



ANNUAL REPORT 2022

**Northeast Addiction and Mental Health
Centre for Holistic Recovery**

www.namrecovery.com



CONTENTS

Territorial Acknowledgement.....	3
NAM Highlights	3
Mission.....	3
Medical Director Message.....	4
Outreach	5
Housing.....	6
Personalized Recovery Program (PRP).....	7
Intensive Family Support Program (IFSP).....	8
Research and Evaluation	9
Volunteering.....	10
Collaborating.....	10
Supporting.....	11
Individual Donors	11
Revenue and Expenses	12
Sharing	13
Social Media	13
Visitors	13
Thank You.....	14

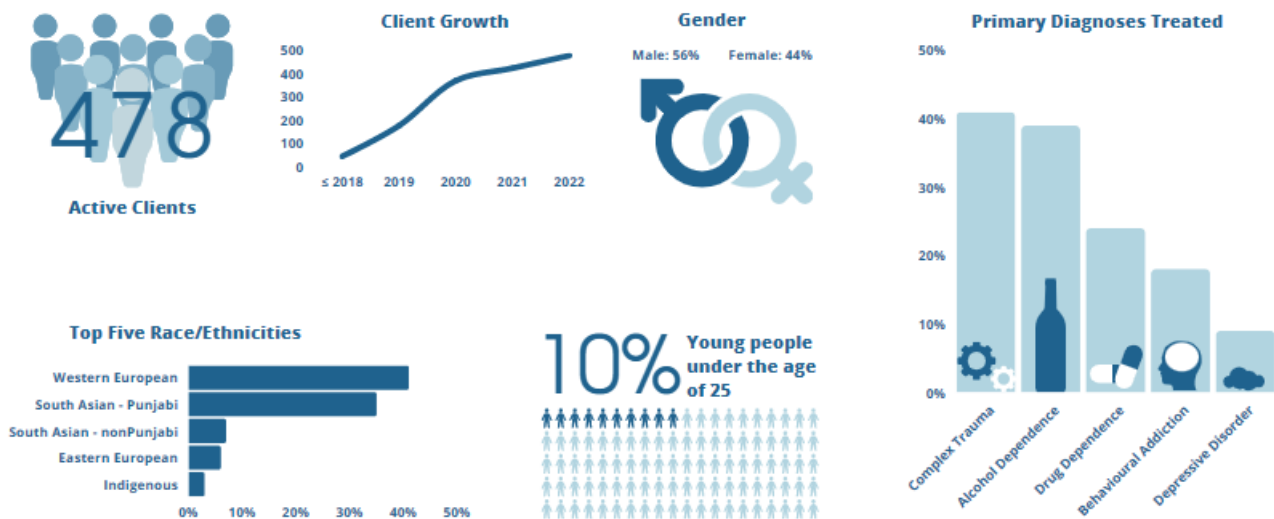
Territorial Acknowledgement

Greetings from Moh'kins'tsis, also known as Calgary

In the spirit of reconciliation, we acknowledge that we live and work on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Iyaxe Nakoda Nations, the Metis Nation of Region 3, and all people who make their homes in the Treaty 7 region of Southern Alberta.

NAM Highlights

In 2022, NAM reached over 400 individuals and their families affected by addiction and mental health disorders.



Mission

Holistic Recovery for all.

NAM is an acronym for Northeast Addiction and Mental Health, but it has a deeper meaning too. The sound (pronounced "Naam") means "identity" and is the root sound for "name".

Medical Director Message

Welcome / Su'āgata hai



I am grateful for the opportunity to write NAM's first Annual report. Since we opened in November of 2018, there has been incredible growth. Originally, we were an extension of an addiction medicine and family medicine office with primary an outpatient and group program, we now have grown to offering inpatient and outpatient care, intensive outpatient programs, day programs and everything in between. Recovery must be personalized if it is to be realized, and NAM's capacity to tailor treatment plans to the individual spanning the biological, social, psychological and spiritual diversity of needs have risen greatly. From 2 staff to now 13 staff. Our system of delivering care has become robust and able to put through a higher number of clients whilst maintaining the quality of the elevation the program provides. We have seen tremendous growth in every staff member and volunteer. Our ability to secure funding has increased, and we have been able to enter increasingly competitive grant applications with success.

