

2018 Communications Framework

Changing Lives Locally



United Way
Kingston, Frontenac,
Lennox and Addington



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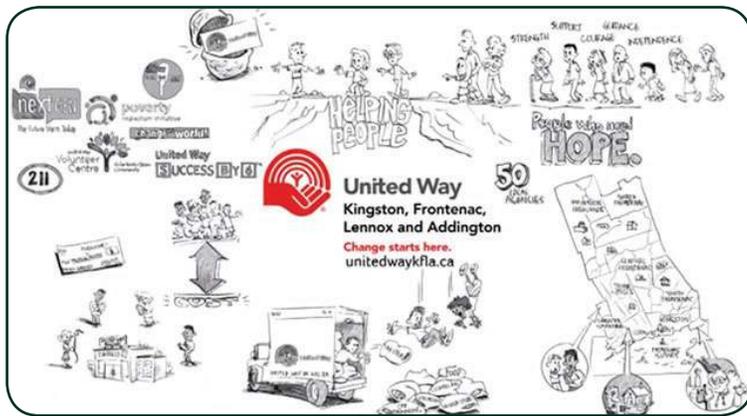
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United Way
Kingston, Frontenac,
Lennox and Addington



@unitedwaykfla



In a Nutshell

Watch videos, stories and testimonials to learn more about what the United Way does in Kingston, Frontenac, Lennox and Addington.

Videos are available online:
www.unitedwaykfla.ca/about-us/videos/



Read United Way KFL&A's 2017 Annual Report here:
www.unitedwaykfla.ca/annual-report/

Accountability

In 2017 the United Way KFLA Board of Directors reviewed and developed the strategic direction for the organization. To complete this process the Board of Directors sought input from key stakeholders and staff to assist in the development of the strategic pillars of the organization listed below. The 2018-2020 strategic direction builds on the success of the previous strategic direction that was developed back in 2013.

MISSION		
To build and strengthen our community by bringing people and resources together to facilitate change.		
VISION		
We see a future where people are self-sufficient in a community where individuals live with hope, dignity and a sense of belonging.		
VALUES		
We will be known as an organization that:		
<ul style="list-style-type: none"> Operates with integrity, transparency and accountability to the highest ethical standards to ensure public trust Provides leadership in driving social change, partnerships and collaborative innovation Respects community wisdom by considering diverse viewpoints Harnesses and engages the talents and resources in our community to enhance a philanthropic culture Promotes volunteerism through creating awareness and engagement 		
STRATEGIC DIRECTION		
ENGAGE OUR COMMUNITY	COMMUNICATE THE IMPACT	INVEST IN THE FUTURE
<ul style="list-style-type: none"> Facilitate community collaboration to address root causes, focus on prevention and provide intervention and support for vulnerable populations. Intentionally engage diverse groups in all that we do Expand partnerships with the community and agencies 	<ul style="list-style-type: none"> Be a leader in understanding and communicating the social issues impacting our community Increase awareness through targeted communication strategies Maintain and protect our brand and reputation 	<ul style="list-style-type: none"> Align and implement fundraising strategy to include multiple channels and diversification Leverage technology Sustain, growth, retain and develop human resources (staff, volunteers, donors, board)

Accountability

Commitment to Community

United Way raises funds and invests them locally for maximum impact. We are able to accomplish this thanks to generous donors, partners, and supporters.

We have been recognized for accountability, and transparency in financial reporting having received a 4 star rating by Charity Intelligence Canada.



- Our financial statements are audited by an independent auditor and are available online at: www.unitedwaykfla.ca/financial-statements/

Effective, Efficient and Accountable

- We actively solicit in-kind donations, sponsorships, pro-bono services and the support of volunteers to keep expenses as low as possible. This ensures that as much as possible of every dollar goes directly to the community.

- Every year, thousands of volunteers come together to raise funds for services that benefit their family, friends and neighbours.

Annual Registered Charity Disclosure Staff and CEO Salaries

- Our latest Canada Revenue Agency annual T3010 registered charity disclosure is available at: www.cra-arc.gc.ca/chrts-gvng/lstngs/menu-eng.html

- The Compensation Committee periodically benchmarks CEO salaries of not for profit organizations within the region. We regularly review the compensation levels of our staff to ensure they are within reasonable rates for the level of skill, knowledge and experience required for the role.

- Compensation levels of the 10 highest paid staff for all charities are available at the CRA website, under Charities Listings. For a quick view of our compensation levels please visit: <http://bitly.com/CRA-quickview-2017>

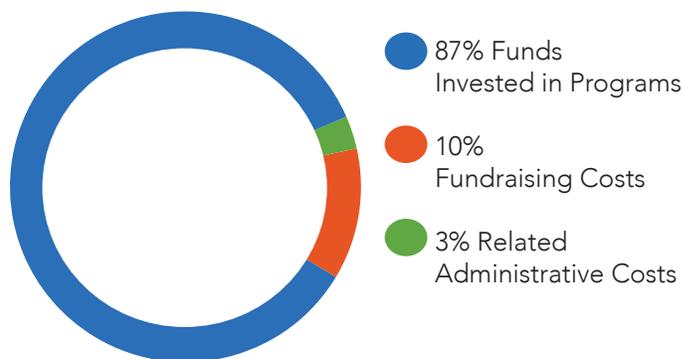
For the Year Ending 2017

Total revenue, including annual campaign = **\$4,852,058**

Fundraising costs = **\$477,548**

Related Administrative Costs = **\$141,777**

COMMUNITY INVESTMENT



* Our fundraising and administration costs are among the lowest in the charity sector. Canada Revenue Agency's benchmark for fundraising and administrative cost ratio is under 35%.

