



**PHOENIX  
SOCIETY**



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**ANNUAL REPORT 2022-23**



## TERRITORIAL ACKNOWLEDGEMENT

Our work takes place on the shared, unceded, occupied and traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Sumas, Matsqui and Qayqayt First Nations and the treaty lands of the Tsawwassen First Nation. We respectfully acknowledge their stewardship of this land since time immemorial and thank them for allowing us to work, live and play in these territories.



## A MESSAGE FROM OUR OUTGOING BOARD CHAIR

Our Annual Report is a testament to the hard-working individuals who carry out our mission every day, and to the important impact Phoenix has made in the communities it serves over the past year.

I would like to extend our gratitude to David MacIntyre, who steered Phoenix through a period of significant change until May 2023, when we welcomed Justine Patterson as the new CEO. Her clinical background, leadership and vision have already made a positive impact on the organization.

Ensuring strong leadership for Phoenix has been a top priority for the board, as we continue to expand and enhance our services for the community. This year, we opened the new youth and young adult intensive treatment program, expanded the music therapy program, and enhanced our models of care across many of our programs and services. These changes ensure we stay adaptive to the needs of the community, keeping clients at the centre of everything we do.

Our Board of Directors is going to look a bit different in 2024. I would like to thank Diane Henry, Miranda Compton, and Wendy Mehat for their years of service, and share that I too will be stepping away from my role as Chair. We have worked hard to ensure a skilled and diverse board is in place and



ready to guide Phoenix into the future. I'd like to welcome Darren Fairbrother as the new Phoenix Board of Directors President, and Bonnie Wilson, the newest Board Member.

I extend my sincere thanks to the staff and supporters of Phoenix who make this work possible, and to our clients and their support networks for trusting us with your care.

Pat Frewer

## A MESSAGE FROM THE CEO

Since joining the team this year, I've been continually impressed and inspired by the Phoenix community. This is a unique place where people feel truly connected to one another; where clients have the opportunity to articulate their own definitions of success and carve a path forward.

Now more than ever before, we understand the complex reasons why people access services like ours. The social determinants of health—economic security, education, health care, one's social and community context, and one's neighbourhood or environment—tell the story. People experiencing instability in their lives have often experienced childhood trauma, violence, low incomes, precarious employment, and limited educational opportunities. When people also interact with the criminal justice system or with the Ministry of Children and Family Development, or if they are survivors of residential schools, we see these negative, disempowering experiences compound and amplify. The result is a profound sense of disconnection—from one's self and one's community—which can lead to mental health challenges and coping mechanisms like substance use. People do the very best they can with the tools they have, but at times, people need more support to overcome the systemic barriers they face to individual well-being. This is why Phoenix

considers each person's complex personal history in order to provide whole-self approaches to a challenging whole-self situation.

This is an important time to join the Phoenix community, as we explore how to bring this holistic point of view to every program and every facility, improving the quality of our services in the process. When we focus on improving the social determinants of health that unlock long-term well-being for each of our clients, our impact can be more meaningful than ever.



I look forward to learning from Phoenix's staff and clients as we continue to cultivate deeper human connections and redefine our story. I would like to thank Phoenix's board, staff, and supporters for the warm welcome and your trust. Each of you has an important role to play in the work ahead of us. I am excited to continue our great work together.

Justine Patterson

## BOARD OF DIRECTORS



**Darren Fairbrother**  
Board President



**Nancy Gordon**  
Board Vice Chair



**Bonnie Wilson**  
Board Secretary



**Elaine Duvall**  
Board Treasurer



**Pat Frewer**  
Board Member



**Jag Gill**  
Board Member



**David Longpre**  
Board Member

## LEADERSHIP



**Justine Patterson**  
Chief Executive  
Officer



**Trudi Shymka**  
Chief Operating  
Officer



**Kim Brazil**  
Chief Financial  
Officer



**Narinder Dhillon**  
Director, Human  
Resources



**Kasimir Kish**  
Director, Housing  
and Programs



**Munir Velji**  
Director, Mental  
Health and  
Substance Use



**Terri Chanyungco**  
Director, Operations

## ABOUT PHOENIX

Phoenix Society helps individuals address impacts of substance use and create stability in their lives. We do this by focusing on the social determinants of health and by fostering stronger community connections and inclusion. We meet people where they're at and create a safe environment where people have the support to take action towards their goals. Our programs and services span prevention, early intervention, harm reduction, treatment, recovery, housing, employment, community inclusion, health care and education.

