.
 - **Unplanned hospital admissions:** gallbladder removal x2, and hernia surgery.
- An aggregate summary of all Client complaints regarding the services provided or about the Service Provider
 - A complaint from a client that a staff member was giving them dirty looks. A mediation took place, and the client and staff member were able to talk things out.
 - Two complaints from female clients that were received concerning inappropriate touching from a male client. The client doing the touching was discharged from treatment.
 - Complaint from a client with special diet needs which were not being honoured by our kitchen manager. The manager was spoken with, and the problem was resolved.
- 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 2023-2024 fiscal year was 192.
- The number of Clients served in the Outpatient Treatment Program during the 2023-2024 fiscal year was 84.

- The number of Clients served in the Alumni Program during the 2023-2024 fiscal year was 73.

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 (100% returned)
Outpatient Treatment	Pre and Post Service Evaluation	Client Satisfaction Survey	As per PLM - End of Service Evaluations Completed (97% 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. (100% returned)

Respectfully Submitted:

Leslie Big Bull, Executive Director
Jodie Uzelman, Program Director