Get Involved



Get Involved

United Way Next Gen

Next Gen volunteers are young leaders in their twenties and thirties who get involved in their community and organize several popular events each year including the Next Gen Masquerade.



Next Gen Workplace Ambassadors

Next Gen Ambassadors are young leaders who work with workplace committees to engage the next generation of leaders in the community. These leaders participate in Next Gen activities, promote events and engagement opportunities within their workplaces.

They provide information about events and network opportunities to their peers and participate in networking and learning opportunities. In 2017 there were 28 Next Gen Workplace Ambassadors.

www.unitedwaykfla.ca/next-gen/



UNITED WAY
WOMEN UNITED™

Women United brings together like-minded women who contribute at the Leadership level. This initiative provides an opportunity for them to learn more about the community and to use their skills and talents to contribute in a significant way.

Locally, our United Way has 325 female leaders who make a difference in our community.

Women United provides opportunity to:

- Network with other women in the community
- Become a mentor to young women leaders as they launch their careers
- Access exclusive events, special tours and custom volunteer opportunities

For more information about how you can be involved contact Monica at mkahindo@unitedwaykfla.ca

UNITED WAY
RETIREES UNITED

Retirees United

Retirees represents a great opportunity as many retirees want to continue to stay engaged and continue their support even after they leave their workplace. In our region we also have retirees who move here from other communities. The over-55 age group in Kingston area is forecast to grow in the next 20 years.

The Retirees Task Force was established in 2014. The objective of the Retirees Task Force is to develop and implement a strategy to engage retirees and those about to retire. They have developed strategies to focus on accessing retirees via two channels - the workplace and condominiums.

For more information, please contact leadership@unitedwaykfla.ca

Leaders of the Way

Leaders of the Way are people who donate \$1,200 or more to the annual campaign. Leadership Giving is the fastest growing segment of the United Way campaign and has increased annually over the last 10 years growing from \$696,000 in 2008 to \$1.4 million in 2017. This is a 104% increase.

74,000 people benefited from a

This program has become extremely popular with those in our community who give, as they see tremendous benefit in their investment and the local impact it has.

Leadership Giving Levels:

● Transformational	\$100,000+
● Philanthropist Circle	\$25,000 - \$99,999
● Platinum	\$10,000 – \$24,999
● Gold	\$5,000 – \$9,999
● Silver	\$2,500 – \$4,999
● Bronze	\$1,200 – \$2,499
● Friends of the Way	\$500 - \$1,199



Eternity Fund

United Way Endowment Fund

Through bequests and gifts of life insurance, the Eternity Fund provides a reliable stream of income well into the future, ensuring that the tradition of caring in our community continues for tomorrow's residents.

United Way is a vital force, providing support 365 days a year to residents. Whatever challenges face our community now and in the future, our United Way needs to be able to continue to support the most vulnerable people in our community.

In addition to funds raised through the annual campaign, the United Way has a permanent Endowment Fund so donors have the option to invest in the future through bequests, life insurance and other planned gifts.

If you have already made a provision for United Way in your estate plans, please let us know so we can ensure your gift is used as intended.

Named Funds

You may wish to establish a Named Fund for an individual, corporation or group.

For more information about Named Funds or United Way's Endowment Fund, please contact:

uway@unitedwaytkfla.ca

uway@unitedwaytkfla.ca www.unitedwaytkfla.ca

Community Impact

United Way KFLA funds programs locally. The money raised here stays here.

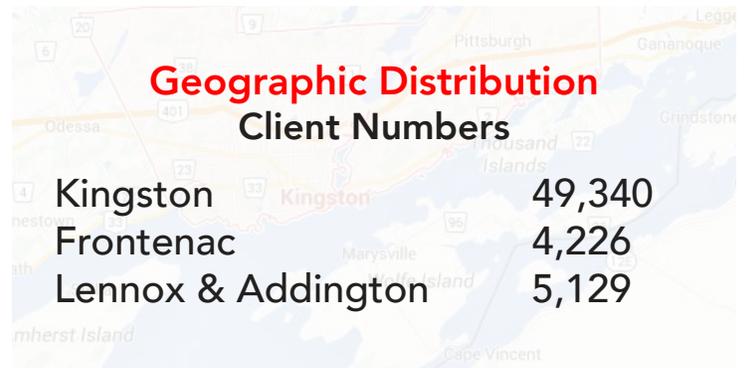
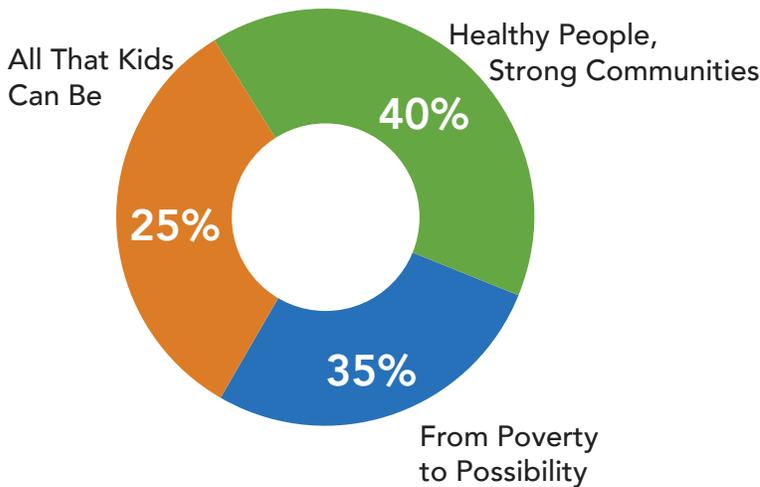
United Way funding supports a network of agencies that provide vital programs to thousands of people in the region – single parents, abused women, families, young children and teenagers, the elderly, the physically challenged, the homeless. These programs support local residents, helping them when they need it the most.

