



**PHOENIX
SOCIETY**



Expanding Possibilities

ANNUAL REPORT
2025-2026

TABLE OF CONTENTS

01	Message from CEO	4
02	Leadership	6
	Board of Directors	6
	About Phoenix	7
	Strategic Plan Update	8
	Practice & Standards	10
03	Phoenix Programs and Services	11
	Mental Health and Substance-Use Support	11
	Comprehensive Health Care	15
	Safe and Supportive Housing Solutions	18
	Community Inclusion and Connection	20
	Empowering through Education and Employment	22
04	Funding	24
	Financials	25



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. Additionally, we provide care on the traditional, ancestral and unceded lands of the Coast Salish and Nlaka'pamux Nations, which is home to 32 First Nations within the Fraser Salish region. 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 BOARD CHAIR



Across our communities, more people are facing the realities of housing instability, mental health challenges, and complex barriers to care. In a sector often shaped by complexity and stigma, the need for compassionate, reliable support has never been more apparent.

In this environment, Phoenix continues to be a steady, trusted presence for the people and communities we serve. Guided by thoughtful governance and an unwavering belief in people's strength and potential, we are responding by growing our capacity while staying grounded in dignity, respect, and connection.

This past year, that commitment came to life in a powerful way. In a remarkably short timeframe, the Phoenix team opened two new supportive housing communities, Bentley Place and Phoenix Pathways, while maintaining the high standards Phoenix is known for. This achievement reflects the dedication, expertise, and collaboration of our leadership and the whole team, and showcases the organization's capacity to deliver on ambitious goals that change lives.

At the heart of these achievements are the people of Phoenix. Through my interactions across the organization, I am continuously reminded that what makes Phoenix exceptional is not the buildings or the programs themselves; it is the people. Every team member shares a deep commitment to treating service recipients with dignity and respect, recognizing their strengths, and helping them pursue the futures they define for themselves. In a sector often shaped by complexity and stigma, Phoenix continues to lead with compassion, steadiness, and hope.

None of this happens in isolation. As demand for services grows, governments, health partners, funders and frontline workers must work together to ensure we are responsive to the complex needs of our communities. Phoenix has earned a reputation as a trusted partner because it consistently delivers meaningful results grounded in relationships and respect, and we will continue to build these connections to expand our impact.

As a Board of Directors, we are deeply proud to stand behind this work. Our role is to listen carefully, offer guidance where appropriate, and ensure the resources entrusted to Phoenix are used in ways that honour our founders, the people and communities we serve, today and into the future.

With this shared purpose in mind, on behalf of the Board of Directors, thank you to Phoenix leadership, team members, partners, donors and supporters for your unwavering commitment to this work. Most importantly, thank you to the people who place their trust in Phoenix every day. Your resilience and determination continue to inspire us and strengthen our shared purpose as we look to the future.

Darren Fairbrother

A MESSAGE FROM THE CEO



Thoughtful expansion is how I would describe the past year at Phoenix. As the needs in our communities continue to evolve, we have remained focused on strengthening the quality of our care while expanding our ability to respond where the need is greatest. We invested in our people, systems, and infrastructure to ensure that our strong foundation supports every new opportunity. As a result, we ended the year with greater capacity, greater ability to respond, and an even stronger commitment to the people and communities we serve.

Across British Columbia, two challenges continue to shape the health and well-being of our communities: the toxic drug crisis and the housing crisis. At Phoenix, we know these challenges cannot be addressed in isolation. Housing is healthcare. It is a vital part of the continuum of care, creating the stability people need to address their health, strengthen relationships, and pursue the goals that matter most to them.

This year, we expanded that continuum in meaningful ways, including stabilization services for youth and young adults and the opening of two new housing communities: Bentley Place and Phoenix Pathways. These additional offerings have created more opportunities for people with diverse and evolving health needs to access individualized, wraparound support.

The increasing health needs of the people we serve continue to challenge systems that were never designed for today's realities. Yet time and again, our teams have demonstrated remarkable agility, compassion, and expertise. Whether opening housing communities or operationalizing supportive housing in just six weeks, they responded with professionalism, care, and an unwavering commitment to those who access our services.

