

FRESH Start



RECOVERY

EVERY INDIVIDUAL - RECOVERY FOR LIFE

COMING TOGETHER IN **2023**  
ANNUAL REPORT

# Fresh Start Recovery

## Our Mission

Fresh Start is recovering lives by Housing, Treating and Supporting people affected by addiction

## Our Vision

Every Individual – Recovery for Life

## Acknowledgement

We acknowledge that we are on traditional territories in Alberta of many First Nations, Métis, and Inuit whose footsteps have marked these lands for centuries and who have lived on and cared for these lands for generations. We are grateful for the Traditional Knowledge Keepers and Elders who are still with us today and those who have gone before us. We make this acknowledgment as an act of reconciliation and gratitude to those whose territory we reside on or are visiting. In the spirit of respect, mutual benefit, and truth, we honour and acknowledge Moh'kinsstis and the traditional Treaty 7 territory and oral practices of the Blackfoot confederacy: Siksika, Kainai, Piikani, as well as the Îyâxe Nakoda and Tsuut'ina nations. We acknowledge that this territory is home to the Métis Nation of Alberta, Region 3, within the historical Northwest Métis homeland. Fresh Start Recovery is committed to advancing reconciliation, partnering with Indigenous peoples, and sharing our work with those affected by addiction.





# Who We Are



Fresh Start Recovery is an accredited and recognized organization in Calgary and Lethbridge. We provide 123 treatment beds and 112 post-treatment beds to individuals seeking recovery. We are not just a treatment centre but a source of knowledge and understanding. We understand that addiction is a chronic brain disorder, and this understanding allows us to employ an interdisciplinary client-centred approach to treatment, reassuring our stakeholders that we are equipped to provide the best care possible.

Fresh Start Recovery aligns with the philosophy that recovery is restoring an individual's sense of belonging through self-determination and reconnection with others and the community. We utilize a comprehensive goal-setting strategy, building resiliency by developing and exploring interpersonal relationships, spirituality, education, employment, housing, culture, and a further introspective look at oneself. This approach is enhanced through recreational and therapeutic activities in an atmosphere conducive to physical, emotional, mental, and spiritual growth. Our use of peer support runs in unison with our treatment program, derived from the 12-step abstinence-based approach to recovery and underpinned by a biopsychosocial-spiritual model that is further enhanced through community partnerships and relationships.

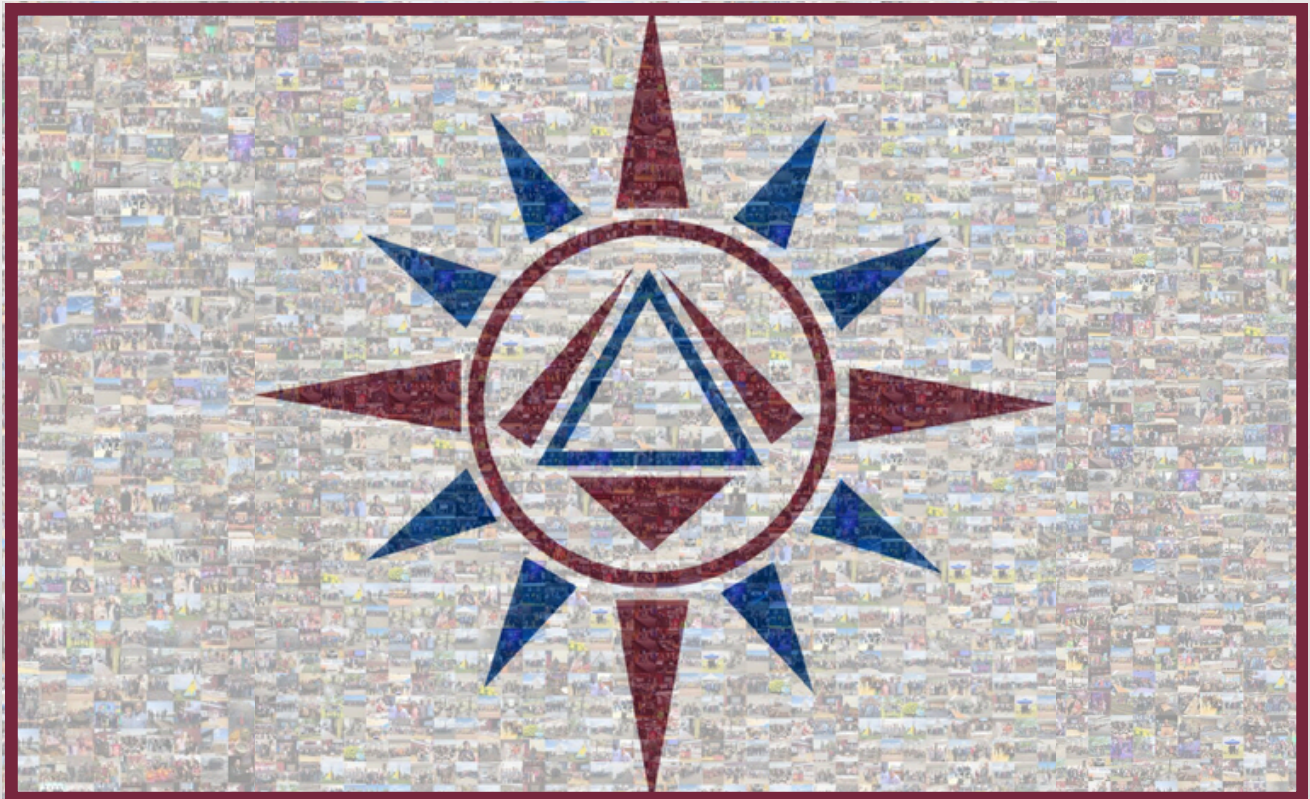
Our staffing model is exceptionally diverse and eclectic. Over 300 years of combined lived and shared experience among our employees allow us to bring forth an empirically based approach to treatment, reinforced with varying degrees of academic recognition. Our insight, compassion, and understanding of recovery allow us to provide our clients with the means to engage with and become part of a larger recovery community.