Last year United Way agencies helped
58,000

clients in KFLA through United Way funded programs.

Changing Lives Locally

Funding Distribution by Impact Area



Community Investment By The Numbers

All That Kids Can Be

- 8 Agencies
- 17 Programs
- Clients served: 20,852

Healthy People, Strong Communities

- 19 Agencies
- 31 Programs
- Clients served: 11,152

From Poverty to Possibility

- 14 Agencies
- 25 Programs
- Clients served: 26,554

Helping kids be all they can be

Our goal is to ensure children and youth are valued and supported, with opportunities and resources to help them reach their fullest potential.

WE FOCUS ON

- Engagement in learning
- Connectedness and community involvement
- Emotional and physical wellbeing

WHAT WE KNOW

- Children are better able to learn when they are not hungry
- High school graduation often breaks the cycle of poverty
- Early intervention programs help the development of resilience and healthy coping skills and can prevent crisis
- The #1 reason youth are homeless is due to family conflict, followed by addictions and mental health issues
- Mentored children are twice as likely to believe that school is fun and that doing well academically is important.

RESEARCH

- 6,000 girls and young women in KFL&A are likely to experience sexual abuse in their lifetime
- 73% of female youth and 58% of male youth report significant mental health concerns including depression and anxiety. LGBTQS+ youth are 3 times as likely to experience anxiety or depression
- 16% of the youth in the East region meet the criteria for a substance use problem.
- 1 out of 3 Ontario girls in grades 6 to 10 report feeling depressed each week.



17 HIGH IMPACT
PROGRAMS
DELIVERED BY 8
AGENCIES

20,852

2,117

Were supported in becoming resilient and self-confident

15,273

Had help getting ready to learn and graduating high school

3,462

Were supported in developing empathy and positive relationships

Building strong and healthy communities

Our goal is to help people connect to supports they need, have positive mental health, and increase personal safety.

WE FOCUS ON

- Connection
- Physical & mental wellbeing
- Safety

WHAT WE KNOW

- Having programs in their neighbourhood helps to reduce social isolation for people living in poverty
- Supportive relationships and connections help people build self-sufficiency, resiliency, and decisions to make healthy choices
- Supporting people with hearing or visual disabilities increases their ability to live independently and lead productive, healthy lives

RESEARCH

- Family Service agencies report that there has been a 400% increase in self-referrals for help with stress and aggressive behaviour since 2008
- 40% of the Government Assisted Refugees are children under the age of 6 years
- 41.7% of Ontarian's with disabilities have severe or very severe disabilities and the proportion with severe or very severe disabilities increases with age



31 HIGH IMPACT
PROGRAMS
DELIVERED BY
19 AGENCIES

6,383

Individuals and families had help with physical or mental health challenges

4,136

Individuals and families were supported and helped to access community services

635

Individuals and families were safe from violence, abuse, and neglect

11,152

Moving people from poverty to possibility

Our goal is to help people by reducing the impact of poverty and improving access to shelter and affordable housing.

WE FOCUS ON

- Housing stability
- Food security
- Financial security

WHAT WE KNOW

- Finding and maintaining safe, affordable housing are basic needs and require supports to avoid situations and conditions that lead to housing instability
- People need access to nutritious food to meet their basic needs and decrease life disruptions from hunger
- Helping people to become financially stable and offering supports to avoid financial crisis can prevent chronic poverty, precarious housing and food insecurity

RESEARCH

- Kingston has the lowest vacancy rate in the province at 0.7%
- Low-income individuals and families are at a greater risk for food insecurity, diabetes, obesity and other poor health outcomes
- 50% of homeless youth in Kingston are female, compared to 20% nationally
- Two-thirds of minimum wage workers in Canada are women
- 25,655 people in KFLA are living in poverty, below the after-tax low-income measure



25 HIGH IMPACT
PROGRAMS
DELIVERED BY
14 AGENCIES

3,167

had access to emergency shelter, affordable housing, and resources to support financial security and sustainable employment

18,104

had access to affordable and nutritious food

5,253

Youth were helped through the youth homelessness initiative

26,554

Addressing root causes

Plan to End

Youth Homelessness

On any given night, more than 6,000 young Canadians are homeless. Young people account for one in five of the people living in Canada's homeless shelters.

In 2014, in Kingston, this figure was more acute: one in three shelter residents were between the ages of 15 and 24. As a result of community-wide efforts, in 2017, this number declined to one in five.

For five years, United Way of Kingston, Frontenac, Lennox & Addington and local partners have been working collectively to help local youth move beyond their homelessness into safe, productive lives.

It became clear that focusing on prevention and providing timely intervention was key to making the complexities of youth homelessness a treatable, rather than chronic, issue.

And so a vision emerged:

"By 2020, 80 per cent of youths who enter the homelessness system in KFL&A will be housed within 30 days."

In order to realize our vision, we needed to think disruptively to ensure that every young person in KFL&A has a place to call home. We adopted a collective-impact approach to effect dramatic, community-wide change, focusing on removing barriers that keep young people from accessing safe, suitable, and sustainable housing.

We engaged frontline agencies bringing them together, along with the private sector, all levels of government and the community.

Most importantly, we sought input from young people who had experienced homelessness, or currently were homeless. Through partnerships with school boards, shelters, and agencies, we recruited young people to talk about challenges and potential solutions.

We learned that youth homelessness is different from adult homelessness, and needs to be addressed differently. Many homeless young people "couch surf" with friends or relatives, and are rarely counted among the homeless population.

