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New Roads
Therapeutic Recovery Community



Recovery

REAL HOPE IN A HOPE-LESS WORLD

It's hard to walk through parts of Victoria these days and not feel a sense of despair about what we see on our streets. Homelessness, addiction, suffering and lives seemingly without hope.

I understand that feeling. But I also know there's another story to tell. One of hope, recovery and lives being transformed.

At Our Place, we see that story unfolding every day.

Most people know us for the meals we serve and the shelter and support we provide to people experiencing homelessness. But increasingly, recovery from addiction is at the heart of our work.

And for good reason. Because we believe people deserve more than simply surviving. It's not enough just to keep someone alive. We have to give them something to live for. Everyone deserves the opportunity to rebuild their lives.

At our two New Roads Therapeutic Recovery Communities, we provide residential addiction treatment for 40 men and 20 women. These aren't short-term programs. Residents can stay for up to two years, giving them the time, support and stability they need to overcome their addictions, rediscover themselves and build new lives.

And it works. Between 70 and 75 percent of residents successfully graduate from our addiction treatment centers at New Roads.

But recovery doesn't end with treatment. People need somewhere safe to live, meaningful relationships, purpose and opportunities to become independent again.

That's why we've built what we call our pathway of support, connecting our shelters and housing programs with addiction treatment, sober recovery housing and employment opportunities.

Today, 25 graduates of our treatment programs are employed at Our Place itself. People who once struggled with addiction and homelessness are now helping others find their own way forward. I find that incredibly inspiring.

For me, that's what recovery is really about. It's not simply stopping the use of drugs or alcohol. It's about people getting their lives back. Rediscovering hope, dignity, purpose and the ability to make choices about their own futures.

And there's something else important here.

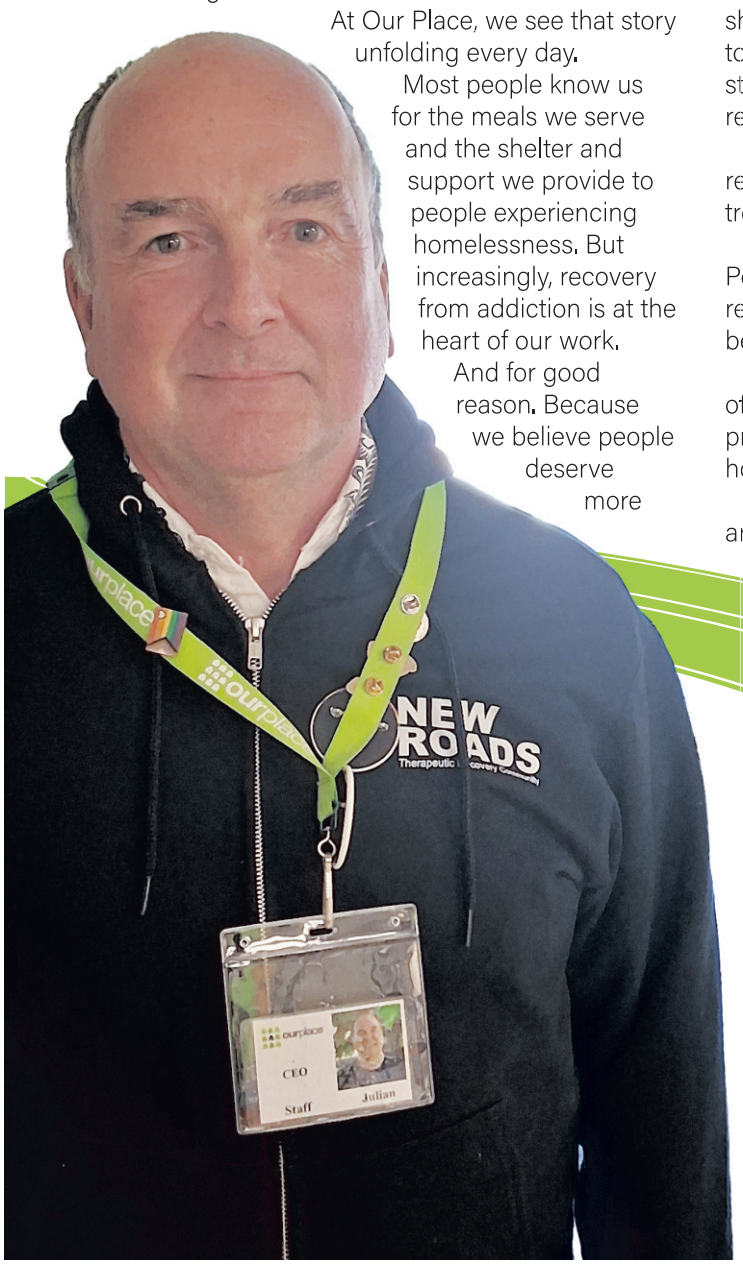
At a time when so many people feel hopeless about what they see happening on our streets, recovery gives all of us reason to hope.

