



growth
change
renewal

Annual Report 2015—2016



60 Balmoral Street, Winnipeg, MB, R3C 1X4

204-772-9836

info@tamarackrecovery.org

www.tamarackrecovery.org

contents

Mission, Vision, Values	4
Goals	5
Message from the Board Chairman and the Executive Director	6
Board Members and Staff	8
Our Program	10
Our Supporters	12
Financial Overview of Operations	14
Financial Statements	15

mission

To provide a safe, welcoming environment where individuals are supported in recovery to realize their full potential.

values

Our values are based on a dedication and commitment to:

Safety

Creating a warm, welcoming environment where the safety and care of all is key.

Integrity

Holding ourselves to the highest standards of personal and professional integrity, reflected in our ongoing commitment to ethical practice and serving as an example to all.

Respect

Recognizing and valuing diversity, being responsive to personal recovery needs and treating all people as unique individuals deserving of the best care.

Excellence

Using our knowledge and experience to deliver the highest quality services and seek out opportunities to improve and excel.

Compassion

Inspiring hope through our belief in the fundamental value of every human being, their resilience and ability to change.



vision

Healthy people, free from addiction.

goals

Tamarack will:

- Provide ethical addictions treatment in a safe environment.
- Provide intentional programming that encompasses evidence-based and best practice guidelines.
- Provide support and care to the client and facilitate the individual in accessing recovery supports and additional resources within the community.
- Collaborate with addictions treatment providers across the spectrum of substance use services in order to deliver the best possible outcomes for clients.

It is Tamarack's intention that all clients will:

- Develop an understanding and awareness of the underlying issues of addiction and acquire tools to be able to safely cope.
- Make the choice to continue a substance free lifestyle.
- Learn life skills: structure, boundaries, exercise and nutrition that are applicable immediately and after treatment.
- Feel cared for and supported and be able to care for themselves and others.



message

from the Board Chairman and the Executive Director

celebrating 40 years of service



In April 2015 Tamarack celebrated forty years of providing addictions treatment and recovery services to the community. We are honoured and proud to be serving the organisation as it reaches this major milestone and we are grateful to those who came before us. Their legacy of client-centred care and a genuine passion for serving the community has guided us and ensured our success as we have risen to the challenges of increasing intake, developing stakeholder engagement, and achieving accreditation.

We are also mindful of our responsibility to continue their hard work. The marking of this milestone year has served to reinforce our commitment to what we do and we are looking forward to playing our part in moving Tamarack ahead as new programs are launched and our services are enhanced.

We have grown. From our relatively small beginnings in 1975, Tamarack has developed into an agency of over 15 staff serving more than 100 clients and their families annually. This growth has undoubtedly given us opportunities – to expand our service offering, to play a more significant role in local networks and to achieve official recognition for the quality of our care.

Over the past forty years, we have changed. We have faced the challenges of growth, the developments in how our services are funded and the shifting needs of the clients we serve by always looking at what we do with a critical eye, through the lens of a commitment to excellence. Tamarack's staff, volunteers and board members, past and present, have been instrumental in this and we thank them for their courage and willingness to look at all that they do and constantly find ways to improve.

While it is important to recognise where we have come from it is also necessary to evaluate our success and consider with a forward focused approach, where improvements can be made. So now we look to renewal as the direction for our work in the years ahead.

Last year we put in place new initiatives to enhance our program and this year we directed much of our focus and energy in moving forward with these enhancements to ensure they were fully incorporated into the program and operating successfully. Client feedback, both anecdotally and through our survey shows that these changes were much appreciated and having a positive impact. You can read more about them on pages 10 & 11.

Challenges to funding and sustainability are typically an inevitable reality of a non-profit organization but Tamarack's success in overcoming difficulties and meeting our goals wouldn't be possible without the ongoing and generous support of individuals and funding organisations. On page 12 we acknowledge those organizations and their part in Tamarack's success.

It is this support from funders, donors, partner organizations and the wider community that has been key to Tamarack's forty years of growth, change and renewal.

Philip Grandmont

Board Chairman

Lisa Cowan

Executive Director

our board

From three founding board members in 1974 to a diverse board of twelve individuals this year, Tamarack's governing body has grown in number, strength and diversity.

We welcomed three new members this year which brought us unique and valuable skill sets, helping to guide the overall strategic direction and focus of the agency as well as reflecting the varied community of clients we serve.