We are committed to developing and implementing strategies and best practices that provide solutions for treating addiction and substance abuse.



# Coming Together in 2023

*"Each piece of the mosaic, distinct yet indispensable, comes together to reveal a greater design, mirroring how our collective efforts create a vibrant tableau of hope and healing."*



As we moved into 2023, a compelling narrative resembling an image composed of countless snapshots was envisioned, each capturing a moment where the community came together to craft a larger, more meaningful picture of recovery.

This resulted in significant milestones in our organization as we expanded programs, opened new facilities, and extended services, highlighting the power of collective action and shared support. Each initiative and service expansion introduced were critical elements in envisioning the picture. These elements contributed to a more accurate representation of the recovery journey.

Reflecting on our organization's achievements in 2023, we have seen the spirit of community as our foundation, reinforcing our commitment to making a significant difference in the lives of those we serve. These milestones have underscored our organization's unity and strength and enhanced our ability to illuminate every contribution and its integral role in shaping the broader vision of coming together to heal and build community.





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# Message from our Executive Director



*“Recovery, when seen as a mosaic, is a vibrant tapestry woven from fragments of strength, courage, and perseverance. Each piece contributes to an intricate part of healing, forming an image of transformation that reflects the journey from struggle to triumph. Coupled with patience, determination and commitment, we contribute to a portrait of hope, belonging and resilience.”*

Greetings to Our Valued Community,

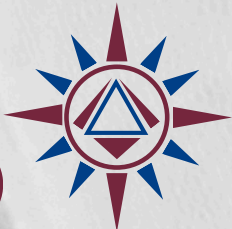
I am grateful for the monumental strides we made together. This year has seen exponential growth and expansion; these efforts will have a lasting impact on the lives we are committed to serving. Our goal to expand our approach to comprehensive care has significantly increased our ability to support those seeking recovery.

Recovery, when seen as a mosaic, is a vibrant tapestry woven from fragments of strength, courage, and perseverance. Each piece contributes to an intricate part of healing, forming an image of transformation that reflects the journey from struggle to triumph. Coupled with patience, determination and commitment, we contribute to a portrait of hope, belonging and resilience.

Our success is deeply rooted in our core values of understanding, acceptance, and unity. We firmly believe that access to a broad spectrum of services is critical to prevention, treatment, and lasting recovery. These services are designed to minimize barriers and embody our conviction that recovery should be accessible and available to every individual.

We are inspired by our collective vision for a society where recovery is achievable and supported for all. Fresh Start Recovery is proud to serve as a cornerstone of hope and a pillar of support, contributing to a broader movement toward a comprehensive system of care for those facing the challenges of addiction and mental health.

As more is revealed, the enormity of the task ahead becomes evident. Each fragment, once scattered, now represents a step towards a greater whole. Yet, amidst this realization, determination takes root. With each placement, with every effort, the vision becomes more apparent. The work ahead may be daunting, but with resolve, perseverance and unity, the strength of the woven threads becomes absolute.





# Message from our Board Chair



*“As a community, united in purpose and commonality, we mend the frayed edges and strengthen each other's determination. Through shared support and empathy, we have seen the growth, reflecting the woven connectedness of our efforts.”*

Dear Stakeholders,

I am immensely proud of our collective achievements throughout 2023. Our Board, comprised of individuals deeply committed to our mission, continues to work to enrich the lives we touch, demonstrating our dedication to creating a supportive and transformative environment for those on their recovery journey.

As a community united in purpose and commonality, we mend the frayed edges and strengthen each other's determination. Through shared support and empathy, we have seen the growth, reflecting the woven connectedness of our efforts.

The resilience and hope within the stories of those we serve inspire us. These narratives are the core of our work, driving us to ensure everyone has access to the necessary support and resources for their recovery journey. Your contributions have been instrumental in making this vision a reality for many.

As we look ahead, we confidently embrace challenges and opportunities, guided by our staff's collective insight, the Board's commitment, and our community's support. This collaborative approach has strengthened our impact on the recovery landscape.

Continuing to reflect on 2023, let us also acknowledge the impact of those who have journeyed with us, enriching our collective experience and purpose. I thank our Executive Director for his vision and leadership, our dedicated staff, board members, community partners for their collaboration, and clients and alumni for their trust. Your collective efforts have significantly enhanced the lives of many.

We continue to embrace the future with the same confidence and determination each of you has contributed as we move forward.

