PHOENIX Centre
Case for Support

Detoxification
Stabilization
Counselling
Transformation

serving your friends, your family, your neighbours
ORGANIZATION INFORMATION

Phoenix Centre is operated by:

Kamloops Society for Alcohol and Drug Services (KSADS)
922 – 3rd Avenue
Kamloops, BC V2C 6W5

Phone: 250-374-4624
Toll Free: 877-318-1177
Fax: 250-374-4621
Email: sian.lewis@phoenixcentre.org
Website: www.phoenixcentre.org

Contact Person

Sian Lewis
Executive Director
Phone: 250-374-4634 Ext 203
Fax: 250-374-4621
Email: sian.lewis@phoenixcentre.org
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CASE STATEMENT

At Phoenix Centre, we believe in transformation.

Our mission is to promote an improved quality of life for individuals and families impacted by problematic substance use.

Our History:
Our history began in 1973 with the formation of the Parents Alert society, a group concerned about drug use by Kamloops youth, which established the Adonis House in Kamloops. In 1979, the Adonis House was converted to an inpatient detox facility, which became “Phoenix Centre,” and the Society assumed responsibility for Alcohol Counselling Services. In 1982, Parents Alert Society changed its name to Kamloops Society for Alcohol and Drug Services. Over the past 30 years we have grown to become the regional experts in withdrawal management and substance use. Currently, Phoenix Centre is a 20-bed detox facility which offers inpatient detox as well as a variety of youth counselling programs. We have a committed staff of over 25 people and contract several medical professionals.

Need and Opportunity:
Substance use, which includes all potentially harmful substances, is an extremely important issue in communities throughout the world. Substance use is everywhere – it breaks up families, leaves children without parents, damages the minds of youth, weighs heavy on both the criminal justice system and health care, and results in injury, illness and premature death of thousands of British Columbians every year.

It is estimated that approximately 400,000 British Columbians have some form of addiction or dependence problem today (not including tobacco), which is almost 9% of the province’s population. Addressing this problem and helping people achieve wellness requires effective programs and support, for both youth and adults. In many cases, the most effective and cost-effective support is through community-based agencies such as Phoenix Centre. By offering innovative programs and services that deal with health and social issues in a timely manner (i.e. early interventions), we can keep people connected to themselves and their communities.
**Programs and Projects:**
Phoenix Centre currently delivers several key services to the people of British Columbia:

- **Detox** – Our 20-bed in-patient facility provides medically monitored withdrawal management for adults and youth 24 hours a day, 365 days per year. These services are fully funded by the Province of British Columbia.
- **Community Detox** – This program serves those who wish to detox in the comfort of their own home. They are assessed by a physician to determine program suitability (i.e. medical stability) and supported by a registered nurse.
- **Supportive Recovery** – This is a pilot project partnership between Phoenix Centre and Canadian Mental Health Association providing supportive recovery beds to those who have successfully completed detox programming and fully committed to their recovery.
- **Raven** – The Raven program serves youth under 19 and their families, through counselling, education, consultation, and other support.
- **School Outreach** – Our school outreach program allows counsellors to provide direct support to youth who have substance use issues (their own or a family member’s).
- **Adolescent Outreach** – Provides outreach to youth in the communities of Merrit and Kamloops regarding the issue of problematic substance use.
- **Osprey** – A 5-day program of holistic care for adjudicated youth with problematic substance use issues. Program is in partnership with the Elizabeth Fry Society who provides care home beds in community.
- **Out of the Ashes Bursary** – The OOTA Bursary provides educational support to Kamloops youth with at least one year recover time.

**Organizational Assets:**
Phoenix Centre operates a warm and welcoming facility and effective services with its committed staff and Board of Directors. With a spirit of innovation and a belief in strong community partnerships, our organization is well-positioned for future growth.
Funding Opportunities:
The Phoenix Centre is financially supported by the BC Interior Health Authority and the BC Ministry of Children and Family Development. With increasing operating costs and a commitment to innovation, we are constantly seeking new funding opportunities. We are currently inviting funding partners to be involved in the following:

- **Turn up the Heat Campaign** – Funding the cost of replacing our heating and cooling system.
- **Out of the Ashes Bursary** – Helping youth in recovery pursue further education.
- **Community Detox and Stabilization** – Supporting people and families who wish to detox in their own home.
- **Seeking Safety Training Program** – An internationally recognized therapy for trauma, substance use, and post-traumatic stress disorder.
- **High Valley Camp Therapeutic Community** – Transforming an unused rural facility into a therapeutic community.
- **Out of the Ashes, Into the Dust Mountain Bike Youth Camp** – Promoting healthy living and mentorship.
- **Supportive Community Beds for Discharged Detox Clients** – Continuing support for those who seeking recovery from problematic substance use.
- **Expansion of Detox Facility** – Renovating one wing of our centre in order to expand into fee-for-service.
- **Inpatient Unit for Youth with Concurrent Disorders** – Renovating one wing of our centre to include youth-specific mental health and detox services.
- **Youth Centre** – Building a hub for youth programming and community services.
- **Natural Detoxification Therapies** – Broadening our range of treatment options.
- **Database** – Improving our information management with a new database system.