Chairman

Philip Grandmont

Vice-Chair

Grant Nash

Secretary

David Roberts

Treasurer

Bruce Carney

Executive Director (ex-officio)

Lisa Cowan

Member

Ken Deptuck

Member

Brian Paterson

Member

Bill Dietterle

Member

Mintie Grienke

Member

Parker Fillmore

Member

Carol Koscielny

Member

Veronica Gagnon

Member

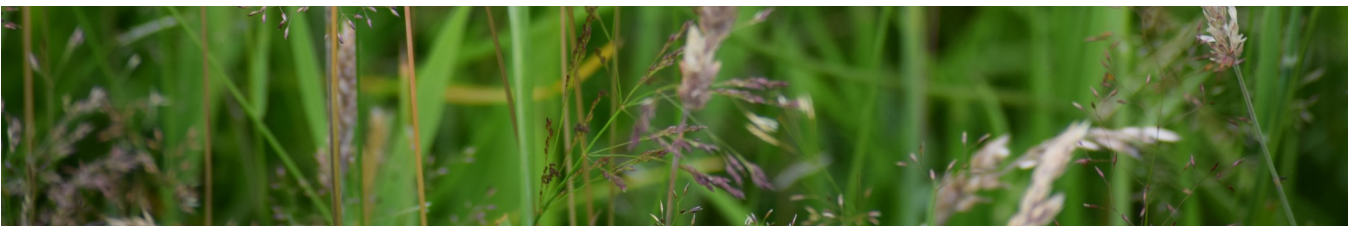
Wendy Volek

Member

Radha Katwaroo

Member

Steve Rauh, Resigned June 2015



did you know?

83.3% graduates describe their overall experience with Tamarack as "Excellent"

100% of clients would recommend Tamarack to others.

96% of graduates would return to Tamarack if they needed help again.

our staff

Tamarack Recovery Centre prides itself on its professional, committed and compassionate staff who work together to ensure high standards of service provision.

Executive Director

Lisa Cowan

Finance Manager and Intake Counsellor

Sherry Gable

Aftercare Counsellor

Joanne Riedle

Aftercare Facilitator

Rachel Carfrae

Counsellors

Jason Cooper
Peter Keating
Kate McGinn

Case Manager

Kelsey Lloyd

Workshop Facilitators

Tim Fletcher
Kirk Leavesley

Senior Residential Care Workers

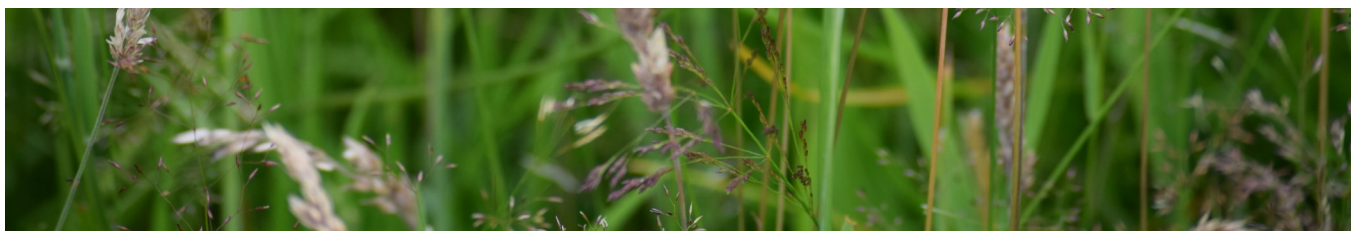
Karen Gutwein
Kelsey Lloyd

Residential Care Workers

Rachael Carfrae
Dawn Kirkpatrick

Bill Kroeber
Marnie Lidstone

Ryan Nash
Richard Randell



Our staff put the safety, comfort and support of those in our care as their top priority.

And it shows.

“Great people. Very compassionate and available to talk any time.”

“If I ask for help, it is always there.”

87.% clients are Very Satisfied with the counsellors at Tamarack.

our program

A significant part of our focus this year was solidifying our program offering, namely the Dialectical Behavioural Therapy (DBT) focused groups that we had begun rolling out in early 2015.

DBT skills offer clients usable, applicable and effective tools for managing distress, regulating emotions, handling interpersonal relationships and being more mindful in everyday situations. Such skills are highly valuable in recovery, helping clients approach their lives and interactions from a more balanced, practical perspective. Likewise, their simplicity and immediacy has proved to be a good fit for a time limited residential program such as ours.

While we were encouraged by the positive feedback that we received in the initial months, we aimed to stay responsive throughout this year to ongoing feedback in order to ensure the workshops we were presenting were applicable, relevant and provided clients with usable skills both for life in treatment and life after completing the program. Adjustments were made to the material presented in order to keep it relevant to the most clients possible and the rest of the staff team was provided with an introduction to key elements of DBT in order that they could better support the clients after hours in using their new found skills.

what clients are saying about DBT

"DBT skills classes were amazing. Really helpful."

"If it weren't for these workshops I would not have been able to retain the knowledge I have in order to use these skills in my day to day life."

"These are the skills that will more than likely keep me sane."

"The tools are amazing."

"They are easy and I wish I learned them earlier in life."

"The DBT skills are an essential part of my recovery."



Another significant development within the program this year was the building of the Forward In Recovery (FIR) aftercare services.

The Forward in Recovery program provides the vital connection that many graduate clients and their families need in order to continue to maintain the new life skills and healthy behaviours established in treatment. By providing opportunities for family members to find out more about what to expect and how to support their loved one in recovery, challenges can be identified and overcome in a supportive setting.

Launched in November 2014, the program has gone from strength to strength – clients and their families have engaged with the services offered and have asked for additional provision. This year, we responded to client demand by adding an extra evening graduate group session three times per month.