Not some vague, wishful-thinking kind of hope. But real, tangible hope. Hope you can see in the lives of people who have overcome addiction, reunited with their families, found employment and begun to dream again.

New Roads is a beacon of hope in an otherwise pretty bleak landscape.

Because recovery is possible. Lives can change. And at Our Place, we're seeing that happen every day.

Julian Daly, CEO, Our Place Society



ourplace
Hope and Belonging



Recovery DOESN'T END WHEN TREATMENT DOES

As Our Place Society opens a second Jaymac Place home for men, one resident and one neighbour show why the next step matters.

John had been through eight treatment programs before he arrived at New Roads Therapeutic Recovery Community. Every one of them was short-term.

"This one is working because it is long-term," he says.

At New Roads, Our Place Society's long-term treatment community, men have the time to address addiction, trauma and the patterns that have shaped their lives. John, who brought 24 years of kitchen experience with him, joined the kitchen team and worked mornings and evenings. He committed to counselling, recovery meetings and step groups, and to the hard work of looking honestly at his past.

"Counselling really opened my eyes," he says. "I started looking at my past and changing my patterns. New Roads changed my life. It changed my habits."

John had heard many of these lessons before, in earlier programs. What was different at New Roads was time: time to practice them day after day until they finally stuck. That practice is what turned past attempts into lasting recovery, and it gave him the confidence to move forward with his life.

But John knew that finishing treatment was not the finish line. Moving straight into independent living could put everything he had built at risk.

The most vulnerable step

The move from treatment back into the community is one of the most vulnerable stages of recovery. Without safe, supportive housing, people can quickly lose the progress they worked so hard to achieve.

Our Place saw second-stage sober housing as a critical gap. The Jaymac Fund, a very dear supporter of New Roads, saw it too and stepped in to purchase the first home. Thanks to that leap of faith and funding support, Jaymac Place opened five years ago as a second-stage recovery home for men who have completed New Roads. Residents return to work or school, save money, rebuild relationships and prepare for independent living, all while surrounded by people who understand what they are going through.

"I knew the guys from New Roads, and I knew it would be a safe place," John says. "Everybody is there to support you. You need meetings. You need counselling. You need that circle of friends who are always there. I have that community."

Jaymac also gives residents time. John set himself a goal of two full years of stability before living on his own, and Jaymac lets him rebuild at that pace.

Today he is approaching a year and a half of sobriety. He works in facilities at Muncey Place, one of Our Place's supportive housing sites, and is completing his Peer Connect training so he can become a peer-support worker.

"I say good morning, ask people how they are doing and listen to them," he says. "I try to use what I am learning to help people now."

A neighbour's vote of confidence

Jaymac's success shows up in the lives of its residents. It also shows up on its street.

When the owner of a nearby house decided to sell, she made sure Our Place had the chance to buy it. She had watched the men of Jaymac care for their home and contribute to the neighbourhood, and she knew how much her neighbours valued having them there.

Her decision made the next chapter possible. Our Place is now opening a second Jaymac Place recovery home on the very same street.

Recovery housing doesn't always get a warm welcome. On this street, a neighbour helped it grow.

The new home will allow more men graduating from New Roads to continue their recovery in a stable, welcoming place, where they can work, save, pursue education and build the confidence to move forward on their own. Five years of success at the first home made the need for a second one clear, and Our Place hopes to open a few more soon. Each is an important expansion of Our Place's Pathway of Support.

Belonging

John is already thinking about what he can give back at Jaymac: shared meals, games nights and more reasons for residents to connect rather than retreat to their rooms.

"Have fun, but also have buddies you can open up to and talk to," he says. "That community is important."

Asked what Jaymac means to him, his answer is simple: "It is very safe. There are good friends, good people, community and support."

Then he finds the word that captures both homes: "Belonging. That's it. One hundred per cent."

New Roads creates the foundation for change. Jaymac Place helps make sure that change lasts. Together, they give people like John what recovery needs most: time, stability and a community to belong to.

To learn more about Jaymac Place and how you can support recovery in Greater Victoria, visit ourplacesociety.com.



Jango the therapy dog works at New Roads. Follow him *@jangotherecoverydog*

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October, 2026

Dear New Roads Staff,

Knowing my son was in active addiction has been one of the most difficult and emotional experiences of my life. Before he entered your program, I carried a constant weight of worry knowing he was using everyday and hurting himself. Each time I saw my son I wondered if it would be the last time. Fear he would die from an overdose became part of my daily life.