Approximately 400,000 British Columbians have some form of addiction or dependence problem.

- “Stepping Forward, Improving Addiction Care in BC,” BC Physicians Policy Paper
MISSION

To promote an improved quality of life for individuals, families and community by providing support, treatment, education, prevention, and advocacy to those impacted by problematic substance use through inpatient medically-supported withdrawal management, outpatient programming, outreach, and referral.

PHILOSOPHY

The Kamloops Society for Alcohol and Drug Services respects the integrity of each human being and believes that each person has the ability to change and accept personal responsibility for their own physical, emotional, social and spiritual health. The Phoenix Centre treatment philosophy is to provide a wide variety of approaches to meet the needs of the individual, understanding the stage of recovery and the unique circumstances and systems which affect each person. The Phoenix Centre believes that people can shift from dependency to self-reliance through increased self-confidence, self-esteem, personal sense of structure and an appreciation for the potential of self-determination through the adoption of a positive lifestyle.

MANDATE

- To provide medically supported withdrawal management treatment to those struggling with substance use issues
- To provide education, outreach, and support to youth and families who have been impacted by substance use
- To provide education to the larger community, raising awareness about the issue of substance use

At Phoenix Centre, we believe in transformation. Every person, every family, and every community deserves wellness, and we are committed to helping people achieve that through effective and innovative programs and services.
HISTORY

The Kamloops Society for Alcohol and Drug Services (KSADS) was formed in 1973 as Parents Alert Society, a group of concerned parents focused on the dramatic increase of drug use among youth in Kamloops. This group established Adonis House in Kamloops, a place where clients were encouraged and supported to create a better quality of life for themselves. The program operated until 1979 when Adonis House was converted to an inpatient detox facility and the Society began the development of “Phoenix Centre”.

In 1979 the Society assumed responsibility for Alcohol Counselling Service, in addition to the residential detox program. In 1982 Parents Alert Society changed to Kamloops Society for Alcohol and Drug Services, which remains the organization’s legal name. Our continued growth came in direct response to continuing need for effective programs and services, and over the past 40 years we have become the regional experts in withdrawal management and substance use programs.

Today, Phoenix Centre operates a 20-bed in-patient detox facility, with offices, commercial kitchen, exclusive patient areas, and meeting spaces. Situated near the Royal Inland hospital overlooking the city of Kamloops and the Thompson Rivers valley, Phoenix Centre is a warm, welcoming and non-judgmental environment where patients and staff enjoy an excellent working relationship.

From our beginnings as a group of concerned parents, we have grown to a full-fledged facility with the following staff:

- executive director
- receptionist
- finance manager
- detox supervisor
- program supervisor
- clinical practice lead
- general administration clerk
- unit clerk
- 4 nurses
- 4 detox workers
- 2 kitchen staff
- 2 janitorial workers
- 5 youth counsellors
- outreach workers

Our team also includes several physicians provided by Interior Health Authority and a pharmacist, relaxation and fitness instructors and nutritionist contracted by the Society.

Together, these staff and contract workers are responsible for maintaining our reputation as the regional experts in withdrawal management and youth counselling services in the area of substance use.
NEED and OPPORTUNITY

At Phoenix Centre, we believe in transformation. With our support, those we serve can transform themselves and create a better quality of life.

For many, transformation begins with cleaning the body of harmful substances. At our inpatient detox centre, we treat over a thousand patients a year. This number reflects our capacity - we serve as many people as we possibly can, not all that require help.

For others, transformation begins in youth. Our outpatient programs include individual & group counselling, supports to family and onsite services to schools and other locations in community. We serve as many as 800 youth and families per year.

But it’s not just the clients who benefit; we help transform the lives of friends, the health of families, and the wellness of our community.

The Scope of the Problem

What is substance use? And what are its effects?

The term “substance use” broadens the discussion to include anyone who is using a substance that can be potentially harmful. Some people are able to use substances in moderation and continue to have a reasonably good quality of life. Others use substances in excess, which leads to physical and psychological harm. The damage can extend beyond the self to family, friends and even the community. A small handful of people will become so deeply addicted that their sole purpose in life is to seek out and use substances at the expense of everything else. We see this in the Downtown Eastside of Vancouver, but this is only the ‘tip of the iceberg’ - the number of addicted people in other parts of the province is significantly larger and largely unknown.