With 2022 being a year of learning, 2023 will be a year we capitalize on these learnings. You are all to be congratulated on your perseverance, and I believe we will reap the fruit of the years of preparation we have laid. This will require us all to reach new heights in our personal and professional development and for us to embrace change as the only constant of our catalyst culture. Change will always be fatiguing unless we embrace it, and in embracing it we will find inner strength the likes of which we have never previously known or experienced. The process of embracing change is much like an onion and is done in layers over time, sometimes slowly sometimes quickly. So long as we are intuitive and sacred in our process, change always occurs for the highest good of all (though it may not be apparent, or comfortable!).

It is a blessing to be involved with NAM and all the wonderful people here. Thank you,

Harbir Singh Gill, MD CCFP (AM)

Physician, Medical Director and Founder

Northeast Addiction and Mental Health Centre for Holistic Recovery

NAM TEAM

Staff

Dr. Harbir Singh Gill, President, and Founder
 Baninoor Kaur, Director of Win-Win & Administrative Affairs
 Kanwalpreet Dutt, Director of Marketing & Fundraising
 Melissa Potestio, Director of Research
 Mindy Grover, Director of Recovery Programming
 Bhupinder Dhillon, Counselling and Recovery Lead

Kirandeep Kaur, Recovery Case Manager
 Kyle Mack, Social Worker
 Amrita Gundara, Recovery Coach, RSW
 Chantal Hansen, Research Associate
 Nancy Stark, Office Admin - MOA
 Prabhjeet Gill, Office Admin - MOA

Board of Directors

Dr Harbir Singh Gill
 Dr Harjot Kaur Singh
 Sandeep Heer
 Ramneet Kainth

HOW NAM PROGRAMS ARE MAKING A DIFFERENCE

Outreach

When staff are out in the community meeting with clients and visiting our partner agencies, we are often asked “Why NAM?” Here is our response!

We do not shy away from spirituality, allow the staff to benefit just as much from the programs as the clients, and how we refuse to allow ourselves to be at the mercy of convention. We also believe that recovery is about a lot more than just stopping substance use which is why we tailor everything we do to the client's unique situation instead of forcing everyone into the same box because of rigid policies and procedures (which we don't have). Allowing clients to take control of their own recovery without the stressors of time frames, limits, etc. is also fairly unique.

- **201 at-risk individuals were connected with through community outreach**
- **15 other social service agencies and community groups were collaborated with**

2022 saw the initiation of the marketing and outreach efforts at NAM. Since the South Asian community is one of our target audiences, we attended events where members of the community were present. These events were very beneficial for not just NAM but also for community members as they learnt about addiction and mental health.

Our very first outreach was participation in the Sikh parade was organized by one of our partners, Dashmesh Cultural Centre. The event was attended by hundreds of thousands of people from across Calgary especially the south Asian communities. NAM set up a booth and hundreds of attendees stopped by to get information on mental health and addiction for themselves and/or their loved ones.

NAM attended a spiritual gathering organized by the Sikh Society of Calgary. This was an awesome opportunity not just for creating awareness of our free programs to the south Asian community but also provided an opportunity for our patients in recovery to volunteer and talk about their journey to the attendees of this event.

Dr. Gill participated as one of the panel members in the mental health and addiction focused event called “What will people say?”. The event was organized by the Calgary Women Cultural Association (CWCA) and was attended by hundreds of south Asian community members.

HOW NAM PROGRAMS ARE MAKING A DIFFERENCE

Housing

- 15 people were provided their own fully-furnished bedroom with a key
- 20 people had access to an emergency bed
- 3 Recovery coach/Social worker positions were funded

Our sober living housing initiative provides low-cost housing for South Asian men to support them on their recovery journey. We assist in treating the “whole person” socially, psychologically, mentally and spiritually.