Regards,

**Craig Borgland**



# BOARD MEMBERS



Craig H. Borgland  
Board Chairman



Dale Burstall  
Vice Chair



Charlene McLaughlin  
Director



Stephanie Borgland  
Director



Glen Rumpel  
Director



Jan Gryckiewicz  
Director



Lisa Howland  
Director

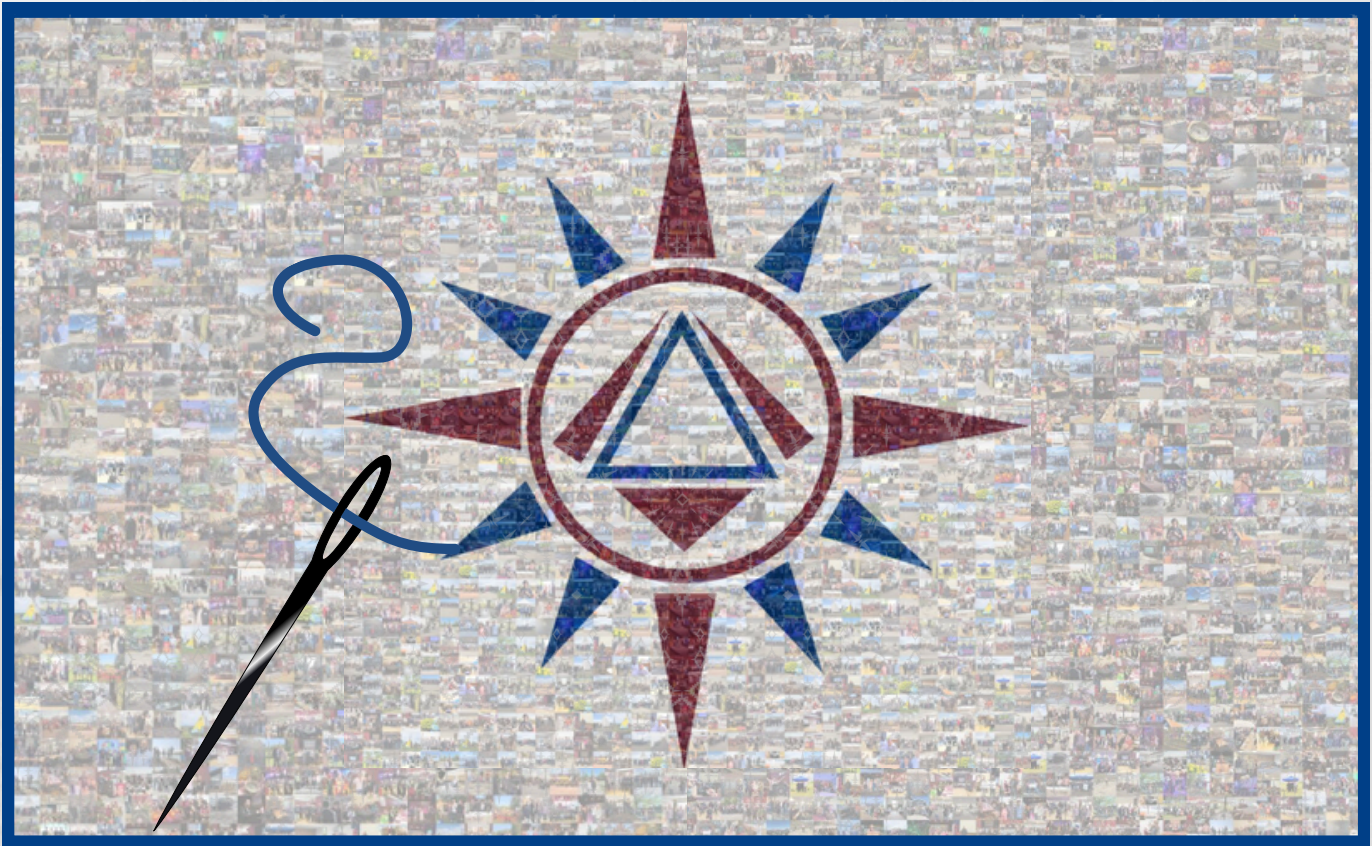


Harley Crowshoe  
Director



# THREADS OF RECOVERY

*“Every thread symbolizes the essential strength of the fabric we weave together as a community.”*



Fresh Start Recovery has been described as more than a facility; it's where individuals embark on a transformative journey, weaving recovery throughout all aspects of their lives. Amidst compassion, guidance, and support, each person discovers the pieces to their ever-evolving path to healing. Every discovery is a reflective experience of struggles and triumphs intricately merged to form a prevailing representation of resilience, renewal, and belonging.

The stories of courage, determination, and hope lie within the vibrant colours and intricate patterns of individuals' lives. Each fragment, carefully placed, symbolizes a facet of recovery. Participants find solace in their collective journey by drawing strength from the shared commitment to growth and healing from within the community.

An environment of empowerment and collaboration has been fostered. Individuals are encouraged to embrace their vulnerabilities and celebrate their strengths as they develop the tools and insights for life's challenges. Together, every thread symbolizes the essential strength of the fabric we weave together as a community.



# HOUSING



***" Welcome home. You are no longer alone."***

We understand the importance of community, and with your help, we have created spaces that resonate with the feeling of comfort, security and a sense of what home could be like. Every attempt is made to create a welcoming experience to assist in nurturing the journey toward recovery. Our spaces are more than just physical locations; this is where healing begins and continues as growth is fostered and new foundations are laid.

We recognize the importance of cultivating a sense of community and belonging, an experience critical for those stepping into a new chapter of life. From our treatment centers to our post-treatment housing, we seek to provide an environment that offers a sense of safety, acceptance, and encouragement. Together, through your commitment, support and investment, we continue to be empowered to create and develop spaces that speak directly to the well-being of our clients, their families, and those we have yet to serve. Echoing the message read when ascending our steps – welcome home, you are no longer alone!

In 2023, Fresh Start Recovery acquired 66 more beds for post-treatment housing, more than doubling its ability to house, treat, and support individuals and their families.



66



# BUILDING BRIDGES TO RECOVERY



Fresh Start Recovery embarked on a significant initiative to expand our post-treatment housing for individuals and families embarking on their journey back to community. This 66-bed, 34-unit expansion was made possible through generous funding from the Government of Alberta, the Calgary Homeless Foundation, and individual donors whose contributions, coupled with Kanas Corp's dedication to our cause, have been foundational in realizing this vision and securing this essential property. This strategic acquisition is a shining example of coming together to address the dire need for supportive housing.