Substance use disregards boundaries of ethnic background, gender, sexual orientation, ability, education level, economic status or social placement; people from all walks of life are affected. Substance use is everywhere – it breaks up families, leaves children without parents, damages the minds of youth, weighs heavy on the criminal justice and health care systems, and results in injury, illness and premature death of thousands of British Columbians every year.
According to a 2004 publication of Statistics Canada, more than 6,000,000 Canadians are dependent on alcohol. The rate of heavy drinking is three times higher among youth age 15 to 24 years of age than adults aged 25 years and older. Individuals who are dependent upon alcohol or another substance often demonstrate a high morbidity rate and shorter life expectancy than the general population due in part to other chronic conditions, injuries, and suicide attempts. Substance dependence often co-exists with mental illnesses, although it’s often unclear which comes first.

Our community, the City of Kamloops, consistently seems to be disproportionately affected by deaths related to alcohol than would be expected when compared with the rest of the province (Ministry of Health, 2002). For instance, in 2010, Kamloops observed 56 deaths due to alcohol consumption, while the expected number of deaths should have been around 45 (Ministry of Health, 2010).

According to Stepping Forward – Improving Addiction Care in BC, a Policy Paper by British Columbia Physicians published in March, 2009: “1 in 10 visits to Vancouver General Hospital’s emergency room was for substance abuse” and “each year, BC uses enough hospital beds for substance abuse care alone to fill Kelowna General Hospital every day for a year – that is 48,082 hospital days”. The Canadian Institute for Health Information estimates the cost of one night in hospital at $1,000 (The Cost of Acute Care Hospital Stays by Medical Condition in Canada, 2004/05). This study also shows that injuries from external causes - such as falls, accidents, and poisoning (including substance abuse) - represent the second-largest expense for acute care.

The Need for Services

Clearly, substance use is widespread and often problematic. It affects individuals, families, and communities. This is why Phoenix Centre was created; this is why a detox facility and youth and family services were developed. We are the only dedicated detox facility in the region, and we have become the regional experts on substance use and withdrawal management.

But are we reaching everyone we can?

The BC 10 Year Plan to Address Addiction & Mental Health estimates that 1 in 5 people in our province in any given 12-month period will experience a significant mental health or substance use problem. Stepping Forward, Improving Addiction Care in BC also estimates that approximately 400,000 British Columbians have some form of addiction or dependence problem today (not including tobacco), which is almost 9% of the province population. These statistics only report on those who are
considered addicted; it does not account for all the people who use substances in an abusive way but have not yet become addicted – for example, binge drinking among youth.

Given the scope of the problem, there are many more people we could be helping. What happens to those who don’t access our services? A very small number may attend a fee-for-service facility but the majority are continuing to use or detoxing without support. They also go to family doctors and complain of symptoms, or wait in line at a drop-in clinic, or show up at the emergency department with an injury or illness. Sometimes they die. We need to get creative and find cost effective alternatives that will reach more of this population earlier on in the addiction process.

We must remember that substance use is not exclusively an adult problem. Youth also need help. We meet this need with outpatient programming such as Raven, Osprey, and Adolescent Outreach. These programs are changing lives throughout our region, but there is still a need for detox services for youth. In particular is the need for concurrent youth inpatient services. Youth facing both mental illness and substance use (concurrent) often fall between the cracks. They don’t fit the criteria for inpatient youth mental health beds but are in dire need of specialized treatment.

In our current detox facility, we can accommodate two youth at any given time. But bringing youth into a detox facility designed for and dominated by adults is not always the most appropriate solution. In 2012, we conducted a needs assessment around youth detox in our region, and our findings show that the two beds we offer are the only inpatient option for youth in the entire region. That is simply unacceptable.

**Opportunities**

Substance use is not only pervasive, it’s expensive. With additional funding we, as a community-based organization, can successfully and cost-effectively reach more people earlier on in the addiction process.

In its *Report on the Budget 2013 Consultations*, the Select Standing Committee on Finance and Government Services acknowledged our efforts. The report quoted the Phoenix Centre’s Executive Director:

> “By redirecting dollars to more upstream services with community-based agencies, more people with substance use problems will be helped earlier, people who may otherwise continue to use and require more costly health services later on.”