## MISSION

Phoenix Society is a multi-service agency dedicated to providing accessible services and opportunities to people who face barriers related to substance use, mental health, housing, education, criminal justice involvement and/or employment.

## VISION

A healthy community where all people feel connected and have opportunities to discover and build on their strengths to reach their full potential.

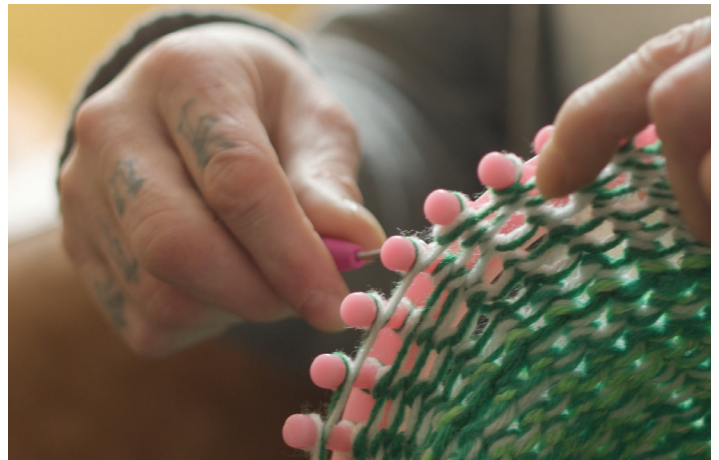
## VALUES

Relationships, Social Innovation, Social Justice, Strength-Based



## PHOENIX PROGRAMS AND SERVICES

Phoenix Society offers equitable access to holistic care so individuals can lead healthy lives. This includes support for people who use substances, people living with complex health challenges like HIV, and people who are currently unhoused or who are previously unhoused. Whether our clients are dealing with one or more of these challenges, Phoenix meets them where they're at, creating a safe environment where people can make sustainable progress toward self-defined goals. We offer substance use care, other forms of health care, and diverse housing supports. Our programs foster community connections and inclusion and help people access education and employment. For all our clients, Phoenix offers individualized case management, service navigation and versatile ways to access care. Phoenix focuses on improving people's social determinants of health—from housing to economic stability to food security—recognizing the critical role these play in people's overall well-being.



## IMPACT THIS YEAR\*



**1,576**

Individuals served across our programs in the Lower Mainland and Fraser Valley

\*Statistics in this report reflect the April 2022 to March 31, 2023 fiscal year.

## SUBSTANCE-USE CARE

Supporting our clients who engage with substances takes many forms. Our priority is increasing access to services that promote well-being. We offer a variety of services from provincial intensive substance-use treatment to harm reduction services. We are committed to meeting people where they are at and providing them with the options and opportunities that will meet their individual needs.

To support clients working to address substance use, Phoenix offers:

### Provincial Specialised Adults Substance Use Treatment Program

Phoenix recognises the co-occurrence of mental health and substance use challenges, and the importance of treating both simultaneously. This program supports men and women aged 19 and over who are facing the concurrent challenges of mental health stabilization and healthier management of substance use. We offer specialized, evidence-based approaches in a live-in setting, so clients get the care and support they need.

### Provincial Specialised Youth and Young Adult Substance Use Treatment Program

Everything we do is data-driven, and data shows that young men in BC are particularly vulnerable when it comes to the negative impacts of substance use. Launched in 2023, this program provides specialised live-in treatment for young men aged 17-24, considering the unique contexts and challenges these individuals might face on their journey.