Our successes in Calgary have set remarkable precedents, showcasing what can be achieved collectively. We are continuously fostering partnerships with landlords in Lethbridge to mirror the incredible support received in Calgary. We are grateful to the Lethbridge Housing Authority for their ongoing support in achieving a sense of home in the Lethbridge community for so many in recovery. The path to recovery requires more than just initial treatment; it necessitates sustainable, affordable housing solutions that support individuals and families as they weave their way through the intricate process of reintegration into the community.

Community support is required to achieve this sense of home. Together, we will make a tangible difference to those in recovery. Our initiative is more than a project; it's a call to action for everyone to contribute to a cause that affects us all. Ongoing support is pivotal, ensuring that every step toward recovery is met with the support and resources needed for success.

In 2023, Fresh Start Recovery helped over 200 clients access educational development, vocational, and employment training to successfully re-enter the workforce and embark on new career paths with confidence and the necessary skills.





# TREATING



***“Recovery is intertwined with nurturing each individual's path and a network of care that leads to a future of hope and opportunity.”***

Fresh Start Recovery has long embraced the principles of a recovery-oriented system of care and a holistic approach to addiction treatment. This approach has been enriched over the years through strategic partnerships with the Government of Alberta, the Northwest Territories Government, Correctional Service Canada and numerous Community Partners and Supporters, underpinning a comprehensive treatment framework. Our approach involves client-focused treatment plans while delivering programs that blend innovative treatment methods with wellness practices to empower individuals on their recovery journey. We recognize each challenge as an opportunity for personal growth and to provide support and guidance reinforced by the strength of our community, facilitating pathways for individuals and families toward a life in recovery. Recovery is intertwined with nurturing each individual's path and a network of care that leads to a future of hope and opportunity.

**In 2023, Fresh Start Recovery and the Government of Alberta partnered to open a 50-bed Recovery Community in Lethbridge to support more Albertans on their path to Recovery.**



**50**



# EXPANDING HORIZONS



***“To ensure consistency and the highest quality of care across our network, our three facilities are aligned, providing uniform services, strengthening our commitment to treatment and providing an individualistic journey.”***

Fresh Start Recovery unveiled a 50-bed recovery community in Lethbridge in September of 2023, a significant stride made possible through our partnership with the Government of Alberta. This initiative allows us to offer extended support for up to a year, fostering a solid recovery foundation for individuals. The new site augments our treatment services and has become a gathering place for milestone meetings, gratitude ceremonies, 12-step meetings, and events, creating and bringing together a vibrant, supportive community.

The Lethbridge Recovery Community closely aligns with the Fresh Start philosophy, emphasizing holistic, long-term treatment accessible to Albertans battling addiction at no cost. Our comprehensive approach addresses an individual's needs, focusing on regaining physical, mental, emotional, and spiritual wellness.

To ensure consistency and the highest quality of care across our network, our three facilities are aligned, providing uniform services, strengthening our commitment to treatment and providing an individualistic journey.

**In 2023, Fresh Start Recovery ensured that clients received access to comprehensive medical assessments and follow-up care by collaborating with physicians and pharmacies, addressing immediate and long-term health needs.**





# SUPPORTING



***"A continuum of care begins with an extensive 90-day treatment program and transitions into a long-term support phase, which contributes to developing a strong recovery network."***

The support extended to our clients, alumni, and families is one of the many threads woven into the treatment process and throughout the ongoing steps of recovery. The fabric of this journey is measured through personal growth and continued abstinence, which result in newfound resilience. A process which benefits our clients, alumni, and family and enriches the community. Clients and alumni are offered access to comprehensive medical, vocational, and educational support, which maintains recovery and emphasizes stability, hope, and possibilities. A continuum of care begins with an extensive 90-day treatment program and then transitions into a long-term support phase, contributing to developing a solid recovery network.

**In 2023, over 275 individuals from Alberta and the Northwest Territories were supported in entering treatment at Fresh Start Recovery.**





# SYNERGY



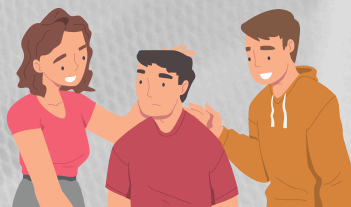
Fresh Start Recovery continued its demanding mission to build the plane while flying. Each aspect of its growth was a piece of a mosaic carefully crafted by the dedicated staff. This metaphor captures the dynamic nature of completely restructuring an organization while simultaneously providing crucial services for those seeking recovery.

At the heart of this collaboration was a shared vision that resonated deeply with many staff members. Together, they articulated a clear sense of purpose and direction, setting the stage for unity and pulling together to succeed. Through open dialogue, brainstorming sessions, and team-building exercises, they continue to foster an environment of trust and teamwork where every voice is valued and heard.

Bringing forth a new structure for Fresh Start Recovery demanded creativity, adaptability, and a willingness to embrace change. Staff members drew upon their diverse backgrounds, expertise, and experiences to envision innovative approaches to treatment, programming, and community engagement. They embraced the challenge of strengthening and reinforcing our foundation. Many saw this as something new and transformative, knowing that their collective efforts would shape the organization's trajectory for years to come.

Ultimately, Fresh Start Recovery's fabric consists of staff members' contributions, which are integral to forming a tapestry of compassion, resilience, and community. Together, we have built a synergy rooted in a shared sense of purpose. It's more than just an organization—it's an organization of truly remarkable and natural leaders fostering change.