An example of flexible ‘upstream’ programming for harmful substance use is Community Detox and Stabilization (CDS). This program provides withdrawal
management on an out-patient basis. This means people can remain at home, continue working, or going to school, maintain contact with their family and be a contributing member of society while getting treatment for their illness. The program provides physician assessment and nursing support for up to three months in the community. The program was initiated by Interior Health Authority in partnership with KSADS. Today, the program operates out of Phoenix Centre, where clients are given the opportunity to participate in psycho-educational groups that support them in the first week of recovery. Subsequent support is provided in community on an out-patient basis. It is our hope to expand this service to include more supports and more programming; this will give CDS clients and discharged detox clients an even better chance of succeeding in their recovery.

Cost Comparison:

- Today Phoenix Centre provides an inpatient medically supported 7 day stay for approximately 1,000 patients per year for roughly $1,800 per client. That is $258 per day – about ¼ the cost of one day stay in hospital.
- Support from the Community Detox & Stabilization program for 500 patients per year costs approximately $350 per person for 3 months.
- If one client stays in our detox facility for 7 days and then is supported by Community Detox & Stabilization for a 3-month period the total cost for that patient is approximately the same as 2 nights stay in hospital ($2,150)

More dollars to upstream community-based services through agencies such as KSADS, means more people with substance use problems will be helped earlier – people who may otherwise continue to use substances and require more costly health services later on. Considering the scope of this problem, the social cost to individuals, families, and communities, and the costs to our health care system that come from a lack of early support or from ignoring the problem, then it makes good fiscal sense to place more resources in the hands of agencies best equipped to deal with this issue. There is a remarkable opportunity to shift the tide of addiction treatment and create ‘in-community’ services that deal with health and social issues in a timely manner, in a way that keeps people connected to their lives and their communities.

A 7-day stay in our detox facility followed by 3 months of community care costs about the same as 2 nights in hospital
PROJECTS and PROGRAMS

Phoenix Centre operates a 20-bed in-patient detox facility and a variety of youth and family counselling and outreach services. We are continually striving to develop new and innovative programs and services that meet the needs of the community and address problems with substance use earlier and more effectively.

Detox

Phoenix Centre is a 20 bed in-patient facility that provides withdrawal management programming for adults 19 years and older. Depending upon circumstances, youth under the age of 19 may be accepted. The minimum length of stay is 5 days but may be extended depending on circumstances.

The program provides medically monitored withdrawal services, assessment, individual support, psycho-educational groups, yoga, as well as medical management for clients on supervised prescription withdrawal protocols. All patients are seen by a physician within 24 hours of admission.

This program also makes referrals to local community health centres for addiction counselling and methadone services. Detox is open seven days a week, 24 hours a day, 365 days a year.

There is no direct cost to the client. Services are fully funded by the Province of British Columbia.

Our detox facility is open seven days a week, 24 hours a day, 365 days a year, at no direct cost to the client.
Community Detox Program

At Phoenix Centre, we recognize that many people prefer to remain at home during their substance withdrawal, and can be successful. This is a possibility if you are medically stable and have no history of seizures. You may be able to continue many of your usual lifestyle activities including going to work or caring for your children.

Access to the program begins with a phone call to the Centre. Each client meets with a doctor for a full physical assessment. Once accepted into the program, the client is followed closely by a nurse and supported on a daily basis for the first week of detox.

After the detoxification process is completed, the client remains with the program for approximately 3 months and is connected to other community supports specific to their treatment plan. This might include attending counselling and group programming at Substance Use and Mental Health Services, attending 12-step groups, and engaging in regular healthy physical activity. Each treatment plan is unique and developed in partnership with the client.

Supportive Transitional Living in Recovery (STLR)

Phoenix Centre in partnership with Canadian Mental Health Association has opened 10 STLR beds at Emerald Centre in the community of Kamloops. This pilot project supports patients who have successfully completed the detox portion of their recovery process and are continuing with outpatient programming with Interior Health Substance Use and Mental Health Services and potentially other services in community (i.e. employment programs, doctor appointments, Alcoholics & Narcotics Anonymous meetings, and health focused activities) in the interest of maintaining their recovery.

This client population are those capable of a high level of self-care, who are suited to a communal living environment, living a life of abstinence, able to regulate themselves emotionally; and willing to participate in programming as it relates to their individualized treatment plan. These clients will be from the Kamloops community who do not have stable shelter or clients from outside of the community who do not have access to appropriate outpatient services in their home community.

Raven

The Raven Program is dedicated to working with youth, their families, and the community to bring about healthy lifestyle changes. The focus is upon reducing harms related to substance use through counselling, education, and support.

The program is based on the Harm Reduction concept, minimizing harm and reducing negative consequences in young people's lives. All aspects of a young person's life are considered. Counsellors work cooperatively to help each client achieve goals leading to a healthier and safer lifestyle.
The Raven Program offers a number of services to youth under 19 years of age and their families, including individual counselling both on-site at Phoenix Centre and in community support, parental support (information, education, and consultation), counselling for young people living with addiction in their families, community focused prevention/information presentations, and outreach services. In some circumstances, the Raven Program will see adults between the ages of 19 to 25. Parents are encouraged to be involved, but clients may attend on their own.