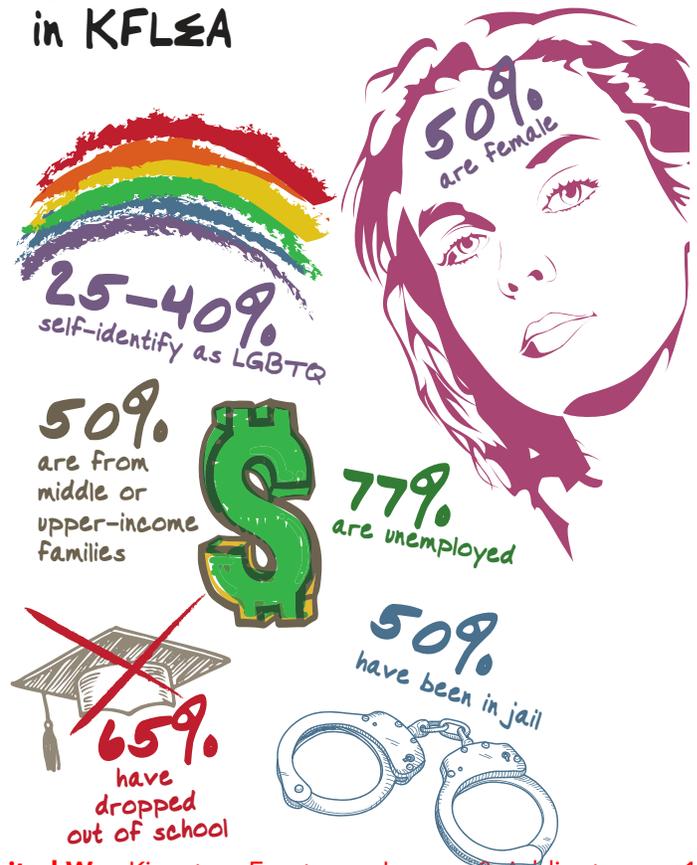
Exploring Root Causes

Listening to young people provided us with insight into root causes:

- Family conflict
- Addictions and mental health
- Education and unemployment

As youth shared their stories, we gained a wealth of information and more accurate picture of youth homelessness in KFL&A. We also learned youth homelessness can be viewed as a temporary condition, rather than a chronic one, and its solutions can include educational components that may not be as effective with older people.

The Face of Youth Homelessness in KFL&A



Focusing Attention Where It's Most Needed

Understanding youth homelessness and its root causes enabled us to focus our attention and efforts on the areas of greatest impact.

- **Homelessness Prevention:** Through education and awareness in schools and the community
- **Integrated System of Care:** Systems and protocols that are easy and convenient for youth to access
- **More Housing Options:** More transitional and affordable housing options, with resources tailored to the needs of youth
- **Regional Options for Rural Youth:** Supports for youth in rural communities

Education and Awareness:

A comprehensive awareness campaign was developed and launched, featuring stories of youth who have experienced homelessness and successfully obtained support. These can be found at: www.unitedwaykfla.ca/youth.

- Targeted intervention for youth at risk and youth who are homeless
- Increased awareness of the issue of youth homelessness among students, educators and families
- Reduced stigma associated with youth homelessness among the general public

Forums: Youth spoke about the need to educate their peers and educators on the causes of youth homelessness and what can be done to prevent it.

- United Way Youth Council organizes an annual youth forum
- Local school boards work with United Way to coordinate an annual forum for educators.

More Housing Options

The greatest need for homeless youth remains housing. We work closely with partners to transform the homelessness services system and provide more affordable housing options that meet the needs of youth.

Transitional Housing: for youth, transitional housing is often an important step toward permanent housing. With a new six-person transitional home for youth aged 16-19, Kingston now offers supportive housing options for 24 youth, for up to 24 months.

Expanding the Role of Emergency Shelter: since the shelter is often the first point of contact for many homeless youth, it's important that services include, not just beds, but access and referrals to prevention, diversion and housing services.

Pilot programs and solutions

Based on what we heard from youth, the steering committee designed pilot programs that have been extremely successful:

Family Mediation: supportive services to address conflict and facilitate healthy reunions between youth and their families.

Youth Outreach: mobile program that provides cognitive therapy and referrals for youth with mental health issues.

Intersections: intervention and coordination of services for children and youth under 18 who are at risk of becoming involved with the justice system.

LGBTQ+ Mental Health: a peer program that addresses the mental health needs of gender-diverse youth, providing safe spaces for LGBTQ+ youth.

Skills Development: The Youth Employment Strategy includes recommendations to address barriers and challenges preventing youth from entering and staying in the workplace.

Hub for Marginalized Youth: One Roof is a new partnership between 20 organizations providing a range of services to homeless youth in one convenient location.

Transitional Life Skills Program: to help youth with intellectual disabilities who are homeless or precariously housed.

System Mapping and Protocol Development:

Closing Gaps in Early Response Services: we coordinate prevention, diversion, and housing-first services to reduce pressures on the system and ensure services are accessible and youth-friendly.

Exploring Policy Changes: we continue to review the system and policies to ensure that changes implemented best meet the needs of youth.

Next Steps

The approach is working. In 2014, one of every three people in KFL&A emergency shelters was under 24. Today, only one in 12 falls into this demographic. We've seen a dramatic drop in the number of people, homeless in downtown Kingston, who were youth.

As United Way and its partners continue to work toward making youth homelessness a treatable condition, they will continue to take their cues from young people. The ever-growing suite of resources will soon include efforts to address homelessness in rural parts, and services for Indigenous youth.