**In 2023, 98% of the individuals completing treatment at Fresh Start Recovery indicated that staff helped them believe they could recover.**



98%



# ALUMNI



***"In every act of service and fellowship, our alumni fortify our culture and become pillars within the recovery community."***

Our alumni are the fabric of Fresh Start Recovery, embodying the face and voice of our organization throughout the community. Their journeys of transformation and resilience contribute to a compelling image of our program's impact, each one playing a pivotal role in breaking down the stigma of addiction and the barriers to recovery. The Fresh Start Alumni Association actively leads and participates in various events and gatherings; they forge connections, share their stories of change, and inspire individuals, new and old alike.

Fresh Start Recovery is grateful for the high level of volunteerism and leadership for our organization. Through these actions, the alumni strengthen community bonds and set the bar for those beginning their recovery path. Their dedication and achievements underscore the transformative potential of our work, affirming the lasting hope and change Fresh Start Recovery fosters. In every act of service and fellowship, our alumni fortify our culture and become pillars within the recovery community.

**In 2023, Fresh Start Recovery Alumni community members celebrated a collective 1304 years of recovery milestones.**



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# UNITY IN RECOVERY

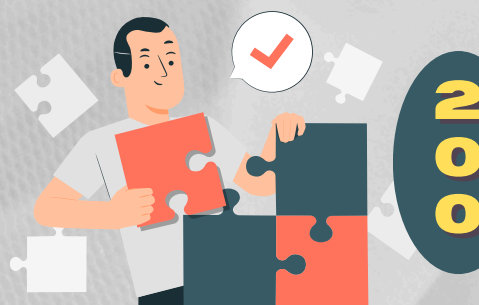


Our alumni have become an increasingly fundamental force, extending their impact beyond Calgary and Lethbridge and enriching the broader recovery community. The Alumni Council, with its active members, has deepened its service within our organization and the 12-step fellowships, showcasing the profound strength of recovery in action. These individuals are integral to our community's fabric, and some become employees, strengthening our mission and embodying the essence of giving back.

Our alumni have been pivotal in fostering unity and organizing and leading events that enhance the experience of current clients. They've orchestrated outings, recovery milestone meetings, and engaging Wednesday night support meetings, which are pivotal in building a supportive and inclusive environment. Their efforts have bridged distances, bringing together alumni from across Canada. This approach to connection has ensured that our community's support system remains robust and accessible, regardless of location.

The commitment of our alumni to these initiatives, backed by Fresh Start and supported through fundraising events, illustrates our community's shared vision and dedication. Their actions enrich the lives of those we serve and weave a tighter network of unity and support across the recovery community. This collective effort underscores the invaluable contribution of our alumni as they continue to reinforce the foundation of recovery, spreading hope for everyone connected with Fresh Start Recovery.

In 2023, Fresh Start Recovery's outreach support helped over 200 alumni by equipping them with vital life skills and relapse prevention strategies essential for navigating early recovery challenges and confidently re-integrating into the community.





# FRIENDS AND FAMILY



***"We are a well-rounded community that emphasizes the strength found in unity, understanding, and forgiveness."***

Recovery intertwines the lives of individuals, families, friends, employers, and communities, creating a collective journey of resilience and healing. Fresh Start Recovery emphasizes the broad impact of one person's recovery or addiction on their immediate circle and the wider community, advocating for a unified approach to healing. Recognizing that recovery reaches beyond the individual to affect everyone around them, we highlight the fundamental role of understanding, empathy, and mutual support.

Much like addiction creates tears in the fabric, an individual's path to recovery attempts to mend family dynamics, friendships, workplace cultures, and community. By modelling a recovery culture that acknowledges the importance of healthy boundaries, forgiveness, communication, and collective well-being, we seek to foster an equally supportive environment for friends and family affected by addiction.

Fresh Start Recovery is dedicated to strengthening the fabric of communities and families by championing a shared approach to overcoming addiction. Through education and shared experiences, we help others cultivate compassion, forgiveness, understanding, and acceptance. We are a well-rounded community that emphasizes the strength found in unity, understanding, and forgiveness.

**In 2023, Fresh Start Recovery relaunched our Friends and Family: Coming Together Series, which supports people who have someone in their lives affected by addiction.**





# COMING TOGETHER



***“The Friends and Family – Coming Together Series invites all community members to come together in recovery.”***

Fresh Start Recovery's Family and Friends –Coming Together Series has embraced its own renewal, broadening its scope to serve an increased audience impacted by addiction. This strategic enhancement, led by skilled facilitators, ensures that anyone affected by addiction, regardless of their geographical location or direct connection to Fresh Start, can benefit from the program.

Addiction has had an extensive impact on families, friends, employers and the community at large, "Coming Together" has evolved into a comprehensive support platform. It's uniquely designed to address the needs of anyone who finds themselves navigating the effects of addiction and recovery in their personal or professional lives. The program covers a wide range of pertinent topics, from the intricacies of addiction and its systemic effects to practical strategies for setting healthy boundaries and engaging in self-care. It is now presented two times a week over four weeks; participants are encouraged to explore these themes through interactive sessions that promote learning, connection, and personal growth.

This expanded series underscores our dedication to creating a supportive and healing environment. It highlights the importance of collective action and mutual support in addressing addiction, aiming to cultivate a well-informed, compassionate, and resilient community. The series supports individuals and their immediate circles and empowers the broader community to engage with and contribute to recovery. The Friends and Family – Coming Together Series invites all community members to come together in recovery.

**In 2023, 95% of the individuals completing treatment indicated that staff helped them keep track of their progress and assist them in fulfilling their personal goals.**





# EVENTS



***"Coming together, sharing space, and telling stories, we honour the diverse faces of recovery, challenging preconceived notions of addiction and fostering a deeper understanding of healing."***

Each event brings new strength to the vibrant tapestry we call community. They bring us closer by weaving clients, alumni, staff, friends, and family into a tight-knit, eclectic community. These opportunities are pivotal moments of connection and celebration, breaking down the barriers and stigma surrounding addiction. Coming together, sharing space, and telling stories, we honour the diverse faces of recovery, challenging preconceived notions of addiction and fostering a deeper understanding of healing.