When we invest in housing, healthcare, and support for people experiencing the greatest barriers, we strengthen our communities as a whole and make them safer for everyone. That belief continues to guide our work and inspires us as we look ahead to the opportunities still to come, including ways to improve transitions between programs.

To our Board, team, partners, funders, volunteers, and most importantly, our service recipients, thank you. Together, we are expanding not only our services but the possibilities for more connected communities.

Justine Patterson

BOARD OF DIRECTORS



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Dr. Ashok Krishnamoorthy
Mental Health and Substance Use



Siva Chandran Ramakrishna
Director, Human Resources

ABOUT PHOENIX

Phoenix Society offers support to address, recover from, or reduce harms from substance use, as well as housing, health care, education, employment, and community inclusion. We prioritize the social determinants of health, applying the principles of health equity and social justice for underserved and marginalized populations.

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

The values that ground us are:

- Social justice: facilitating equal access to health, well-being, wealth and opportunity
- Relationships: building on safety, trust, and integrity
- Social innovation: leading to individual and community well-being
- Strengths-based: discovering and nurturing the strengths within our community



STRATEGIC PLAN UPDATE

As you review this year’s Annual Report, you will see that Phoenix has made tremendous progress toward achieving the strategic directions set out in our 2024-2029 Strategic Plan. Below you will find a snapshot of those directions, including select highlights from the past year and an illustration of how we are progressing toward achieving our goals.

1. Prioritize the quality of our care

- a.Pursue responsive, inclusive and culturally safe care
- b.Develop, adapt and innovate models of care
- c.Data-driven quality assurance and performance measurement

Completed comprehensive Rising Sun program audit, including a focus on enhancing service recipient engagement and increasing quality of care for participants in the Aging Adults program.



2. Develop our people and culture

- a.Invest in employee development and training
- b.Nurture employee engagement
- c.Enhance leadership skills and competencies

Enhanced Communities of Practice Leadership training sessions to equip managers with ongoing, collaborative learning opportunities to strengthen understanding of labour relations, collective bargaining agreements, and effective supervisory practices.



3. Improve technology, systems and infrastructure

- a.Improve operational systems to enhance efficiency and organizational impact
- b.Standardize processes and practices organization-wide

Enhanced business continuity plans to encompass emergency planning for all elements of the organization.



4. Communicate our identity, value, and brand

- a. Update our messaging, integrating our unique value and approach
- b. Enhance external communication and engagement to heighten visibility and extend impact

Launched new Phoenix website to make it easier to find, understand and apply to our programs and services.



5. Engage community members and partners to amplify our impact

- a. Deepen community engagement and partnerships
- b. Meaningfully engage the voice of service recipients
- c. Address gaps in the spectrum of care for vulnerable and priority populations

Partnered with Senior Services Society of B.C. to provide short-term emergency housing for vulnerable seniors facing homelessness.



6. Take bold and innovative action to expand our reach

- a. Develop innovative approaches to increasing effectiveness of programs and services
- b. Exercise leadership to increase the care of the community
- c. Expand our reach to support underserved populations

Opened two new housing programs, making 151 new supportive homes and shelter spaces available.



PRACTICE & STANDARDS

The Practice and Standards team supports high-quality, safe, and consistent service delivery through staff training, clinical supervision, and continuous quality improvement. This year, we expanded trauma-informed and non-violent crisis intervention training, improved documentation and critical incident reporting, and strengthened support for new and growing programs across the organization. At the same time, we advanced new approaches to measuring quality and impact, including developing key performance indicators and opportunities for service recipients’ feedback. Together, these efforts help ensure our care remains responsive, evidence-informed, and focused on delivering the best possible outcomes for service recipients and staff alike.