For more information about the youth homelessness initiative and for a 2018 report, please visit:

www.unitedwaykfla.ca/youth

Impact Statements

HELPING KIDS BE ALL THEY CAN BE

- With nutritious snacks and meals provided at school, **Sydney** and over 14,900 other students could focus on learning, rather than their hunger.
- **Tyrone** was struggling at school and is now on track to graduate, along with 325 other high school students from Rideau Heights and the Inner Harbour.
- **Rasha** and over 1,800 children and youth developed positive interpersonal skills by participating in afterschool social, recreational and educational activities.
- **Tyler** often exhibited aggressive behaviour. Along with 285 other youth, he learned pro-social skills and a changed attitude.
- **Cara** was being bullied, but like 798 other girls aged 9 to 13, learned coping skills and gained resilience and confidence through in-school intervention workshops.
- **Amy** is 16 and at risk of developing an alcohol addiction. Through intervention and counselling, she and 283 other kids had help to reduce risky behaviours and overcome addictions.
- **Sanjay** called 911 when his daughter had a mental health episode and he didn't know what to do. He and 43 others were connected with community treatment and supports thanks to an early intervention program.

BUILDING STRONG AND HEALTHY COMMUNITIES

- **Joan** lives with dementia. She and 32 others were matched with a caring volunteer for weekly social activities to develop meaningful connections and reduce isolation.
- **Padma** and over 2,300 others accessed community services by calling 211. She and 60% of callers live on low income and need help navigating services.
- **Mike** and 166 others improved their literacy skills through one-to-one tutoring and group sessions.
- **Sam** and 101 other military veterans with PTSD or other trauma, along with their family members, improved personal relationships by accessing long-term counselling.
- **Emily** uses a wheelchair. Like over 2,300 others with a disability, she was connected with local support services to help her live independently.
- **Phillipe** and 114 other low-income seniors had access to legal services and advice to draft powers of attorney and prevent elder abuse.
- **Lucy** and 81 low-income seniors received subsidized hot meals delivered to their homes.
- **Richard**, a senior who needs help with his daily personal routine, attended an adult day program, along with 39 other rural residents.
- **Grant and Nnedi**, who lost their hearing or vision along with 753 others like them, learned coping skills to help them with daily living challenges.
- **Spencer** and 45 LGBTQ youth gained confidence and belief in themselves through safe, positive peer support groups.
- **Gabe** and 675 others accessed group programs, information, and referral services to help with mental health challenges.
- **Jason**, who has epilepsy, is one of 330 people who received support, information and services that helped him and his family.
- **Sheldon** was one of 123 physically disabled individuals who got help acquiring basic mobility devices.
- **Beverly** cares for her sister who has a developmental disability. She and 56 other caregivers learned healthy stress-management and self-care through a peer support group.

Impact Statements

- **Amina** and 1,047 others improved social, relationship and coping skills by accessing affordable professional counselling.
- **Bryan** was constantly in conflict with his parents and, along with 370 other children and youth, got help through youth and family counselling.
- **Nikita** and 542 other women and their children left violent and abusive relationships by accessing safe emergency shelter, transitional housing and ongoing supports.
- **Giselle**, along with 91 other women coping with sexual violence issues, re-gained a sense of safety through supportive counselling.

MOVING PEOPLE FROM POVERTY TO POSSIBILITY

- **Trish**, who has a chronic mental health issue, accessed landlord–tenant mediation and with 146 others received supports to avoid homelessness.
- **Daryl** and 193 other youth at risk of homelessness and struggling with mental health issues or family conflict got support through early intervention, life skills training, mediation and basic shelter.
- **Susan** and 1,223 others at risk of eviction received support, advocacy, and legal aid to remain housed.
- **Tamar**, one of 78 youth and adults who were previously homeless, learned to live independently through transitional housing.
- **Will** and 1,308 others at risk of homelessness got practical supports like help with applying for the social housing registry and referrals to community services.
- **Mimi** and over 12,200 others got fresh produce and prepared meals to improve their access to healthy food.
- **Fred** and 41 others learned new cooking skills to help them manage on a low income.
- **Felicia** had a place to go and a hot meal every day, thanks to over 42,000 meals served each year by local soup kitchens.
- **Rina** and 139 other disadvantaged women were outfitted in professional work clothes and received training and supports to help them find employment.
- **Dana** and 54 others improved their financial literacy through budgeting workshops and individualized support.
- **Alan** and 300 other low-income adults found relief from pain and infection through emergency dental services.
- **Shelby**, a young mom with two kids struggling to manage on a low income, participated with 754 other caregivers and their children in prenatal, infant, and parenting groups.
- **Benoit's** 8 year-old daughter, and over 1,500 other children of low-income families, had warm boots for the winter.
- **Ava** and over 2,200 other children and youth from families struggling to make ends meet, started the school year with school supplies and backpacks.
- **Pat** is one of 5,500 of the most vulnerable people in our community who accessed free clothing, household items and some groceries

*Names are changed for privacy

Funded Programs

HELPING KIDS BE ALL THAT THEY CAN BE

Our goal is to ensure children and youth are valued and supported members of the community with opportunities and resources to help them reach their fullest potential.

Funded Agencies 8 Agencies | 17 Programs

Big Brothers Big Sisters KFL&A



Boys and Girls Club of Kingston & Area



Food Sharing Project



Girls Inc. Limestone, Algonquin and Lakeshore



Pathways to Education Canada



Sistema Kingston

Winter Warmth

Youth Diversion Program



BUILDING STRONG AND HEALTHY COMMUNITIES

Our goal is to improve opportunities for people to access programs and supports that empower them to overcome barriers, build resilience, reduce isolation and be part of a caring, inclusive community.