This method involves teaching residents to learn that recovery is a process. It involves learning to live comfortably and enjoyably as a productive and responsible member of the community. This practice is healing the person as a whole through learning to work, develop personal relationships, strengthening family ties, practicing engaging in positive life activities and developing spiritually while maintaining recovery.



HOW NAM PROGRAMS ARE MAKING A DIFFERENCE

Personalized Recovery Program (PRP)

- 892 hours of curriculum taught (In-person and online)
- 75 participants attended day programming throughout the year
- 300 counselling sessions were provided

Did you know ?

- Hard-to-reach communities (e.g., refugees, people from ethnocultural communities, and people experiencing homelessness) face many barriers to accessing needed care and support and, as a result, are often alienated from health and social services.
- One possible low-cost approach to overcoming these barriers is to provide drop-in programming, which typically provide immediate services, such as food, clothing, transit fare, peer support and support groups, as well as longer-term services such as case management.

PRP activities

At NAM, clients learn stress/craving mitigating techniques (i.e., flash walking, trauma tapping, etc.) which gradually allow them to become self-reliant and in charge of their recovery. Clients also have daily interaction with the clinic's personnel for check-in and treatment.



HOW NAM PROGRAMS ARE MAKING A DIFFERENCE

Intensive Family Support Program (IFSP)

- 103 families served
- 72 of sessions provided

About IFSP

The IFSP is designed to immerse patients' family members into an experiential learning curriculum to cultivate a self-therapy practice inclusive of three elements:

- Connect to self i.e. achieving a state of being in which one regularly tunes into their own biological, social, psychological and spiritual needs and responds to these pre-emptively
- Connect to others i.e. being fully available to the present moment and to the shared experience we have with another
- Commit to daily practice i.e. commit to regular practice to build confidence in one's character and the ability to be reliable for self and others

“It was good. What we were trying to tell our family person for years and he never listened, he listened to you guys and doing great for now. Thanks NAM”



Research and Evaluation

The Research and Data (RAD) team is embedded within NAM daily operations to ensure research, evaluation, and radical innovation are optimally leveraged to achieve meaningful improvements in mental health and addiction outcomes for all people living in Alberta. Investing and committing to becoming a learning health system, NAM uses evidence-based decision making to inform innovative program development and continuously evaluate impact. NAM is committed to using almost real-time data analytics to determine what is working for our patients, families and providers and understanding where and how we need to adapt.

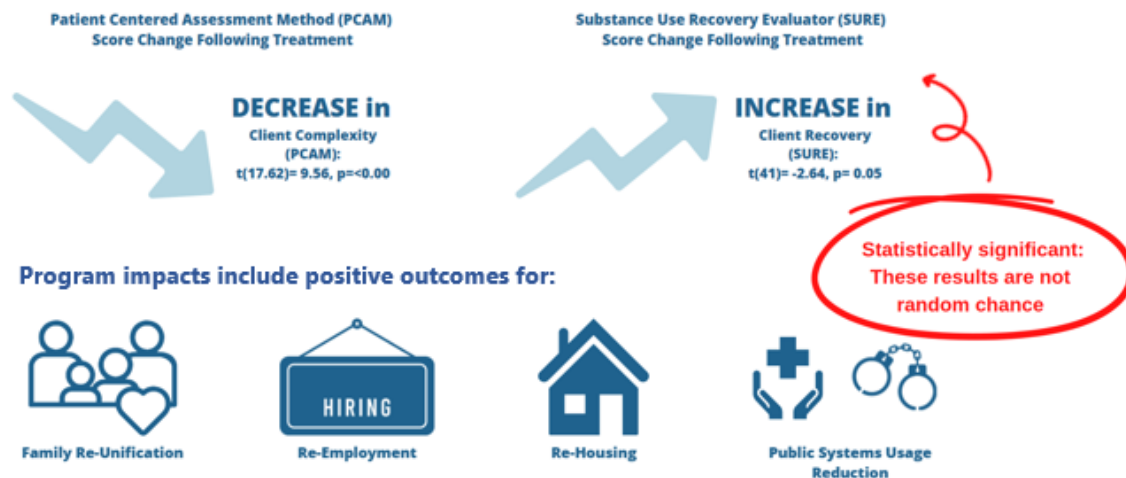
Nam's vision and mission guide every aspect of activity within the RAD team to help ensure all of NAM's clients directly benefit from our willingness to radically innovate. Currently the RAD team is responsible for 2 pillars of activity:

- Using applied research and evaluation to create mental health and addiction programs that result in 10 times better outcomes at 1/10 the cost;
- Create a learning health environment where data and information are generated and shared to influence clinical decision-making and improve patient and family outcomes.