WORKFORCE DEVELOPMENT AND TRAINING



370 staff training participations, including:

112
staff completed Non-Violent Crisis Intervention

56
staff completed Mental Health First Aid

48
staff completed Trauma-Informed Communication training

135
staff completed documentation and quality improvement training

STUDENT AND WORKFORCE DEVELOPMENT



31 new practicum students hosted

CLINICAL SUPERVISION



138 individual clinical supervision sessions

30 group clinical supervision sessions



STAFF SUPPORT AND WELL-BEING

7 structured staff debriefing sessions to promote staff well-being, peer support, and program quality

13 Critical Incident Stress Management debriefs

23 health and wellness sessions for staff

MENTAL HEALTH AND SUBSTANCE-USE SUPPORT

Phoenix’s mental health and substance use programs support people through every stage of their recovery journey. This year, more people stayed connected to that support. Service recipients are choosing to remain in treatment longer, fewer people are leaving before they are ready, and more people are moving into transitional housing and staying connected to care once they arrive. Behind these outcomes is a commitment: to surround each person with wrap-around support before, during, and after their time in our programs.

Throughout our programs, service recipients are supported by an interdisciplinary team that includes clinical counsellors, social workers, nurses, physicians, peer support workers, and therapeutic recreation and music therapy staff, with team members on the floor around the clock. Together, they provide person-centred, trauma-informed care while helping people build practical life skills, strengthen relationships, and develop the confidence to pursue their goals. Service recipients tell us they value the welcome they receive and the choice and agency they have in their care.



REACH

337

individuals supported through mental health and substance use treatment and stabilization programs



ADULT PROVINCIAL SPECIALIZED SUBSTANCE USE TREATMENT PROGRAM

38

funded treatment beds

173

individuals served

5

average length of stay: 55 days

YOUTH AND YOUNG ADULT PROVINCIAL SPECIALIZED SUBSTANCE USE TREATMENT PROGRAM

18

funded treatment beds

46

individuals served

76

average length of stay: 76 days

CARE AND SUPPORT PROVIDED

 **638**
individual clinical
counselling sessions

463 group clinical
counselling sessions

102
Indigenous cultural
programming sessions 

 **256**
recreational
therapeutic activities

818 outreach
appointments 

598 group-based
recovery supports

 **173**
individual music
therapy sessions

404 group music
therapy sessions

48
individuals
participated in
education and
training programs

An important milestone this year was the launch of the Youth and Young Adult Stabilization (YAYA STAR) program in October 2025. Designed for youth and young adults across British Columbia, the program provides short-term stabilization in a safe, supportive environment while participants determine their next steps. For some, this means transitioning into bed-based substance use services when they are ready. For others, this first step can mean taking the time and determining the support needed to build stability before pursuing other pathways. By expanding options along the continuum of care, Phoenix is helping ensure people can access the right level of support at the right time.

 QUALITY OF CARE

100% of service recipients received an
initial assessment within 24
hours of admission

100% had a care plan developed and
reviewed by an interdisciplinary
team

100% had a transition plan in place to
support a safe return to the
community

 SATISFACTION

 **Adults**
79% satisfaction
rate

 **Youth and young adults**
75% satisfaction
rate

We are also responding to changing needs. More people are being referred with multi-layered, co-occurring mental health and substance use challenges, and long waitlists for community services remain a barrier across the system. As community needs continue to evolve, Phoenix remains committed to adapting alongside them. Through strong partnerships with health authorities, government agencies, Indigenous organizations, and community providers, we are improving access to care, reducing barriers to support, and ensuring more people can move through the continuum of care with dignity, connection, and hope.



ADULT STABILIZATION AND TRANSITIONAL ACCESS TO RECOVERY

10 funded beds

115 individuals served

26 average length of stay: 26 days

Outcomes



73 individuals successfully transitioned to recovery-oriented programs or stable housing following stabilization

67 individuals achieved their self-identified goals during their stay

YOUTH AND YOUNG ADULT STABILIZATION AND TRANSITIONAL ACCESS TO RECOVERY

 **5** funded beds

 **3** individuals served



AFTERCARE

37 individuals received ongoing aftercare support following program completion

81 individual aftercare sessions provided

42 group-based aftercare sessions delivered

MEASURING MEANINGFUL CHANGE

At Phoenix, measuring outcomes helps us understand not only how many people we support, but whether people are experiencing meaningful improvements in their health, well-being, stability and quality of life.