In October 2015, as planned, we ran a project evaluation at the one year mark with an external evaluator. We were fortunate to connect and partner with Health In Common who helped facilitate this evaluation which took the form of two panel discussions in October. The data from the discussion was compiled into a detailed report and is informing the delivery of services for FIR's 2016 programs.

During this year, over 70 graduate clients and 18 family members have engaged with the program and over 1183 hours of service delivery has been provided.

what clients are saying about FIR

"I always leave feeling more strength in myself as well as a sense of unity and belonging."

"It's my safe place."

"My daughter and I benefitted from the family support provided. The outstanding staff at Tamarack facilitated our conversations and this led to a much stronger bond with my daughter. As a result I was in a much better position to support and assist in her sobriety".

our supporters

We are pleased to be established as a respected community agency and are grateful for the opportunities this gives us to serve those who need our support. Over the years we have been able to make some important changes to Tamarack's facilities which have greatly improved the client treatment experience.

None of these improvements would have been possible without the generous support of the following grant making/funding bodies who helped make our visions become a reality, including: Winnipeg Housing and Homelessness Initiative; Manitoba Community Services Council; The Winnipeg Foundation; Community Places; Manitoba Health, Healthy Living and Seniors.

This year we were delighted to have received funding to support the facilitation of year two Forward In Recovery aftercare program. This generous grant from the Winnipeg Foundation has enabled us to continue the valuable work of this program.

In addition, a capital improvement grant from Community Places contributed greatly to client comfort by helping us fund improvements to our bathrooms and install air conditioning units in the upstairs bedrooms.

As a non-profit registered charity, Tamarack benefits greatly from donations, received throughout the year as well as at our annual fundraiser event. Such donations go directly to the program, covering or supplementing the treatment cost for individuals who may not otherwise afford it or building programs like aftercare so all graduates can benefit from increased services and opportunities to be supported in the recovery after treatment.

This year our fundraising efforts raised a total of \$9338. We applied this directly to our Forward in Recovery aftercare program operations, along with funding from The Winnipeg Foundation. A private donor also helped to support a client who, due to financial circumstances, would not otherwise have been able to access treatment.

Tamarack truly epitomizes what it is to be a community agency. While we provide a valuable service to the citizens of Winnipeg and Manitoba, we would not be where we are today without the community giving so generously to us.



financial overview

provided by Sherry Gable, Finance Manager

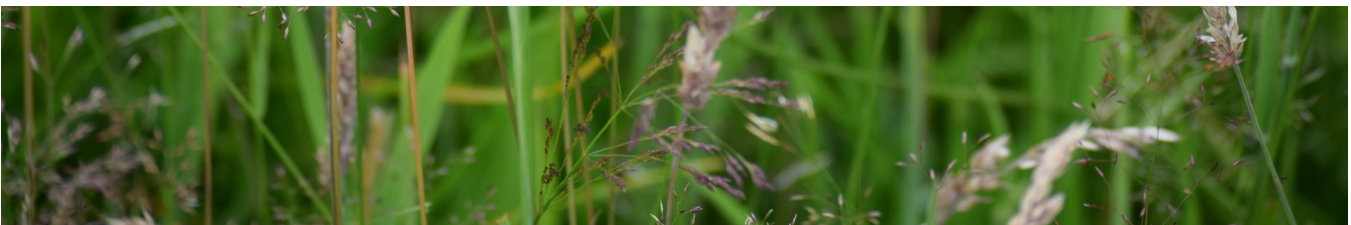
As confirmed by the audited financial statements forming part of this report, the fiscal year ending March 31, 2016 yielded a net surplus of \$22,914. The surplus on operations this year is the direct result of a combination of factors which include a higher than anticipated demand for service with a strong presence of 3rd party referrals. We also had lower than expected expenses throughout the year which is a contributing factor in our bottom line.

While the majority of capital improvements are funded by successful grant applications, and reflected in gross revenue for the applicable fiscal year(s), the depreciation of the asset is amortized for many years following to reflect declining book and market values of the fixed asset (s). During periods of robust capital improvements and acquisition, depreciation and amortization will result in increased book value losses. While it affects year over year gains or losses, it is ultimately reflected as a positive result in capital assets on the balance sheet.

In the fiscal year ending March 31, 2016 Tamarack renovated two bathrooms which were both in dire need of repair, along with putting air-conditioning in our third floor bedrooms with the help of a \$7,500 grant from Community Places.

In November 2015 we launched year two of Forward in Recovery (F.I.R) aftercare program with a \$29,200 grant from The Winnipeg Foundation.

Our annual fundraiser which was held on May 21st 2015 raised a net surplus of \$9,338. The proceeds of this event served to augment the grant that was so generously provided by Winnipeg Foundation for our Forward in Recovery program.





financial
statements







Tamarack Recovery Centre Inc is a private, non-profit, federally registered charity providing residential abstinence based addiction treatment and recovery services in Winnipeg.

Tamarack Recovery Centre is Accredited with Exemplary Standing by Accreditation Canada.