Funded Agencies 19 Agencies | 31 Programs

211 Community Information Centre of Ottawa



Alzheimer Society of KFLA



Canadian Hearing Society



Canadian Mental Health Association



Canadian National Institute for the Blind



Epilepsy South Eastern Ontario



Independent Living Centre Kingston



Kingston Interval House



Kingston Literacy & Skills



Kingston Military Family Resource Centre



Lennox and Addington Interval House



March of Dimes Canada



Ongwanada Resource Centre

Queen's Elder Law Clinic

Resolve Counselling Services Canada



Rural Frontenac Community Services



Sexual Assault Centre Kingston



Southern Frontenac Community Services



St. John Ambulance



Program descriptions: pages 4 - 11

United Way partner agency receives annual funding through a volunteer review process

Funded Programs

MOVING PEOPLE FROM POVERTY TO POSSIBILITY

Our goal is to help people engage in their community by strengthening neighbourhood revitalization efforts, reducing poverty, and improving access to affordable housing.

Funded Agencies 14 Agencies | 25 Programs

Addiction & Mental Health Services – KFLA

The Centre for Abuse and Trauma Therapy

Community Living Kingston and District

Dress for Success Kingston

Elizabeth Fry Society of Kingston

Kingston Community Health Centres

Kingston Community Legal Clinic

Kingston Home Base Non-Profit Housing Inc.

Kingston Interval House

Kingston Youth Shelter

Loving Spoonful

Outreach St. George's Kingston

Resolve Counselling Services Canada

St. Vincent de Paul Society of Kingston



EMERGENCY ASSISTANCE FUND

Dental Treatment Assistance Fund

Refugee Relief Fund

Operation Warm Feet, KFL&A

School Supplies & Backpack Program, KFL&A

 United Way partner agency receives annual funding through a volunteer review process

2017 Partner Agencies

Partner Agencies Guide

211 – Community Information Centre of Ottawa

Is a non-profit, bilingual organization that connects people to community, social, health and government services in their community.

211 Eastern Region: 211 is an easy-to-remember, three digit, non-emergency number that connects callers to a full range of community service information in KFLA. Calls are answered by information and referral specialists 24/7. The service is free, confidential and multilingual. Information is also provided on an easy-to-navigate bilingual website.

- Tel: dial "211" TTY: 1-888-340-1001
- www.211ontario.com

Big Brothers Big Sisters KFL&A

Matches children with caring adults for ongoing friendship, support and guidance.

One-to-One Community and Site Based Mentoring Programs: Match young boys and girls with a Big Brother, Big Sister or couple. In-school mentoring program provides children with positive friendship for an hour a week in their school environment, serving as an important building block in their healthy development.

- Tel: 613-544-1621
- www.bigbrothersbigsisterskingston.com

Boys and Girls Club of Kingston & Area

Offers opportunities for children and youth to learn and develop life and social skills while having fun and participating in recreational and educational programs.

After School Connections (Robert Meek Centre; North End): After school programs offer children 4-12 years old a constructive, supportive and safe way to increase physical activity, break social isolation, support school success, and promote skills development. Children's programming occurs in their own neighbourhoods, local schools and the Robert Meek Community Youth Centre (Club House).

- Tel: Club House: 613-542-3306
- www.bgckingston.ca

Canadian Hearing Society

Provides services that benefit individuals who are Deaf, oral deaf, deafened and/or hard of hearing, as well as supportive services to their families.

General Support Services: Provides a wide range of support and information services to assist with independent living.

Hearing Care Counselling: Provides professional counselling and hearing care support services to seniors (55 years & older) with acquired hearing loss and to their families, caregivers.

Employment Services: Provides support to those facing multiple barriers to gain and maintain meaningful employment and financial stability.

- Tel: 613-544-1927 or TTY: 1-877-817-8209
- www.chs.ca

Canadian Mental Health Association

Provides educational, support and referral services to individuals and families.

Mental Health Matters: Helps people of all ages to learn techniques to manage mental health issues. Programs aim to increase awareness, prevention and intervention of mental illness, through information and referral services.

Promoting Positive Mental Health in Gender and Sexual Diverse Youth: Group support for youth and young adults that focuses on mental health in relation to gender and sexuality. Two program streams: MIND, for children and youth under the age of 18, and SPARKS, for youth and young adults ages 19 to 25.

- Tel: 613-549-7027
- www.cmhakingston.com

Canadian National Institute for the Blind (CNIB)

Provides services for blind and visually impaired individuals.

Adjustment to Vision Loss: Individualized and group peer support for partially sighted and blind individuals to assist with the emotional and practical implications of vision loss, and provide opportunities to engage in work, leisure and recreational activities. Sessions include training in the use of current assistive technologies, job readiness and pre-employment skills, life skills, socialization, and advocacy skills development.

- Tel: 613-542-4975
- www.cnib.ca

Dress For Success Kingston

Prepares disadvantaged women for job interviews and employment.

Boutique and Success Centre: Women receive free outfits for interviews and for one full week once employed, and referrals for haircuts and make up. Success Centre provides clients with computer access for job searches and resume writing, ongoing career advice and 12 hours of classroom instruction to help with employment.

Well Suited: Men receive free work appropriate clothing for interviews and on the job.

- Tel: 613-483-1833
- <https://kingston.dressforsuccess.org>

2017 Partner Agencies

Elizabeth Fry Society of Kingston

Provides services to women in conflict with the law and those facing financial and social barriers that may put them at risk of coming into conflict with the law.

Community Residential Program: Assists women who are at risk with temporary shelter, assisting their transition to affordable permanent housing. Women receive support with mental & physical health issues, education and employment.

- Tel: 613-544-1744 or 1-888-560-3379
- www.efrykingston.ca

Epilepsy South Eastern Ontario

Provides support, information and referral services for individuals with epilepsy and their families.