**School Outreach**

School District #73 has contracted with KSADS since 1991. Initially the organization provided prevention focused services. Today our counsellors offer direct support to youth who have substance use related issues whether it is their own use or that of a family member. Counsellors also provide group information sessions upon the schools’ request (i.e. presentation on safety during grad celebrations). Because the School District has limited funds, it selects two schools per year for service. KSADS will provide support to schools in Logan Lake and Chase in the 2012-2013 school year.

**Osprey**

Osprey offers a 5-day program Monday through Friday to adjudicated youth who have substance use issues. Referrals come via the Ministry for Children and Family Development. This program works in partnership with Elizabeth Fry Society, which provides 'care home' beds in the Kamloops community for youth attending the program. The program is based on a holistic model of care where all life domains are taken into consideration. Each youth is considered unique and approaches and treatment plans reflect individual needs. Programs run for both male and female groups throughout the year. A school component is part of regular programming during the school year. Each group attends for a period of three months.

At Osprey, clients are given unique opportunities to learn more about themselves and the world around them. Programming is flexible with the goal of further developing each client’s interests in pursuit of a healthier lifestyle. Osprey counsellors want to involve clients in activities that will provide new experiences and build on each client's strengths.

**Adolescent Outreach**

Adolescent outreach provides support and therapeutic counselling to youth with substance use issues in schools and the community in both Merritt and Kamloops. The counsellor works closely with other community services, the School District and the Ministry for Children and Family Development. It targets youth who have substance use issues or are impacted by someone else’s substance use.
Out of the Ashes Bursary (OOTA)

The vision of the Out of the Ashes Bursary is to provide educational support to young people in Kamloops with a minimum of one year in recovery. This bursary was initiated in 2007 as a Prevention Initiative by a youth counsellor working in the Raven Program at Phoenix Centre. It began with a donation from six independent business people in Kamloops. The Board of Directors matched this donation and the first bursary of $2,500 was awarded in 2008. The first recipient became a BC Paramedic and the second now works at Thompson Rivers University. Since inception we have awarded a total of $29,500 in bursaries to 13 recipients.

What our Clients Say

"The support of the community and the Phoenix Centre is overwhelming; to know I am supported by my community and to see the compassion of my fellow members of society is truly heartwarming. Thanks to the ongoing support, emotional and financial, I am able to work towards my goal of becoming an RN. As an RN, I can then give back to the community that has so graciously helped me, a struggling single mother wanting a better life for my daughter. I can only hope this help can be given to another deserving candidate. There are many people out there who truly can make a difference, with a little help from others, they can. Thank you to those who have helped me in the past, you truly have made a difference in my life."

(Andrea Haugen, OOTA recipient)
“There are three things I really have learned since my stay here (at Phoenix); there are people who love, there are people who are compassionate and there are people who will not judge.”

(Detox client, anonymous)

“I think my attitudes have changed at Osprey Program...arguments between me and my parents have completely gone away. I respect myself now, and I have respect for others.”

(Osprey client, anonymous)

“I can express myself now, and just be myself, I feel like I have a lot to look forward to. It was a new beginning for me”

(Osprey Client, anonymous)

“I’m so thankful for this group. I learned so much about myself. You guys (Raven counsellors) are so inspiring. I’m beyond grateful for meeting both of you, and being able to be part of this group. I wish it didn’t have to end!!”

(Participant in Seeking Safety group facilitated by Raven Program counsellors, anonymous)

Rising Like A Phoenix, Letter to the Editor Kamloops This Week January 11, 2012

“I need to say thank you to the Phoenix Centre in Kamloops. The staff are all amazing people who cared for me while I suffered through severe alcohol detoxification. It was a painful experience, both mentally and physically, and I believe that, without their trained and professional care, I could have died from the ordeal. I have been sober for the past three months and I owe a great deal of gratitude to the nurses and counsellors who provided the patience and helpful guidance that eventually allowed me to tackle an addiction that had owned my life for many years” (name withheld by request)

Comments from Community Detox clients...
“Feels great, getting help best thing I’ve ever done.” “Program was very helpful; loved it.” “So helpful, caring people, get you back on track.” “Friendly, up front staff, loved that you helped, can’t describe how much it meant.” “Very inspirational; (the nurse) has a natural gift for what she does.” “Staff are encouraging.”