Within our provincial substance use treatment programs, Phoenix uses standardized clinical outcome tools, including the Health of the Nation Outcome Scales (HoNOS) and the Global Appraisal of Individual Needs (GAIN), to measure changes in functioning, mental health, substance use, and daily living throughout treatment.

During the reporting period, participants in both the Adult and Youth & Young Adult programs demonstrated moderate to significant improvements across all measured domains. The following data is a snapshot of these outcomes:



Adult:

- 65% improvement in daily living skills
- 46% reduction in substance-use challenges
- 45% improvement in relationships



Youth and Young Adult:

- 66% improvement in serious mental health symptoms
- 53% improvement in substance-use challenges
- 45% improvement in safety related to self-harm and suicide
- 40% improvement in behavioural regulation



For one young person, recovery did not follow a straight line. He first came to Phoenix’s youth and young adult program in 2024 and returned multiple times over the following months. With limited community resources, a small care team, and no family support, each return was a chance to build on what came before rather than a setback. The most recent time, he stayed longer, and he has since moved into Phoenix transitional housing. Today, he manages his own day-to-day life, from budgeting and groceries to caring for his space, and he has found part-time work. He stays connected to staff and continues to build relationships, reflecting what becomes possible when support remains steady, and the door stays open.

COMPREHENSIVE HEALTH CARE

As Phoenix continues to strengthen integrated, person-centred care, this year has brought meaningful improvements in how health care teams work together and the ways service recipients experience care from their very first interaction. Our redesigned intake space creates a more welcoming, comfortable environment, moving the intake process away from a clinical setting and into an approachable one, where individuals can connect with staff, ask questions, and begin their journey with greater privacy and ease. The new approach has also strengthened communication between intake and medical teams, helping reduce barriers, improve coordination, and create a safer environment for both service recipients and staff.

Collaboration remained a key priority across our health care services. By strengthening communication among nursing, intake, counselling, and mental health and substance-use teams, Phoenix has continued to build a more integrated model of care in which staff work together around each individual's needs. Rather than navigating separate programs, service recipients benefit from coordinated teams working toward shared goals, creating a more seamless and supportive experience throughout their time at Phoenix.

The health care team also strengthened its workforce this year by expanding nursing capacity through new full-time and casual positions while welcoming nursing students for practicum placements. These investments have created greater stability, strengthened knowledge sharing, and enhanced the team's ability to provide consistent, high-quality care while supporting the next generation of health care professionals.



ACCESS TO CARE



145

initial intake health assessments
completed



145

new intakes received a medication
consultation within 7 days of admission



398

primary care sessions provided



171

addiction physician sessions provided



18

psychiatry sessions provided



ADDICTION TREATMENT AND CLINICAL SUPPORTS

- 72 individuals in mental health and substance-use programs supported on Opioid Agonist Treatment (OAT)
- 319 medical clinic visits provided to recovery-based transitional housing residents
- 250 Opioid Agonist Treatment (OAT) support interactions provided to recovery-based transitional housing residents

ON-SITE HEALTH SERVICES

- 74 individuals accessed on-site LifeLabs services
- 202 individuals accessed the on-site tuberculosis (TB) clinic

MEDICATION SUPPORT AND NURSE CARE



- 54,383 medication administrations provided
- 3637 other nursing contacts

HIV AND SEXUALLY TRANSMITTED AND BLOOD-BORNE INFECTIONS (STBBI) SUPPORT SERVICES



- Reach and population
- 1166 individuals served
- 104 new service recipients living with HIV

ACCESS TO CARE

- 1164 service recipients connected to HIV clinical supports
- 761 service recipients supported with HIV medication
- 1164 service recipients saw a primary care provider within the past 3 months

Another important milestone was transitioning to a new local pharmacy partner with expertise in mental health and substance use care. This partnership has strengthened collaboration and responsiveness while creating opportunities to further integrate pharmacy services across Phoenix's continuum of care.