Since my son has been in treatment, I've felt something I haven't felt in a long time: the ability to breathe. Knowing he is in a safe environment, surrounded by people who understand what he is going through and who genuinely want to help him, has eased the heavy burden I was carrying. It has brought a sense of relief I had been missing for a long time.

Having him in treatment has also allowed me to reflect on my own patterns — the ways I tried to fix things on my own, the stress, and the emotional exhaustion that built up over the years. His treatment has given me space to focus on my own healing, to rebuild trust in the process, and to reinforce the knowledge that change is possible.

I am deeply grateful for the structure, support, and guidance my son is receiving. It has impacted me profoundly to see him in a place where he can grow, learn, and begin to rebuild his life. I know recovery is not a straight line but having him in treatment has renewed my hope.

Watching my son transform from a shuffling, mumbling, skeletal addict into a clear eyed, healthy man has been surreal. He's gained 50 pounds and can stand upright again. When I visit New Roads to see him, he's not only on time, but also communicative. He is being given the opportunity to fulfill his potential. Whatever the future holds, this time with my son has been an incredible gift.

Thank you for the work you do and for giving our family a chance to move toward something healthier.

Mother of an addict in recovery at New Roads.

Give someone the opportunity for sustained addiction recovery and a future filled with hope, stability and possibility.

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New Roads
Therapeutic Recovery Community



recovery

LONG TERM TREATMENT IS ESSENTIAL FOR ADDICTION RECOVERY

A treatment system built around short stays risks confusing completion of a program with recovery. When we talk about addiction recovery in public, we often talk as if the problem is simply getting people through the door. But access is only the beginning.

If we are serious about helping people rebuild their lives, we must confront three stubborn gaps in the system: Treatment that is too short to address long-term addiction, too little oversight of recovery facilities, and too little support once treatment ends.

There are some models of care that are working for people with severe addiction issues and other complex needs.

First, treatment is often too short for the reality people are living. Many publicly and privately funded programs still operate on timelines of 30, 60 or 90 days. That may be administratively convenient, but it rarely matches the needs of people living with years — and often decades — of substance use, trauma, homelessness, mental-health challenges, and/or involvement with the justice system.

Recovery from addiction is not a switch that flips on a deadline. It takes time to stabilize, time to build trust and time to address the root causes that sit beneath addiction.

A treatment system built around short stays risks confusing completion of a program with recovery. What effective care requires is depth as well as duration: Clinical counselling, family support, medical and psychiatric care, skill-building, and meaningful daily structure that helps people practice recovery in real life.

Research supports the idea that people need coordinated pathways from withdrawal management and treatment into longer-term recovery and aftercare, not fragmented episodes of care that leave them to fend for themselves.

This requires long-term intentional treatment programs. In our experience, this requires intensive supports for up to one year to deal with the complex issues underlying the addiction.

Our experience at New Roads, a long-term nine-to-24-month treatment program, is that residents need time to address the underlying issues that brought them to us. The average length of time that residents take to complete the program is generally around 12 months.

Second, too many recovery services still operate without enough oversight. Oversight matters because people entering treatment are often in the most vulnerable period of their lives. Families should not have to guess whether a facility is safe, properly staffed, or delivering care that meets any standard at all.

Yet across Canada, regulation of treatment facilities remains uneven. Just Alberta and Quebec regulate private residential treatment facilities under provincial oversight.



In British Columbia, only facilities that register with the province are regulated. If they do not register, they can operate without oversight. Would you want your child to attend a treatment program that had no oversight?

This should not be controversial. We would never accept a hospital or long-term seniors care with no meaningful oversight, no clear standards of care, and no accountability for outcomes. Addiction treatment should be no different.

Regulation is not red tape; it is the minimum protection people deserve when they are seeking help.

Third, recovery does not end when someone leaves treatment.

One of the most damaging assumptions in the recovery system is that treatment is the finish line. It is not. People leaving residential care are often returning to unstable housing, where drug and alcohol are readily available, as well as financial stress, fractured relationships, and environments that can trigger relapse.

Without structured aftercare, many are being asked to carry their recovery alone at the exact moment they most need support.

That is why aftercare, alumni connections, supportive employment pathways, and sober recovery housing matter so much. It is imperative that the recovery continuum of services include aftercare, coordinated transitions, safe housing and ongoing support, as they are the essential foundations for long-term stability.

If governments, providers and communities want better outcomes, the priorities are not mysterious. We need longer and more meaningful treatment options, clear standards and oversight for facilities, and real investment in aftercare and sober housing supports.

People seeking recovery do not need slogans. They need systems designed for the length, complexity and courage that recovery actually requires.

Cheryl Diebel, Director of New Roads

Give someone the opportunity for sustained addiction recovery and a future filled with hope, stability and possibility.

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