ORGANIZATIONAL ASSETS

Phoenix Centre and its parent organization - Kamloops Society for Alcohol and Drug Services - has been the regional resource for medically supported inpatient detox services since 1981. We are proud of our warm and welcoming facility, our dedicated staff, our partnerships within the community, and our hard-earned reputation for quality care.
Having served adult and youth with problematic substance use for over 30 years, the organization is well suited and professionally capable of developing and delivering detox and counselling services for a broad population. And with excellent partnerships and a commitment to innovation, we are well-positioned to change the landscape of substance use treatment & support services in our region.

Our current inpatient unit operates with Registered Nurses, Registered Psychiatric Nurses and Certified Detox Workers with specialized training in the area of health as it relates specifically to addictions and withdrawal from substances. The nurses and detox workers are part of an interdisciplinary team that includes physicians who visit the unit daily. In addition, a psychiatrist who specializes in the areas of trauma and addiction supports the unit on a weekly basis. The service includes the administering of medications for the purposes of tapering from addicting substances and the ongoing monitoring of medications and all related health issues. Psycho-educational groups, one-to-one support, and physical activity programming are also part of inpatient service.

Partnerships are essential. Although clients request service with a desire to withdraw from a particular substance, they come with multiple health issues which are attended to during their stay. The unit works closely with the local Hospital and Health Authority to ensure all required services are made available to clients. It is extremely important to recognize that a person with an addiction typically has other health concerns; early assistance with all health needs can increase the chances of success, not only with withdrawing from and abstaining from a substance, but also with regards to health in general. The largest costs to our health care system are related to treating critical and chronic health conditions.

Successes

The growth of Phoenix Centre serves as a testament to our success. Over the course of the past four decades we have weathered changes in Provincial trends and subsequent reduction or redirection of funding. KSADS continues to champion those struggling with substance use and have initiated many programs over the years to better serve this population including the Methadone Program, the Needle Exchange Program, Street Clinic, Early Recovery Out-Patient Program; and most recently Community Detox and Stabilization.

The Society became the first Canadian alcohol and drug agency to be accredited by the Council on Accreditation of Rehabilitation Facilities (CARF) in 1993, being granted
a three-year accreditation, the maximum available. The organization has not renewed the accreditation with CARF since 1997 due to lack of financial resources. With the support of current funders and new sponsors we intend to engage in reaccreditation in the near future.

Over the course of the past three decades KSADS has developed many programs that were later shifted under the umbrella of Interior Health Authority. Today we maintain the following core services, listed by date of inception, with funding source indicated:

1979 - Adult Inpatient Detox Facility – funded by Interior Health Authority

1991 - Raven Program - funded by Interior Health Authority

1991 – School Outreach Services – funded by School District #73

1999 - Osprey – funded by Ministry for Children and Family Development

1999 - Adolescent Outreach Merritt/Kamloops – funded by Ministry for Children and Family Development

2007 - Out of the Ashes Bursary – developed by KSADS to support youth in pursuing further education

Outcomes

Detox (1 nurse & 1 detox worker)

- for the 2011-2012 fiscal year, we served 1029 inpatients, with a completion rate of 86%
- 87% of patients who completed a Client Outcome Survey would recommend our services to a friend or family member
- 83% of patients who completed a Client Outcome Survey would return to our service should the need arise in the future
- 97% of patients who completed a Client Outcome Survey felt that Phoenix Centre’s services were helpful in dealing with their problems
- in a province-wide Client Experience of Care Survey administered by Interior Health Authority out of 102 short-stay inpatient mental health and addictions services, Phoenix Centre rated higher than all other services in the areas of quality of care and client’s experience of being helped
Community Detox

- on average 59% of all clients complete the full program and 20% successfully complete the first intensive week
- based on survey results 95% of clients rated the quality of service as ‘excellent’ and identified that the program helped them deal with their problems more effectively
- 73% of clients indicated they would recommend the service to a friend/family member

Supportive Transitional Living in Recovery

- Opened November 2013, in process of gathering data

Raven (3 counsellors)

- in 2011/12 1492 individual youth appointments were completed
- counsellors facilitated 11 groups and made 18 presentations to a total of 362 participants (groups run on average 6 weeks)
- counsellors made 868 contacts with schools, service providers, parents and others involved in their client’s care
- based on My Outcomes a web-based tool for monitoring and improving outcomes for behavioral health treatment, on average 69% of clients are reporting positive outcomes for each session attended

Osprey (2 counsellors)

- on average 74% of clients complete the program successfully,
- 26% report improvement in the area of physical health as it relates to diet, exercise and energy levels,
- 67% experienced improvement in success at work and school

Adolescent Outreach (1 counsellor)