These improvements are reflected not only in operational outcomes, but in the experiences of the people we support. Service recipients who have previously accessed Phoenix have shared that the new intake process feels more welcoming and supportive, helping create a positive first impression during what can often be an uncertain time.

Together, this work continues to strengthen an integrated health care system that supports people throughout their journey.

OTHER SUPPORTS AND SERVICES PROVIDED



426

service recipients received income, employment, and identification support



112

service recipients received accompaniment to appointments



31

service recipients received housing support



17

service recipients received family and child support services



92

service recipients received food security and basic needs support



193

service recipients received care coordination with STBBI clinical teams

ABBOTSFORD HUB:

We are sad to report that the Hub closed on March 31, 2026, at the end of its lease, with no suitable new location available. The Hub was an important space where community members could access harm-reduction services, referrals and peer support. This closure has meant the loss of vital and life-saving services in the community. Its impact last year included:



HARM REDUCTION SERVICES

50,637

harm reduction supplies distributed

23,893

used sharps safely collected

2,300

naloxone kits distributed to reduce overdose risk

25,130

supervised consumption services provided (IV and inhalation)

108

responded to 108 overdose events



REFERRALS AND SERVICE NAVIGATION

587

to general health services

20

to other health services

722

to mental health and substance-use services

587

food security and hygiene services

655

to sexual health services

553

to housing and shelter

13,800

bagged lunches provided

1440

visits to shower and laundry services

Phoenix staff at the Hub supported access to care by facilitating 2,537 referrals to key services, including:

COMMUNITY RESPONSE AND OUTREACH



145

community responses provided by peer support workers

SAFE AND SUPPORTIVE HOUSING SOLUTIONS

A safe and stable home creates the foundation for health, well-being, and belonging. It provides the security people need to reconnect with services, strengthen relationships, and pursue the goals that matter most to them. This year, Phoenix significantly expanded access to supportive housing, creating more opportunities for people across the Lower Mainland and Fraser Valley to find stability, connection, and a place to call home.

In Surrey, Phoenix opened Bentley Place, adding 60 self-contained studio homes developed in partnership with BC Housing and the City of Surrey. The new building replaced a temporary housing program that had supported residents for several years. Every resident was supported through the transition into their new home, where they now have a private kitchen, bathroom, and a space of their own. For many, this marked an important step toward greater stability, independence, and the opportunity to begin planning for the future.

Housing is about more than a place to live. Throughout the transition, Phoenix staff worked alongside residents to build trusting relationships, navigate change, and ensure each individual felt supported as they settled into their new home. These relationships continue to be an important part of helping people build confidence, strengthen daily routines, and remain connected to the community.

Phoenix also expanded its reach into Chilliwack with the opening of Phoenix Pathways. Designed to respond to a growing need for supportive housing in the Fraser Valley, the development brings together long-stay shelter, supportive housing, and enhanced health care under one roof. This integrated model allows people to access the level of support that best meets their needs while creating pathways toward greater stability over time. Developed in partnership with BC Housing, the City of Chilliwack, and local community organizations, Phoenix Pathways also ensured continuity of care by welcoming individuals as another local shelter closed its doors.



Expanding access also means making the best use of every available home. This year, Phoenix strengthened processes across its housing programs to reduce vacancies and help people move into available suites more quickly. By improving coordination across teams and maintaining flexible access to services, more individuals were able to secure housing when they needed it most.

As Phoenix continues to expand its housing continuum, our focus remains the same: reducing barriers to housing, strengthening communities, and ensuring more people have access to safe, supportive places where they can build stability, pursue their goals, and thrive.



RECOVERY-BASED
TRANSITIONAL HOUSING

161



individuals served,
gender breakdown:

- 102 male
- 54 female
- 5 non-binary/other

26

individuals identified as
Indigenous (First Nations,
Métis, or Inuit)

349

average length of stay
(in days)

OUTCOMES

145

residents achieved their self-identified goals

72

referrals provided to support health and social needs

11

referrals to education and/or employment

26

residents successfully transitioned to appropriate housing and/or supports

LONG-TERM HOUSING AND
AFFORDABLE HOMEOWNERSHIP

Phoenix supports individuals to move beyond transitional programs into stable, long-term housing. This includes access to rental housing through Residential Tenancy Act (RTA)-governed homes, as well as pathways to affordable homeownership.