Promising Program Evaluation Findings in 2022

NAM uses two psychometrically valid tools:

- Patient Centered Assessment Method (PCAM) to assess patient complexity using the social determinants of health that often explain why some patients engage and respond well in managing their health.
- Substance Use Recovery Evaluator (SURE) measures recovery from drug and alcohol dependence.



How You are Making a Difference

Volunteering

Dedicated volunteers continued to step forward to serve the individuals and families in all of our programs this year and in doing so helped transform the lives of the people we serve.

- 5 new volunteers were onboarded
- \$5,200 financial cost savings of volunteers involved in our programs
- Approx. 208 volunteer hours completed

“Volunteer come with the biggest hearts and the willingness to learn. They’re always happy to help out where needed and take the skills they learn here into their personal lives and also teach their family and friends” - NAM Staff

Collaborating

In realizing that this issue will not be overcome by our efforts alone, NAM prioritizes forging new external relationships and fostering existing ones through connections with other social service agencies and organizations also working to better the lives of our communities' most vulnerable.

- Alberta Health Services
- Alberta Works
- AISH
- Alberta Law Enforcement Response Teams (ALERT)
- Alpha House Detox
- ARCH
- Calgary Drop-In and Rehab Centre
- Calgary Food Bank
- Calgary John Howard Society
- Calgary Legal Guidance
- Calgary Police Service
- Calgary Remand Centre
- Calgary Transit
- Centennial Centre for Mental Health & Brain Injury
- Centre for Newcomers
- CUPS Calgary
- Dashmesh Cultural Centre
- Foothills Hospital Detox
- Renfrew Recovery Centre
- Safe Communities Opportunity & Resource Centre (Source)

HOW YOU ARE MAKING A DIFFERENCE

Supporting

Thank you to all the businesses, spiritual organizations, foundations, ministries, and individuals who invest so generously in the lives of NAM clients. Your kindness is making a difference and having an eternal impact.

Government Supporters



Corporate Supporters



Individual Donors

Thank you to those who:

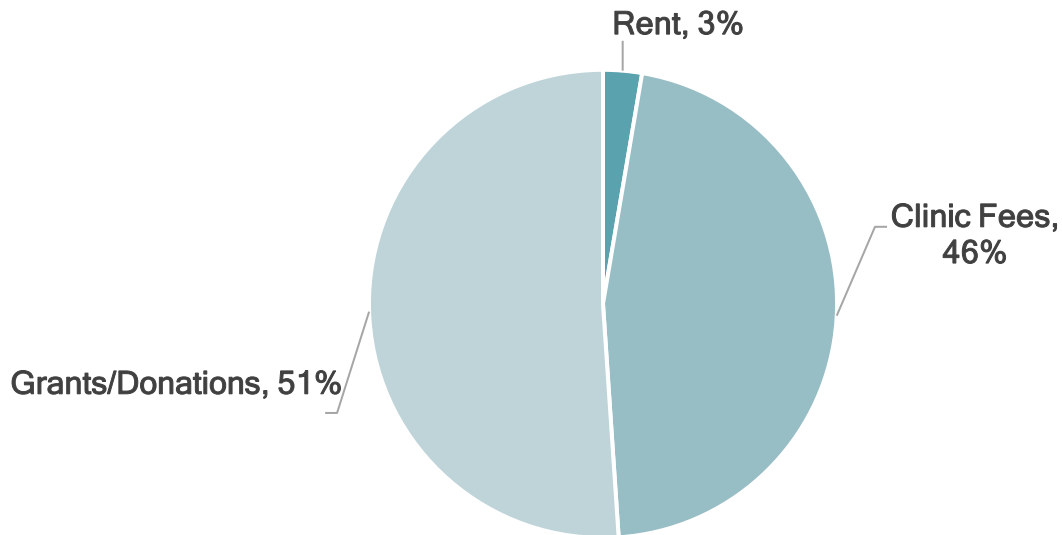
- Hosted a fundraiser in lieu of your birthday, led a bike ride, bake sale, or counted your steps
- Became a monthly donor so that ongoing operational costs, like housing, could be met
- Mailed in cheques with lovely hand-written notes of encouragement
- Honoured loved ones by giving in memorium
- Made a donation through a gift of securities
- Gave for the first time this year!

