



## Message from the CEO

The New Year provides us an opportunity to take pause and reflect. Traditionally it signals new beginnings and that's what we work towards with our clients. We hope that everyone who comes to Pacifica—past, present, and future—feel they embark on a life filled with hope and possibilities.

Through my first three months I have focused on getting to know the board, staff, volunteers, clients, and the broader addiction treatment and recovery community. That has included visits to sister facilities both nearby and in other parts of the province. I have appreciated the support and openness that I have received and I look forward to working collaboratively with community partners as we seek to improve the system of services required to meet the needs of the individuals and families we serve. I work with an amazing and dedicated team and I learn something every day from the clients, which enhances my commitment, passion, and resolve.



The new program manager, [Annabelle Leclerc](#), has now joined the team. With her strong background working with and managing programs promoting mental wellness and concurrent disorders, she brings new insights to our treatment approach.

2020 will be a significant year for the centre. Major renovations will commence in earnest in February, enhancing the efficiency and function of the facility. I will work with the board and leadership to move forward on strategic priorities and with the team as we prepare for accreditation. We will continue to learn together and evolve as a team while we co-create a vision for the future.

In the coming months there will be opportunities for alumni, community partners, and individuals to help inform our future. We look forward to sharing stories with you and please never hesitate to contact me with your thoughts and comments. Best wishes for 2020.

Sincerely,  
Ron Lirette

Pacifica Treatment Centre Society's mission is to promote health and recovery from addiction through treatment, education and support that strengthens individuals, families and communities.

As a non-profit organization, we rely on our funders and donors for their generous support. If you would like to make a donation to Pacifica, please visit our [website](#).

## Pacifica's 2019 holiday party

There was a full house December 12th as Pacifica alumni, clients, staff, volunteers, and board members gathered to celebrate the recent holiday season and express gratitude.



Many thanks to the clients who prepared for the event by decorating the main level of the facility, especially Norm Duncan Hall and the dining room. Live entertainment was provided by clients, volunteers, and staff singing seasonal songs and playing guitar and violin while encouraging full audience participation. Clients demonstrated their creativity as they dressed up as characters such as the Grinch and Cindy Lou Who as well as wearing festive fascinators, antlers and the like. Following activities like Heads or Tails and a Sober Countdown, participants gathered in the dining room to mingle while enjoying the delicious food and desserts prepared by the kitchen team.

Thanks to those who joined us at this year's event. All the best for 2020!

## Board snapshot: Karen Wong

Karen joined Pacifica's board of directors last June. At the time, she had just started working in the Finance Department at the Provincial Health Services Authority and was keen to gain more knowledge about the health care system as well as lend her accounting expertise. Karen manages the health authority's corporate reporting and special projects portfolio. Her knowledge of financial processes as well as policies and procedures are great benefits to Pacifica.

"I'm learning too," said Karen, "Hopefully it goes both ways!"

Karen was touched by how passionately Pacifica's staff, contractors, and alumni spoke at the centre's annual general meeting.

"They were all genuinely caring people and super giving. I'm new to the addictions field, so I have a lot to learn. Pacifica's staff are great to work with and the board members are also very knowledgeable."

Karen is currently on maternity leave from her job; her young son was born four months ago. She enjoys taking him on walks—despite the many rainy days. She and her husband have a common interest in accounting; he works in the supply chain sector. Karen keeps active with the CPA social committee team



Karen Wong with her husband and young child.

and helping her mom establish her online floral business. Hot yoga is another interest as well as hanging out with the family dog, Tucker.

## Staff profile: Meet Program Manager Annabelle Leclerc

There's a bright new energy at Pacifica: Program Manager Annabelle Leclerc joined our team December 9th. Her job is to assist the counsellors and client care workers and to look at the programs we run to see where there might be room for changes and improvements. To that end, she is also looking forward to meeting with clients for their input.

"Clients can tell us a lot about what they think of the program," said Annabelle. "I've been impressed with what I've seen so far. In my first week, I sat in on one of the group counselling session and noticed how the clients were constructive in sharing and wanting to help each other. Twelve weeks is a big commitment, so the people who come here want to change. The stories they told were really touching."

One of Annabelle's top values is to create a positive work environment.

"I like the warmth here; it's a good place to be," she said. "I want to keep that and also make sure we apply our rules and policies consistently and that we set boundaries that are the same for everyone so there is a sense of equity between clients."

Annabelle trained as a social worker and comes to us from a mental health facility in Quebec where she was a program manager. She worked in Vancouver from 2006 to 2009 and was determined to return after receiving her masters' degree in social work, which she did in 2017. She feels her background in mental health and concurrent disorders will complement the expertise other staff have in addiction treatment.

"I'm really happy to be here and can't wait to learn everything," she added. "The staff here are passionate about what they do. You can tell that they truly care about the clients and that's what motivates them to come to work every day."



Program Manager Annabelle Leclerc.

## The difference donations make

Pacifica is fortunate to receive government funding that covers 60 per cent of our core operating expenses. However, we are required to raise 40 per cent through other funding sources including the generosity of individuals, foundations, and corporations. These funds cover our core services while allowing us to develop and implement innovative programming that is informed through research and current best practices. These programs are what sets us apart from other treatment centres.

We have a [CanadaHelps page](#) where you can donate to us. No amount is too small and over 98 per cent of what you give is passed on to Pacifica (a 1.8 per cent processing fee benefits the charitable website

itself). This site allows for payment via credit cards and donations over \$10 receive a tax receipt.

We are so grateful to everyone who makes a donation—large or small—to Pacifica. Every dollar counts and we appreciate your generosity.

### Recent major donors

Special thanks to Home Depot Canada Foundation and the Lohn Foundation for their generous donations in our second and third fiscal quarters.