- in 2011/12 445 individual youth appointments were completed
- counsellor made 11 presentations to a total of 224 participants
- counsellor made 363 contacts with schools, service providers, parents and others involved in their client’s care

School Outreach (1 day per week)

- on average, this program connects with 360 youth per year offering presentations and one-on-one support
Volunteers

Phoenix Centre has not typically used volunteers, although they are a key component of our new strategic plan. KSADS employees are represented by the BC Nurses Union or the BC Government Employees Union. This has, in part, limited our ability to use volunteers in the past. In 2012, a campaign was initiated to raise funds to replace a 30 year old heating/cooling system. We were able to attract a total of five volunteers to assist with the month-long campaign. This is the first time in the Centre’s history that volunteers were actively recruited. With the recent development of a Fundraising Committee, we anticipate using volunteers on a more consistent basis. We recognize volunteers require support, training, coaching and recognition. Building a significant volunteer base will take time and substantial effort.

Board of Directors

President
Fawn Holland – BC Hydro

Vice President
Jim Fornelli – School counselor, retired

Treasurer
James Fedorak – Accountant, retired

Directors
Daniel Carroll – Fulton & Company LLP
Elizabeth Biagioni – Nurse, retired
Don Campbell – Don Campbell Criminal Law
Harold Wagner – BC Hydro
Bernie McSherry – Business Consultant
Carol Todd – Substance Use Education Consultant
Jackie Stokes – Professor, Thompson Rivers University
What our Partners Say

“The Phoenix Centre is an essential support for youth and adults struggling with addictions and the myriad of negative issues that accompany it.”
- BC School District 73

“Phoenix Centre is an excellent resource for people who are looking for change, no matter how often or how many times a person relapses; they can find relief from their addictions. The homeless population use Detox program for the purpose of relief of being outside, suffering from the elements, the lifestyle, the struggle for healthy food and even a reprieve from their addictions/mental health. The programs and services that are offered for youth are integral in educating and creating awareness in our community.”
- ASK Wellness Centre

“Phoenix Centre brings the security of knowledge that if a loved one needs help with addictions, they can find it in Kamloops.”
- Independent family and child protection mediator

“The Phoenix Centre is critical to our community and clientele. The Phoenix Centre is our regional resource; the multiple services from detox, day programs, and youth services offer a supportive environment facilitated by professional and medical experts. The clients we have referred have expressed a feeling of being supported, respected and care about throughout their services.”
- White Buffalo Aboriginal Health Society

“Phoenix Centre’s contribution as a starting point in stabilizing those who are suffering from active addiction before moving on to treatment/recovery centres is of great importance.”
- New Life Mission

“Phoenix Centre is an important resource for those who have friends or family members in need of drug and alcohol counselling and a refuge for those who are seeking drug and alcohol addiction treatment. The programs and services that the Phoenix Centre provides Kamloops are an indispensable part of the community, especially in a community where the demand for these services is high but often neglected until the need is there.”
- Trish Baldwin, representative of corporate sponsor of Out of the Ashes Bursary
FUNDING OPPORTUNITIES

The Phoenix Centre is financially supported by the BC Interior Health Authority and the BC Ministry of Children and Family Development. With increasing operating costs, and a commitment to initiating new and innovative community services and events, we are constantly seeking new funding opportunities. Funding partners will enjoy recognition on our website and all promotional materials, as well as acknowledgment at all Phoenix Centre events.

Turn up the Heat Campaign (Furnace Replacement)

*Let’s keep our centre humming!* This campaign was launched February 2012 to fund the replacement of a 30 year old heating and cooling system. To date we have raised $20,000 and the cost of the replacement is $200,000. The system was replaced October 2012. We continue to accept donations towards this capital project.

Out of the Ashes Bursary

*Transformation through education.* This annual bursary supports youth in recovery in pursuing further education. Over the past 6 years we have awarded a total of $29,500 in bursaries to 13 recipients. Donations are accepted throughout the year.

Supportive Transitional Living in Recovery (STLR)

*Filling the gaps in the continuum of services.* This pilot project is currently funded by United Way, Royal Inland Hospital Foundation, and Stollery Charitable Foundation. These are time-limited funds for a much needed resource and it is our hope and intention to secure long-term funding for this critical service.

Seeking Safety Training Program

*Effective therapy.* This is an internationally recognized therapy for trauma, substance abuse, and/or posttraumatic stress disorder (PTSD). This proven program has been used in our community intermittently for many years. We are seeking funding to implement this program on an ongoing basis as part of the permanent landscape of human services enabling us to serve a full range of people, including males and females, adult and youth.
High Valley Camp – Therapeutic Community

*Transformation through human connection.* The primary goal of a Therapeutic Community is to foster individual change and promote positive growth. This is accomplished by changing an individual’s lifestyle through a community of concerned people working together to help themselves and each other. This cost effective treatment improves the relationships, career prospects, and health of those directly impacted by addiction. The currently unused High Valley Camp is an ideal location for such a treatment model, and we are seeking funding to transform this Camp into a Therapeutic Community.