2

independent long-term rental homes



21

affordable homeownership units

SUPPORTIVE
HOUSING: THE NEST
AND SAFE SLEEP

29

individuals supported
in recovery-based
housing at The Nest

80

individuals supported in low-
barrier supportive housing
across The Nest and Safe Sleep

The Nest provides both recovery-based and low-barrier housing, while Safe Sleep offers low-barrier supportive housing.



In March 2026, The Nest celebrated 5 years open!

What has this place meant to you: "Everything, it's a little sanctuary I can call my own. After living with people for a couple years...it's nice to have headspace, and it's very supportive with all the program management and case managers. It's been a lot of fun." - The Nest service recipient





COMMUNITY INCLUSION AND CONNECTION

Creating opportunities for connection remains central to Phoenix's approach to well-being. This year, we continued investing in welcoming spaces and community initiatives that bring people together, foster belonging, and strengthen relationships both on our campuses and throughout the Fraser Valley.

Healing Grounds

One significant milestone was the enhancement of the Healing Grounds at Phoenix Centre. Guided by an Indigenous Elder and a landscape consultant, the project improved safety, accessibility, and usability while preserving the sacred purpose of the space. The upgrades included expanded landscaping, enhanced privacy and security, and a new gathering area where service recipients, staff, and community members can connect outside of formal programming. The result is a peaceful, culturally meaningful environment that supports reflection, learning, ceremony, and everyday moments of connection.

Food truck

Phoenix's community food truck continues to bring nutritious meals and opportunities for connection to neighbourhoods across Surrey and beyond. Working alongside valued partners, including the City of Surrey, Surrey Urban Mission, local churches, unions, food banks, and community organizations, the food truck provides hot meals at community events while generating revenue that supports Phoenix programs. Since launching, it has served more than 16,000

complimentary meals to community members while becoming a familiar presence at housing openings, fundraising events, neighbourhood celebrations, and community gatherings.

The food truck reflects our belief that food can create connection, dignity, and belonging. Together with the Healing Grounds, these initiatives demonstrate that community is nurtured through welcoming spaces, strong partnerships, and opportunities to gather, connect, and thrive.



BRING THE PHOENIX FLAME TO YOUR NEXT EVENT!

Good food, great vibes, and a food truck experience your guests won't forget. From community celebrations and kids' events to corporate gatherings and private parties, the Phoenix Flame Food Truck is ready to roll!

With FoodSafe-certified service and Fraser Health approval, we'll serve up delicious meals with customizable menus to fit your event.

Book the Phoenix Flame today!
Call 604-970-4134 or visit the Phoenix website to inquire.



COMMUNITY OUTREACH



9 food truck events hosted



1,670 meals served through food truck

COMMUNITY RESIDENTIAL FACILITY



71 residents served

AGING ADULTS PROGRAM



22 residents served

TRANSITIONAL HOUSING FOR THOSE EXITING THE JUSTICE SYSTEM



4 transitional suites



4 residents served

PEER SUPPORT SERVICES



219 residents served



8,775 peer support interactions provided



368 peer-led group sessions delivered

EMPOWERING THROUGH EDUCATION AND EMPLOYMENT

Education and employment are important foundations to help people build confidence, pursue goals, and create the future they envision for themselves. Last year, Phoenix helped hundreds of service recipients build on their strengths, develop new skills, and pursue their individual goals through accessible learning opportunities and employment supports.

The Phoenix-Kwantlen Learning Centre (PKLC), a collaboration between Phoenix and Kwantlen Polytechnic University, continues to provide tuition-free adult education for community members seeking to strengthen foundational skills and prepare for future opportunities. Through personalized instruction in English, math, and study skills, participants can build literacy, numeracy, and academic confidence while working toward goals such as completing their General Educational Development (GED) or Adult Basic Education (ABE), pursuing post-secondary education, or accessing career-focused training. PKLC creates an inclusive learning environment where participants can return to education at their own pace and build pathways toward lifelong learning.