### Phoenix House

Many of our clients want to reduce harm from substance use in their lives. For four to six weeks, men at Phoenix House can access short-term transitional care to support stabilization and service navigation. With a trauma-informed approach, this program aims to foster client's resiliency and engagement with health care and support services.

### Overdose prevention services

Research shows that one of the most effective ways we can prevent deaths and harm related to substance use is to provide stigma-free support when people are using substances. That's why we offer overdose prevention services and free safer-consumption supplies in our Supported Housing Facilities and at the Abbotsford Community Hub (the Hub).

### Abbotsford Injectable Opioid Agonist Therapy (IOAT)

Injectable Opioid agonist therapy is an effective treatment for people who have been diagnosed with an opioid disorder, which can help people stabilize their lives and reduce harm related to their substance use. Every day, a team of nurses, harm reduction and





peer support workers provide care up to 20 clients at our IOAT clinic in Abbotsford. Clients receive injectable hydromorphone, which prevent withdrawal symptoms and reduce cravings for opioid drugs. Phoenix's IOAT clinic is unique in that it also provides wrap-around support to help clients navigate other significant issues in their lives, such as housing, which, when left unaddressed, can impede participants' success in the program.

## IMPACT THIS YEAR - SUBSTANCE-USE CARE



**333**

Individuals supported via substance-use treatment and stabilization programs

**115**

Individuals supported through Phoenix's aftercare counselling program

**22,578**

Client drop-ins at the Hub

The Hub provides important services to the community including daily lunches, a food bank for those living with HIV or viral hepatitis, shower and laundry facilities, assessment, referrals, access to on-site medical care, harm reduction supplies, peer counselling, onsite supervised consumption services and connections to shelters



**5,878**

Overdose prevention room visits

These visits to the Hub successfully reversed 79 overdoses, with no drug poisoning deaths

**1500+**

Naloxone kits provided

Naloxone kits are provided to clients at risk of experiencing or witnessing an opioid overdose. This year we gave out 1,171 kits from the Hub in Abbotsford and over 400 kits from our main campus in Surrey



## HEALTH CARE

Access to primary health care ensures people have their physical, emotional and psychological concerns addressed, as early as possible. Without it, more serious, long-term and chronic conditions can develop and worsen. Phoenix's health care services meet each client's unique needs. Staff help people navigate the health care services that may serve them best, whether offered directly by Phoenix or by our partners in the community. To support our clients' mental health, we offer evidence-based therapies, including (but not limited to) Dialectical Behaviour Therapy (DBT), Cognitive Behaviour Therapy (CBT), trauma therapy, and family and individual therapies. Our healthcare offerings are designed to enhance clients' holistic wellness journeys.

To support our clients' overall health, Phoenix offers:

### Medical clinic

Our primary campus of care in Surrey is home to a medical clinic, reducing barriers for our clients when it comes to accessing primary care. Here clients can be assessed by an addiction physician and 24-hour nursing staff, or receive prescriptions from a visiting pharmacist.

### HIV/hepatitis prevention & support services

Phoenix support workers from the Abbotsford Hub focus on preventing the spread of human immunodeficiency virus (HIV) and hepatitis C virus (HCV) within the community. For clients living with HIV or HCV, our support workers also offer support and information to prevent these conditions from progressing. Through a high degree of client communication, combined with a strong knowledge of the treatment providers in their service delivery area, this team ensures clients receive the most up-to-date information and medicine to stay as healthy as possible. This initiative also prevents transmission. This team also takes a holistic approach to care, ensuring clients receive whatever wraparound supports, information and referrals they might need to support their overall wellbeing.







# IMPACT THIS YEAR - HEALTH CARE



1,793

Doctors appointments

469

Initial health assessments

400+

Residents on Opioid Agonist Therapy (OAT) through the Phoenix medical clinic

2,089

Referrals

The Hub plays an important role in referring clients to the health, addiction, mental health, sexual health, and other services that will best meet their needs



## HOUSING

The environments we live in have a significant impact on our health and well-being. When people don't have stable access to decent shelter, or when they live in unsafe surroundings, basic needs as human beings aren't met, leading to prolonged stress and vulnerability. Access to housing is a critical first step for anyone seeking greater well-being. Housing is recognized as a human right and a crucial social determinant of health. It also plays a vital role in sustained substance use recovery by providing the stability and security needed for individuals to rebuild their lives.