Our events are not just occasions but shared moments in the fabric of time for connection, celebration, empathy, and empowerment. We recognize these moments as essential threads in mending life's fabric.

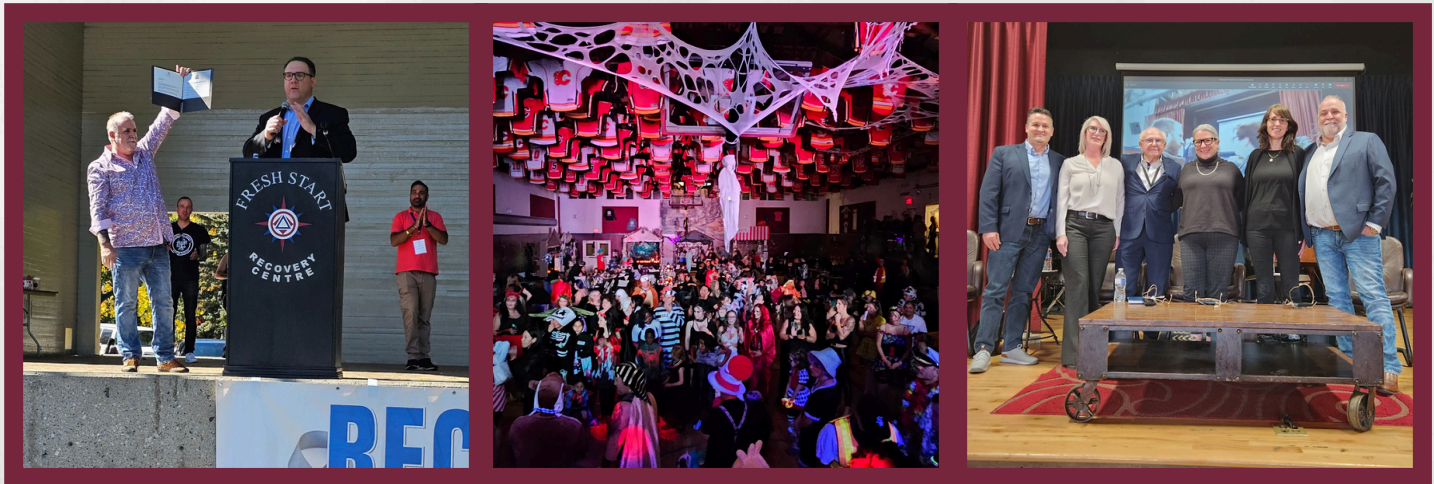
**In 2023, 90% of the individuals completing treatment indicated that staff encouraged them to include people important to them in their recovery/treatment planning, such as family, friends, clergy, or an employer.**



**90%**



# STRONGER TOGETHER

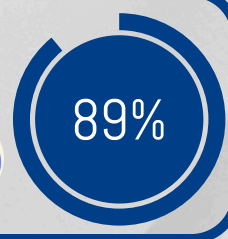


We sought to strategically strengthen our community through an increased sense of unity and inclusion, notably bridging distances with an expanded approach to activities throughout our community. Initiating a collaborative approach with Aventa was a pivotal step, bringing our alumni together through collaboration on diverse events like pool parties, recovery community dances and other group activities. This partnership did more than unite our communities; it set the stage for broader involvement, inviting the wider recovery community, including staff, clients, and alumni from other treatment centers, enriching our collective experience.

From this spirit of cooperation emerged the Rocky Mountain Recovery Society, the beginning steps into a new collective bringing together a wide range of participating partners interested in engaging, developing and creating community. This collaboration will result in four different events throughout the year, designed to specifically engage the recovery community and the community and to evolve a unified recovery community. The unification in the collaboration of these organizations will result in exponential opportunities in the coming year. These efforts highlight the importance of collective action and a shared purpose in the recovery landscape.

Fresh Start Recovery continued to develop its internal unity through our events, including the 15th Annual 12 Stop Ride for Recovery, which, for the first time, was launched simultaneously in Calgary and Lethbridge. This culminated in shared meals and the excitement of our raffle draws. Alongside our commitment to engagement through quarterly panel discussions, this nurtured a profound sense of unity. These panels were vital platforms for openly sharing recovery challenges and personal journeys, enriching our mutual understanding and reinforcing our interconnectedness.

**In 2023, 89% of the individuals attending Fresh Start Recovery indicated they developed a significantly deepened sense of belonging, fostering a community where they felt understood and supported.**





# COMMUNITY



***“Each form of assistance our community weaves into the fabric is vital to fulfilling our mission of housing, treating and supporting individuals on their path to recovery.”***

The foundation of Fresh Start Recovery is deeply rooted in our community's consistent support and contributions, the generosity of donors and the dedication of volunteers, and the essential in-kind contributions, coupled with the collaborative support of the government. With each form of assistance, our community weaves the fabric vital to fulfilling our mission of housing, treating and supporting individuals on their path to recovery. We honour our community's collective strength, understanding every contribution's significant impact. Our gratitude is steeped in this collaborative spirit, where we have been empowered to provide comprehensive, empathetic support to those in our care. Our community's generosity significantly drives our operations and reflects the essence of support, understanding and compassion at the heart of recovery. With sincere gratitude, we recognize that each success is a tribute to the power of collaboration, reaffirming that together, we can achieve remarkable progress in changing lives and addressing addiction challenges.