Phoenix also continues to partner with Options (WorkBC) to support individuals in exploring and achieving their employment goals. Through one-on-one employment counselling, career planning, job readiness workshops, resume support, interview preparation, and access to training opportunities, participants receive practical tools to navigate the workforce.

By addressing barriers and connecting people with resources, education and employment programs help create opportunities for growth, financial independence, and greater participation in community life. These partnerships reflect Phoenix's commitment to supporting individuals as they define and pursue their own paths forward.



293

Mental Health & Substance Use participants took part in education and training programs

11

housing participants were referred to education and/or employment programs

426

service recipients received income, employment, and support securing legal identification

SERVICE RECIPIENT SUPPORT PROVIDED BY THE PRACTICE AND STANDARDS TEAM:

- provided tax filing support to 60 participants, helping improve financial stability and unlock other government-related supports
- facilitated 5 financial wellness sessions to 32 participants

SERVICE RECIPIENT STORY

Finding home and building community

After experiencing homelessness following the loss of his mother, one Phoenix service recipient found a new sense of safety, connection, and belonging in his new home at Bentley Place.

“When you walk into the building, it looks like a hotel,” he shared. More than a new space, his home has provided an opportunity to build community, connect with neighbours, and develop meaningful relationships with staff.

With support from the Phoenix team, he has been able to focus on personal goals, including improving his quality of life and planning for the future.

“Today I feel like I got things going. Life is getting better after three years. I’m doing goal-setting now.”

Once someone who kept to themselves, he now greets neighbours, participates in community activities, and sees the value of connection.

“The community of people here...you can call them good people, great people.”

“

**THE COMMUNITY
OF PEOPLE
HERE...YOU CAN
CALL THEM
GOOD PEOPLE,
GREAT PEOPLE.**



EXPANDING POSSIBILITIES TOGETHER: ACKNOWLEDGING OUR VALUED FUNDERS AND PARTNERS

Funders

Phoenix wishes to recognize all of our funders for 2025-26, including donors not listed below who have contributed money or in-kind support. Thank you for your support.

- BC Housing
 - BC Masonic Foundation
 - CareRX Corporation
 - City of Surrey
 - Complete Purchasing Services
 - Correctional Service Canada
 - First West Foundation
 - Fraser Health Authority
- International Association of Machinists and Aerospace Workers (IAMAW)
 - Pharmacy
 - Provincial Health Services Authority
 - Public Health Agency of Canada
 - Surrey Fire Fighters
 - Vancouver Coastal Health Authority