FINANCIALS

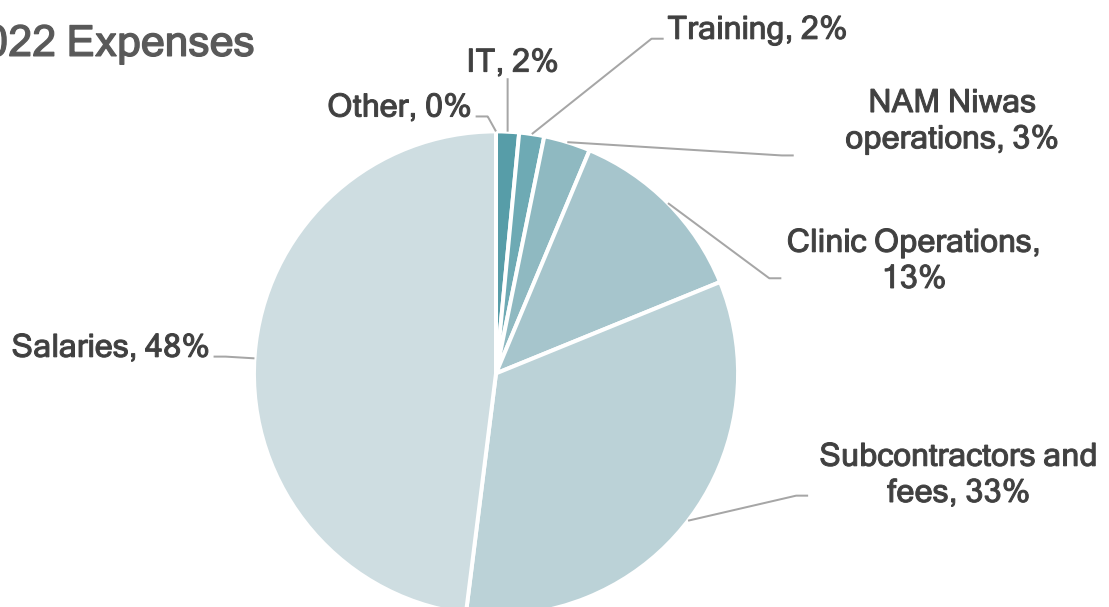
Revenue and Expenses

Our plan for 2022 was to increase our revenue and that remained a focus for this year as we looked to expand. The COVID-19 pandemic continued to challenge these goals, but we are so grateful for the generous support of our donors throughout this past year.

2022 Revenue



2022 Expenses



Digital Impact and Ways to Make a Difference

Sharing

- Our unique website visitors in 2022 increased over 35% from the previous year. In 2021, there were 5.5K unique visitors compared to 7.5K in 2022

Social Media

- Instagram followers: 348 followers
- NAM's YouTube channel was launched in May 2022 with our recovery related videos:
 - Views in 2022: 3.8K
 - Watch time (in hours) in 2022: 490
 - Subscribers in 2022: +127

Visitors

Many of our partners/donors toured our agency to see firsthand the services we provide to our clients. Among them were representatives from Dashmesh Cultural Centre, Centre for Newcomers, Mustard Seed, Drop-in Centre, politicians from municipal and federal government etc.

There are a number of ways you can become an ally and support the mission of NAM: Sign up for our newsletter, follow us on social media and share our content.

Thank You

Your support of NAM has been both significant and impactful.

Let's continue to walk alongside our vulnerable neighbours, together.