Phoenix offers a range of housing options. At one end of the housing continuum, we offer temporary emergency shelter so those who are unhoused have a safe place to stay, for now.

When clients are able to move beyond an immediate and urgent lack of shelter, we offer the next stage of housing. Clients who've created stability in their lives can turn their attention to living independently, still connected to the community-based supports that will help them sustain their housing over time. Similarly, as clients transition out of live-in recovery treatment, we know how important it is for them to have a safe place to land, where they can maintain the gains they've





made towards their wellness goals. Our transitional housing programs do just that, providing individuals with the ability to live independently, but with specialised supports within reach when they need them. The Nest offers both supportive housing and supported recovery housing.

At the other end of our housing continuum are programs that empower clients to pursue home ownership, if this is a long-term goal. Our Rising Sun Villas program makes homeownership more attainable for people who otherwise would not be able to buy property.

What's powerful about the Phoenix housing continuum is that some clients might move all the way through it, first using one of our emergency shelter beds, and eventually accessing support to unlock home ownership. Other clients may live at only one Phoenix facility for one season of their lives when it best suits their needs and goals. No matter how long people stay or move through our housing continuum, they are all trusted neighbours in this supportive community.



## IMPACT THIS YEAR - HOUSING



**269**

Individuals provided with housing support



## COMMUNITY CONNECTION AND INCLUSION

Social isolation is connected to almost every form of vulnerability we can experience as human beings. That's why we support clients to nurture positive relationships, engage with culture and pursue their interests. Across our facilities, we offer music therapy programs, special events, and recreational opportunities, like access to games rooms and gyms. By creating safe places to connect with others, share a meal and have fun, we create environments that support clients to stay focused on their goals.

In addition to these fun and accessible spaces, we also operate community-based spaces where people can receive the kind of support tailored to their unique contexts, including people who have left the criminal justice system or people living in specific neighbourhoods.

To foster inclusion and a strong sense of community, Phoenix offers:

### Community Residential Facilities

When people interact with the criminal justice system, it's important to have support to thrive back in the community. Chief among these supports are a safe and appropriate place to stay and people who check in on how you're doing and people who support your transition. For those who leave the criminal justice system at an advanced age, there can be additional concerns and challenges, including complex medical conditions. A portion of our community residential facility beds support this population, where they receive specialised support from medical staff.



## Little House

Little House is an in-Delta, for-Delta resource where local residents, city workers and first responders can access clinical intervention, support, counselling and referral. This accessible facility includes a comfortable counselling space and two meeting rooms that accommodate recovery group meetings, workshops, and educational sessions.

## Community Garden

Strategically located next to the Social Innovation Centre and well-used walking trails, the community garden is designed to facilitate healthy community connections among Phoenix clients and other Surrey residents. Participants in the gardening program grow produce improving access to local, fresh food. The program is made possible through a partnership with the City of Surrey.

## Food security resources

Abbotsford Hub provides free bagged lunches, additionally, the Phoenix Flame Food Truck offers free meal services and builds community, connection and hope.

## Outreach

Sometimes the best help comes to you. Our outreach services based in the Tri Cities are designed to lower barriers to services and care. Phoenix outreach workers are well-connected and well-trusted in the communities we serve. As they distribute important information, community resources and harm reduction supplies, they also ensure more vulnerable community members are connected to resources and services.



## Sweat lodge

On the Phoenix Centre campus, on the unceded and continuously occupied territory of the Semiahmoo and Musqueam people, two Indigenous elders and local residents have built two sweat lodges to promote inner healing. Here Phoenix clients and members of the public can find alternative ways to process addiction, grief, abuse, and the stresses of daily life, forming invaluable connections and friendships in the process. Since it was built, 30,522 individuals have used these sweat lodges, accessing spiritual healing with cultural humility, while learning the history of the lands on which Phoenix operates.