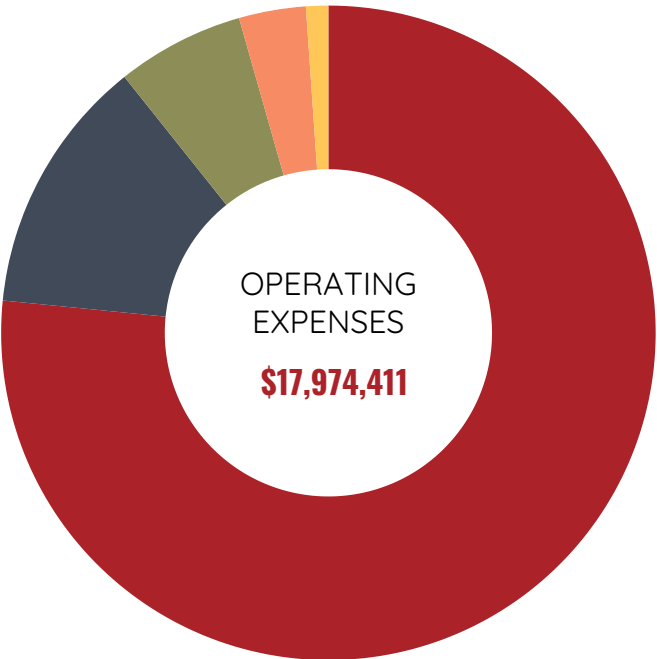
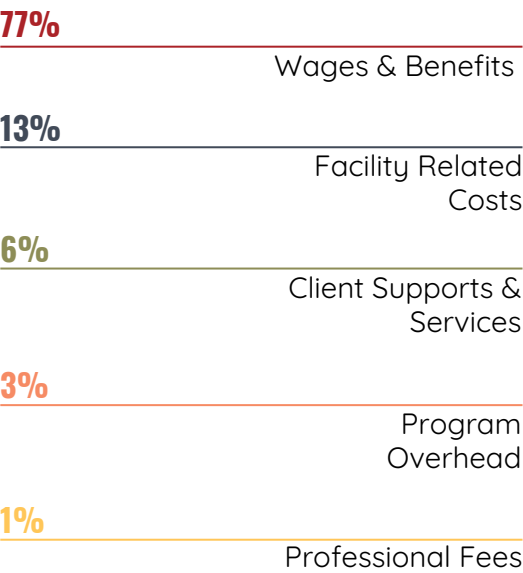
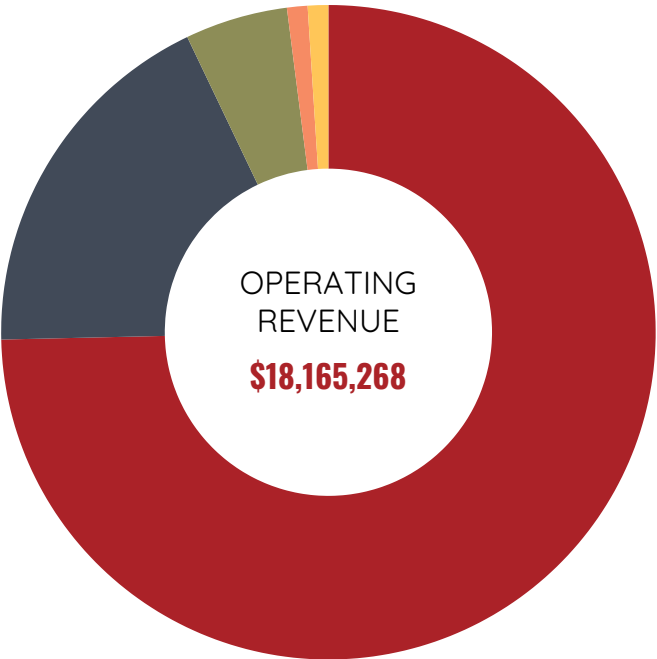
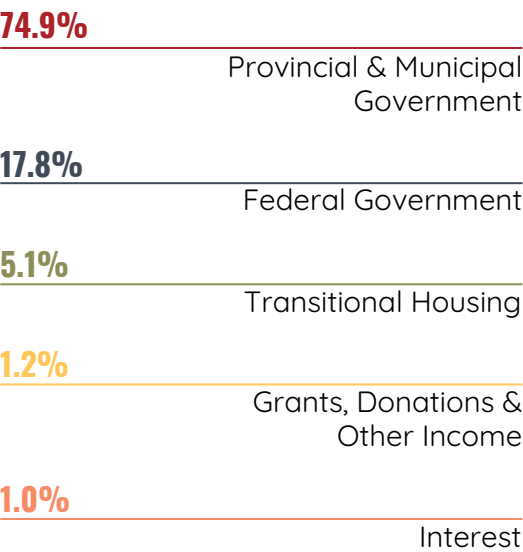


Donations <\$5k

Matsqui-Abby Impact Society:	\$1,815.00 - food truck event
Metro Vancouver	\$1,100.00 - food truck event

2025-26 FISCAL YEAR

We remain committed to responsible financial stewardship by maximizing the impact of the funds entrusted to Phoenix. Through disciplined resource management, continuous improvement and a focus on our core mission, we strive to deliver high-quality services while ensuring the organization’s long-term sustainability.





CONTACT PHOENIX

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