# UNIFIED STRENGTH



This year, we've witnessed extraordinary acts of generosity, all of which contributed significantly to enriching the fabric of the lives we serve. Some of the extraordinary acts and notable donations were made. Each and every single donation has played a pivotal role in sustaining our initiatives throughout this year. We are sincerely grateful for your contribution and help in weaving a rich narrative of hope. These collective endeavours have reshaped our organization over this last year. Your support, contributions and ongoing generosity played a vital and significant role in our transformation. We regret our inability to tell the amazing stories associated with every generous gesture. We will, however, strive to extend our gratitude well into the future. Your commitment is a testament to the power of unified action in creating lasting change.

Your support and commitment have been effectively captured in the acknowledgment as one of the top 10 Canadian charities by Charity Intelligence in 2023. Reflecting our commitment to transparency, accountability, and impactful outcomes. This recognition underscores our program's effectiveness and underlines the importance of community support. We honour this achievement and recognize the importance of the decision to donate, reinforced by the critical role of informed giving that each of you undertook. Being among the top-rated charities amplifies the trust you placed in us. Your trust and support have inspired more individuals and organizations to join our cause further. We celebrate it as a collective achievement made possible only through your support, generosity, the dedication of our volunteers, and the commitment of our partners and stakeholders.

As we build upon this recognition and the support of our community, we are driven by the transformative power of collaboration. This spirit of togetherness is the fabric of our success, enabling us to extend our reach and intensify our impact. We are fueled by the shared goal of providing hope and recovery to those in need. We once again extend our gratitude to all our supporters, confident that together, we are weaving a vibrant tapestry of life full of hope, healing, and boundless opportunities for the individuals and families we serve.



# COLLECTIVE HARMONY



The unfolding narrative of Fresh Start Recovery's annual report has provided a glimpse of a profound development of collective harmony. Each part—housing, treating, supporting, alumni, family, events, and community—acts as a vital thread in the fabric of our collective effort, weaving together to form a cohesive and beautiful display of unity and shared purpose.

From expanding our housing initiatives to the nuanced care in our treatment programs, followed by the steady support offered by our dedicated staff and volunteers, to the engagement within our community, each aspect of our purpose has contributed to a harmonious blend of our efforts. These segments, detailed throughout our report, do not stand alone; instead, they are interwoven, enhancing one another in a collaborative success.

This blend is further enriched by stories of resilience and the sincere contributions from our families, completing a picture of a community united in the face of adversity and embracing recovery. The expansive continuum of activities, from impactful community conversations to celebratory events, illustrates how we come together and reinforces the bonds of empathy, insight and understanding that define us.

Our collective harmony extends beyond the sum of its parts; it embodies the spirit of Fresh Start Recovery. It is evidence of the power of collective action and shared vision, a reminder that together, we are stronger. As we weave these threads into the fabric of our community, we create a tapestry of support that wraps around each individual we serve, offering warmth, strength, and the promise of a brighter future.

Reflecting on this past year, we see the achievements, challenges, and everyday business operations. This harmony emerges from countless individual contributions, each crucial to our organization's collective fabric. As we move forward, we carry this harmony of collective efforts, ready to face new challenges, embrace new opportunities, and continue weaving a future where a community adopts recovery in unison.



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## INDEPENDENT AUDITOR'S REPORT

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To the Directors of Fresh Start Recovery Centre

### *Opinion*

We have audited the financial statements of Fresh Start Recovery Centre (the Centre), which comprise the statement of financial position as at December 31, 2023, and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the organization as at December 31, 2023, and the results of its operations and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO)

### *Basis for Opinion*

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the organization in accordance with ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### *Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with ASNPO, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the organization's financial reporting process.

### *Auditor's Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

*(continues)*



Independent Auditor's Report to the To the Directors of Fresh Start Recovery Centre (continued)

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Calgary, Alberta  
March 28, 2024



C&E LLP Chartered Professional Accountants





**FRESH START RECOVERY CENTRE**  
**Statement of Financial Position**  
**December 31, 2023**

	2023	2022
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 1,806,458	\$ 2,658,831
Restricted cash	2,759,812	617,582
Accounts receivable	851,783	666,918
Goods and services tax recoverable	56,503	21,266
Prepaid expenses	54,861	-
	<b>5,529,417</b>	<b>3,964,597</b>
PROPERTY AND EQUIPMENT (Note 3)	<b>26,081,602</b>	<b>10,472,029</b>
	<b>\$ 31,611,019</b>	<b>\$ 14,436,626</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable	\$ 640,150	\$ 161,384
Security deposits	43,285	41,185
Deferred revenue (Note 4)	2,745,040	576,006
	<b>3,428,475</b>	<b>778,575</b>
DEFERRED CAPITAL CONTRIBUTIONS (Note 5)	495,000	-
LOAN PAYABLE (Note 6)	150,000	-
MORTGAGES PAYABLE (Note 7)	7,850,000	-
	<b>11,923,475</b>	<b>778,575</b>
<b>NET ASSETS</b>		
Operating fund	862,965	2,827,023
Property and equipment fund	18,824,579	10,831,028
	<b>19,687,544</b>	<b>13,658,051</b>
	<b>\$ 31,611,019</b>	<b>\$ 14,436,626</b>