## IMPACT THIS YEAR - COMMUNITY CONNECTION AND INCLUSION



### 102

Individuals supported through community residential facilities

By helping people plan their transition back into positive community environments, we ensure clients have the skills and resources they'll need to adjust to changing norms and new challenges

### 226

Counselling & community education sessions provided at Little House

### 1,635

Free meals served

Nutritious meals were provided through our kitchen at Phoenix Centre, our food truck that visited numerous communities, and through bagged lunches served out of the Hub



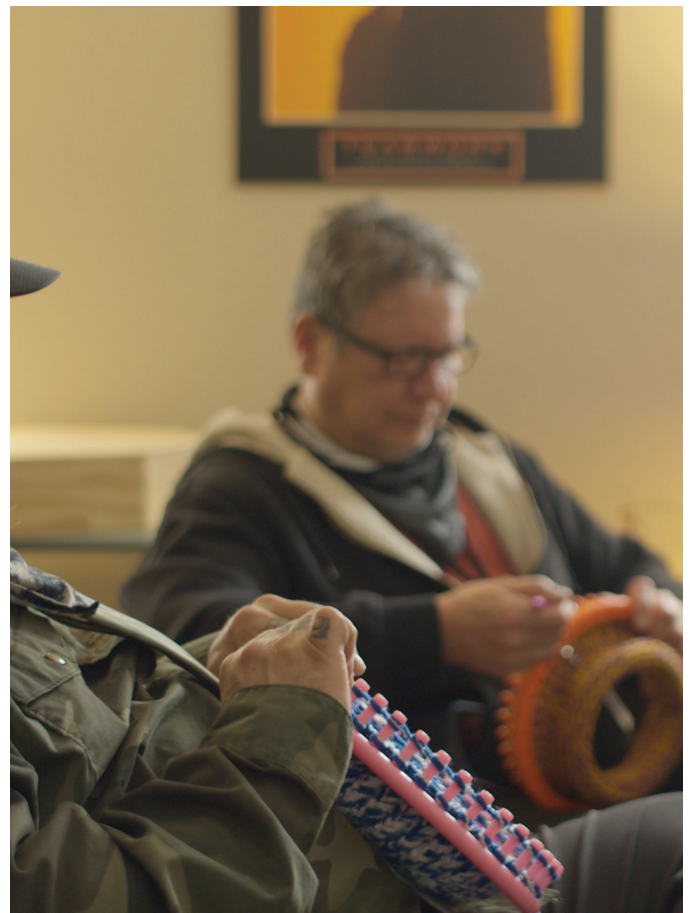


## EDUCATION & EMPLOYMENT

Education is a critical social determinant of health. Without culturally appropriate and equitable opportunities to learn, at every stage of life, people lose access to critical knowledge and information they need to live their best life. This can limit people's ability to engage with and in their community and reach their fullest potential.

People need enough money to afford the necessities of everyday life. When people have access to a liveable, predictable income, they have more security and independence. Economic stability is key to one's quality of life.

To support ongoing education and employment opportunities for everyone, Phoenix partners with Kwantlen Polytechnic University and Options (WorkBC). Kwantlen empowers adult learners to re-enter education and the labor market through individualized assessment and instruction in English and Math. The Options resource centre provides employment counselling, and when clients are ready, they help them with their job search.





## FUNDERS

Phoenix wishes to recognize all of our funders for 2022-23, including donors not listed below who have contributed money or in-kind support. Thank you for your support.

BC Housing  
CareRX Corporation  
City of Abbotsford  
City of Coquitlam  
City of Delta  
City of Port Moody  
City of Surrey  
Correctional Service Canada  
First West Foundation  
Fraser Health Authority  
Grant Thornton LLP  
Lu'ma Native BCH Housing Society  
Music Heals  
Province of British Columbia  
Provincial Health Services Authority  
Public Health Agency of Canada  
ViiV Healthcare



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