Epilepsy Support: Provides support to improve the quality of life for individuals who are living with or impacted by epilepsy. Services are delivered through direct client support and educational workshops.

- Tel: 613-542-6222 or 1-866-EPILEPSY
- www.epilepsyresource.org

Food Sharing Project

Provides nourishment for students to improve their readiness to learn.

Student Nutrition Program: Offered in most schools in the area through the Catholic and public school boards. Healthy meals/snacks are provided daily to 15,000 children every year.

- Tel: 613-530-3514
- www.foodsharingproject.org

Girls Inc. Limestone, Algonquin and Lakeshore

Provides programs and services for girls to become strong, smart and bold, promoting their emotional, physical and social wellbeing through the friendship and guidance of responsible, mature and caring women.

Girls Ed Program: Provides life skills education for higher-needs girls aged 9 to 13, who are coping with issues such as, poor self-esteem, conduct and learning disorders, bullying and violence. The program is intervention-based and is delivered through a series of weekly workshops.

- Tel: 613-542-9202
- www.girlsinlimestone.ca

Independent Living Centre Kingston

Is a community-based, cross-disability organization that promotes inclusion and full participation for people with all types of disabilities, through peer-based services.

Information and Networking Services: Provides services to people with disabilities by helping them understand and manage their barriers, navigate through systems,

programs and services, and provide support and understanding. The majority of the agency's staff and volunteers have direct disability expertise.

- Tel: 613-542-8353
- www.ilckington.com

Kingston Community Health Centres

Is a multi-service, multi-site health centre that provides clinical and social services for people who have a higher risk of poor health because of language or cultural barriers, poverty or isolation.

Better Beginnings for Kingston Children: Offers programs and supports for families with children from 0-5 years including: pre and postnatal nursing support, parenting programs, infant/toddler groups, child care, a school readiness program, education sessions on childhood development, and one-on-one support.

- Tel: 613-542-2949
- www.kchc.ca

Kingston Home Base Non-Profit Housing

Develops and manages a range of affordable housing options and support services in a manner that promotes dignity, independence and integration into the larger community.

Youth Services: Provides safe, affordable housing with case management supports for youth between the ages of 16 and 24. Including support services for emotional and physical safety and life skills development. Youth graduate to permanent housing as they are able to live more independently.

- Tel: 613-542-6672
- www.kingstonhomebase.ca

Kingston Interval House

Provides a 25-bed emergency shelter for women who have experienced domestic violence and their children, and supports them with crisis intervention, counselling, advocacy and referrals.

Emergency Shelter: Provides a safe, emergency shelter and programs for women and children leaving abusive relationships.

Robin's Hope Second Stage Housing: Provides transitional housing, supportive counselling and group sessions to support women and children once they leave the emergency shelter.

- Tel: 613-546-1833 (Crisis Line: 613-546-1777 or 1-800-267-9445) TTY: 613-546-4461
- www.kingstonintervalhouse.com

2017 Partner Agencies

Kingston Literacy & Skills

Provides programs to adults and families in KFLA to assist them in enhancing literacy levels.

Literacy and Basic Skills Program: Offers individualized literacy programs for adult learners helping them reach their personal goals such as employment, education/training, apprenticeships or greater independence. Services are free and open to all adults in Kingston, Amherstview and Napanee.

- Tel: 613-547-2012
- www.klandskills.ca

Kingston Military Family Resource Centre

Provides programs, community development, social, educational and volunteer opportunities to meet the unique needs of military families in the Kingston region.

Community Resource Connections Program: Provides long term counselling to military families through a community agency. This ensures that families are connected to long term counselling services as well as able to access services in a timely fashion.

- Tel: 613-541-5010 ext. 5195
- www.kmfrc.com

Kingston Youth Shelter

Helps homeless youth with temporary shelter, transitional housing and access to community resources.

Kingston Youth Shelter: Offers youth who are homeless with a safe and supportive emergency shelter plus supports and access to community resources.

Youth Transitions Program: Provides housing at two residences for youth transitioning between homelessness and permanent housing. Length of stay is tailored to each youth, up to a maximum of 24 months. The program includes goal setting and skills building to help youth become independent and secure long term housing.

- Tel: 613-766-3200
- www.kingstonyouthshelter.com

Lennox and Addington Interval House

Provides emergency shelter and support services for women whose lives are impacted by violence and abuse.

Community Outreach Support Services: A community based program that provides supportive counseling, life skills development and housing supports to women who are struggling with the issue of domestic violence. Service provides real opportunities for women to make a better life for themselves and their children

- Tel: 613-354-0808
(Crisis Line: 613-354-1010 or 1-800-667-1010)
- www.intervalhousenapanee.ca

Loving Spoonful

Increases access to healthy food in an environmentally sustainable way and teaches cooking, gardening and preserving skills.

Loving Spoonful Program: Addresses food insecurity through food reclamation and redistribution, including programs for food preparation, preservation and gardening.

- Tel: 613-507-8848
- www.lovingspoonful.org

March of Dimes Canada

Provides support to individuals with physical disabilities.

Assistive Devices Program: Helps people access devices that facilitate basic mobility such as wheelchairs, walkers and lifting machines. It offers the last resort for low income people in financial need to offset costs of devices/equipment. The agency works closely with clients to find other sources of funding.

- Tel: 613-549-4141
- www.marchofdimes.ca

Northern Frontenac Community Services

Is a multi-service agency located in Sharbot Lake and serves residents of North Frontenac.

Family Counselling Program: Provides counselling for families and individuals, including financial issues, relationships, addictions, grief, and self-esteem issues. This service is offered to all residents of the community and, where needed, home visits are made.