\*See notes to Financial Statement  
@ www.freshstartrecovery.ca

**ON BEHALF OF THE BOARD**



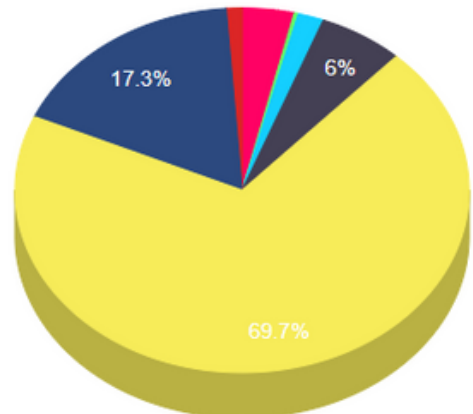
**BOARD CHAIR, CRAIG BORGLAND**



**TREASURER, DALE BURSTALL**

**Fresh Start Funding Sources 2023**

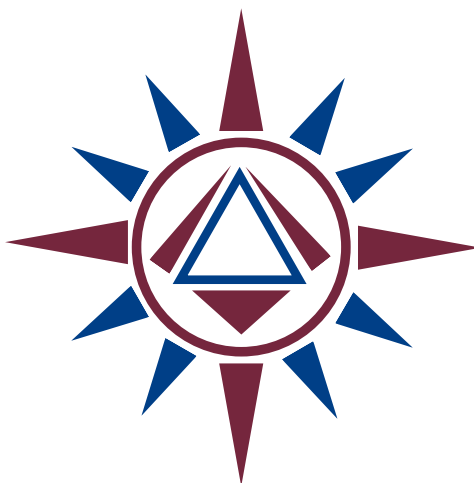
- Corporate
- Events
- Foundations/Charities
- Gaming
- Government Grants
- Individual donors
- In-Kind





**FRESH START RECOVERY CENTRE**  
**Statement of Revenues and Expenditures**  
**Year Ended December 31, 2023**

	2023	2022
<b>OPERATING FUND REVENUES</b>		
Alberta Health Services - Addiction and Mental Health funding (Note 8)	\$ 2,790,413	\$ 2,464,853
Accommodation	2,031,226	1,819,283
Government of Alberta Grant (Note 9)	1,995,524	-
Fundraising and donations	1,862,318	1,379,881
Community outreach grants	260,138	-
Interest	195,563	56,265
	<u>9,135,182</u>	<u>5,720,282</u>
<b>OPERATING FUND EXPENDITURES</b>		
Salaries and wages	4,612,840	3,770,728
Program supplies	676,307	473,553
Office, administrative, and other	351,988	152,109
Utilities, phone and internet	335,147	247,322
Repairs and maintenance	252,897	201,378
Fundraising expenses	243,543	118,586
Travel and vehicle	94,511	95,236
Insurance	94,393	78,394
Interest and bank charges	58,384	5,494
Professional fees	49,484	16,140
Interest on mortgage	26,668	-
Consultant fees	8,359	-
	<u>6,804,521</u>	<u>5,158,940</u>
<b>OPERATING FUND EXCESS</b>	<u>2,330,661</u>	<u>561,342</u>
<b>PROPERTY AND EQUIPMENT FUND REVENUES</b>		
Revenue on deferred capital contributions	<u>5,000</u>	<u>-</u>
<b>PROPERTY AND EQUIPMENT FUND EXPENDITURES</b>		
Amortization of property and equipment	<u>306,168</u>	<u>167,822</u>
<b>TOTAL EXCESS OF REVENUES OVER EXPENDITURES</b>	<u>\$ 2,029,493</u>	<u>\$ 393,520</u>



See notes to financial statements



# THE EXPANDING TAPESTRY



In 2023, our collective journey was etched onto the canvas of our shared experience, woven with resilience, support, and hope, embodying the unity and progress of that pivotal year. This collaborative work reflects our collective path and spirit and depicts the transformative routes we've traversed together. Each strand represents courage, support, and the promise of fresh beginnings, enriching a narrative adorned with our collective achievements and future aspirations.

The tapestry's expansion into 2024 mirrors the boundless potential of our unified endeavours, encapsulating the impact we forge when we unite. It represents our community's strength and the limitless possibilities of collaboration. Together in recovery, this mantra resonates through every thread and intricate pattern, fortifying our collective determination.

Heartfelt gratitude extends to all who have contributed to this evolving fabric. Whether as clients, staff and volunteers, or sympathetic donors and supporters, your contributions enrich our tapestry, transforming it into a vibrant symbol of recovery. As we continue to weave this tapestry into 2024, We trust it remains our legacy, symbolizing the profound bond among those committed to recovery. We are Together in Recovery. We pledge to complete our tapestry, layering new dimensions of community and unity into our collective voyage.



With Gratitude,

Bruce Holstead Executive Director  
Fresh Start Recovery





# TOGETHER IN RECOVERY

## Family..... Friends.....Alumni ..... WE are Together in Recovery! – You are our Community

As we look back on 2023 and towards the future, we're reminded of the significance of unity in our mission at Fresh Start. Our essence is the belief in "Together in Recovery," embodying the collective recovery journey as families, individuals, and a community. This belief isn't just a slogan; it's the heart of our commitment to House, Treat, and Support those on their path to recovery, fostering connections that make healing profound and sustaining.

Your support is pivotal. It enables us to:

- Sustain our core addiction treatment, offering hope and a new beginning.
- Expand our Family Healing Program, equipping loved ones with knowledge and skills for mutual recovery.
- Improve Post Treatment Housing, providing a haven in a challenging housing landscape.

Your generosity doesn't just fund programs; it fortifies the fabric of recovery, weaving together stories of resilience and hope as we move forward. Your contribution adds a crucial thread to fill in the missing pieces and tears in our tapestry, an ongoing celebration of recovery, and hope and support for those embarking on recovery.

We are grateful for your joining us and making a difference. Every donation strengthens our community, helping many find a new start. Together, let's continue to weave a vibrant tapestry of life for all affected by addiction.



**Scan the QR code to donate now**



### **Fresh Start Recovery**

403-387-6266

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