Out of the Ashes, Into the Dust Mountain Bike Camp for Youth

*Active lifestyle and mentorship.* With the support of professionals within the mountain biking community, we hosted a 2-day bike camp in September 2013 for 18 marginalized young men. This camp gave them the opportunity to engage in a healthy activity, learn new skills, and connect with mentors. We are seeking help to continue to fund this event.

Expansion of Detox Facility

*Doing more of what we do best.* The Society is considering fee-for-service detox beds which would involve significant renovations to the east wing of the Centre. We already have the infrastructure to support additional beds. Client fees would pay for the operations. We are seeking support for the capital project.

Inpatient Unit for Youth with Concurrent Disorders

*Transformation through specialized care.* Phoenix Centre has the capacity to expand and include a youth specific wing. This would involve significant renovations of the east wing of the facility. Interior Health Authority is considering funding the ongoing operations of these beds if we can secure funds for the capital project.

Youth Centre

*A hub for our community’s young people.* In partnership with local builders, the Canadian Homebuilders Association and corporate partners in the field of construction we hope to develop a Youth Centre where our current youth programs can be housed. The Centre would have space for other community youth programs creating a safe hub where youth can go for service and support.
Natural Detoxification Therapies
A wide range of treatment options. Both outpatient and inpatient addiction services throughout Canada and the US offer alternate therapies to assist with withdrawal management and support at different stages throughout recovery (i.e. acupuncture, infrared saunas). With modest financial support, we hope to implement some of these therapies to better support our clients.

Database
Effective information management. Our current data collection system is extremely dated and presents a risk to information management. Many systems today are web-based and offer exceptional support for data collection, outcome measurement and reporting. We have looked at CRM Software Solutions, Share Vision, Nucleus Labs, Social Solutions and My Outcomes. We require financial support to pursue these data solutions.
FINANCES

Evidence of Financial Stability

Kamloops Society for Alcohol and Drug Services (KSADS) has operated as a non-profit society since 1981. KSADS is subject to the financial guidelines of the British Columbia Society Act and to the operating rules of the Charities Directorate of the Canada Revenue Agency. KSADS’s financial statements are audited yearly by KPMG (Audit, Tax, and Advisory services).

Although we have operated at a loss for the past several years, we functioned with annual operational surpluses (reserves included) for a long period of time. We maintain complete comprehensive General Liability Insurance.

Registrar of Companies of BC certificate # S-10, 456
CRA Registered Charity # 10755 6250 RR0001
Revenue Canada Payroll # 10755 6250 RP0001
Workers Compensation Board # 198006-AQ

Summary of Board Approved Policy on Surplus / Reserve Funds

The Board of Directors and management have been very prudent in managing the Phoenix Centre’s funds responsibly. Aware that our building would require major repairs at some point in the future, we set up term deposits to create financial reserves. Internally restricted reserves cannot be used for purposes other than those originally designated without the approval of the Board of Directors. Externally restricted reserves cannot be spent without written permission from BC Housing.
THE PHOENIX INDEX

33,000  Approximate number of British Columbians struggling with dependence on illicit drugs

344,000  Approximate number of British Columbians who are either dependent or have a high probability of becoming dependent on alcohol

1 in 5  Number of people in BC in any given 12-month period who will experience a significant mental health or substance use problem (BC 10-Year Plan to Address Addiction and Mental Health)

1,832  Number of deaths in BC in 2010 related directly or indirectly to alcohol consumption (BC Ministry of Health, 2010)

45  Expected number of deaths in Kamloops in 2010 related to alcohol consumption, based on population (BC Ministry of Health, 2010)

56  Actual number of deaths in Kamloops in 2010 related to alcohol consumption (BC Ministry of Health, 2010)

20  Number of inpatient detox beds at Phoenix Centre

100  Approximate number of inpatient detox beds in British Columbia

27%  Increase from 2008 to 2010 in hospital emergency department visits in BC for overdose related to alcohol (AOD Monitoring Project, 2012)

$1,000  Average cost of a one-day hospital stay in British Columbia

$237  Average cost of a one-day stay in Phoenix Centre

70%  Portion of dollars targeted at addressing the issue of substance use that go toward enforcement (Canadian Coalition on Drug Policy)

$6 billion  Overall cost of substance abuse in British Columbia in 2006 (Centre for Addictions Research of BC)
REFERENCES


OTHER RESOURCES