Steps of Success Youth Mentoring Program: Youth in North Frontenac County often experience multiple risk factors and barriers to success, including: poverty, rural isolation, and a predominance of single-parent led households. This program assists youth in the rural area to gain practical skills and make positive connections within the community.

- Tel: 613-279-3151
- www.nfcs.ca

Outreach St. George's Kingston

Provides a daily lunch program and safe place for socializing. The agency accepts donations of clothing and offers these free of charge to its patrons.

Lunch By George: Provides free coffee, soup and a meal on weekday mornings. Clients can access the drop-in room and take part in social activities such as the Art Program. The program also accepts donations of clothing and offers these free of charge to its patrons.

- Tel: 613-548-4617 ext 30
- www.osgk.org

2017 Partner Agencies

Pathways to Education Canada

Helps youth stay in school and graduate, thereby helping to end the cycle of poverty.

Pathways to Education Kingston: Addresses systemic barriers to education by providing tutoring and practical supports through a community-based program proven to lower dropout rates. Pathways provides high school students living in the Rideau Heights and Inner Harbour areas support in order to stay in school and move on to post-secondary education or vocational training.

- Tel: 613-507-7107
- www.pathwaystoeducation.ca/kingston

Resolve Counselling Services Canada

Provides high quality professional counselling and community education programs to meet a variety of individual, couple and family needs.

Children and Youth Counselling: Helps children and youth by enhancing coping, communication, and relationship skills, so they can deal with emotional and personal problems in a positive and constructive way.

Family Counselling: Provides short-term, solution-focused counselling for families, partners, parents and individuals who are experiencing social, emotional or relationship problems. It provides an affordable service for accessing professional counselling when needed.

- Tel: 613-549-7850
- www.resolvecounselling.org

Sexual Assault Centre Kingston

Provides supportive services for survivors of recent or childhood sexual violence.

First Response for Youth: Offered at all high schools and alternative education programs in KFLA to provide one-to-one counselling, support, advocacy services, and information to young people who have experienced sexual violence.

- Tel: 613-545-0762 (24 Hour Crisis line: 613-544-6424 or Toll Free: 1-877-544-6424)
- www.sackington.com

Southern Frontenac Community Services

Provides services to seniors, physically disabled adults and low-income families in South Frontenac (Districts of Storrington, Loughborough and Portland).

Seniors Services – Adult Day Program: Is a support service that provides supervised individual programming in a group setting for adults aged 55+ who require close monitoring or assistance with personal activities (e.g. hygiene, dressing). The service assists clients and provides respite and support for their caregivers.

Hot Meals on Wheels: Hot meals are prepared and delivered weekly to housebound seniors in need in Southern Frontenac.

Program Coordination: Assistance is provided to clients with referrals to community services, booking appointments, and coordinating transportation assistance with volunteer drivers.

- Tel: 613-376-6477
- www.sfcsc.ca

St. John Ambulance

Provides first aid training and support for community events.

Medical First Responders: Coordinates well-trained and well-equipped Medical First Responder volunteers to attend community events to provide basic and advanced first aid when emergencies occur.

- Tel: 613-384-8062
- www.sja.ca

St. Vincent de Paul Society of Kingston

Provides practical assistance to economically disadvantaged individuals through the provision of hot meals, clothing, and household items.

Loretta Hospitality Centre and Warehouse: Provides food, clothing, household items and bi-monthly groceries to support the basic needs of individuals and families living in poverty. The program offers hot meals, coffee and a place to socialize every week day. All services are free of charge to those who need them.

- Tel: 613-766-8432
- www.svdpskingston.com

Youth Diversion Program

Provides a number of comprehensive prevention and intervention based programs geared to the unique needs of at-risk youth and young adults.

CHANCE Mentoring Program: Matches high-risk youth with adult volunteer mentors who help and support them to accomplish specific goals.

Rebound Program: A 10-week life skills program for youth aged 12 to 17 that uses various methods of learning. Activities inspire positive experiences and active participation.

Kairos Substance Use and Addictions Counselling Services: This program specializes in the treatment of youth with substance use and addictions issues. It is an outreach counselling service available in the community as well as elementary and secondary schools in two school boards (ALCDSB and LDSB). Services also include a Problem Gambling Program.

- Tel: 613-548-4535
- www.youthdiversion.org

Grants

Helping Kids Be All They Can Be

Big Brothers Big Sisters KFLA

North Kingston Mentoring Pilot Project

Grant provided to run 3 mentoring groups for children at Molly Brant Elementary School in North Kingston. Programming promotes physical fitness, healthy lifestyle choices, and overall wellbeing, as well as issues of poverty and high dropout rates. Children are experiencing an upheaval due to new schools, amalgamations, and transfers. The workshops are intended to promote a sense of community and model healthy living.

- Tel: 613-544-1621
- www.bigbrothersbigsisterskingston.com

Canadian Mental Health Association

Promoting Positive Mental Health in Gender and Sexual Diverse Youth

Bridge funding provided for group support program for youth and young adults that focuses on mental health in relation to gender and sexuality. There are two program streams: MIND, for children and youth under the age of 18, and SPARKS, for youth and young adults between the ages of 19 and 25.

- Tel: 613-549-7027
- www.cmhakingston.com

Food Sharing Project

Purchase & Refrigeration of New Delivery Van

Grant provided to assist with the purchase of a new cargo service van and costs associated with retrofitting it for refrigeration as part of the food delivery system that distributes more than 3,000 pounds of food each week to local schools throughout the city and region.

- Tel: 613-530-3514
- www.foodsharingproject.org

Sistema Kingston

Sistema Kingston Year 3

Sistema is an afterschool music program using string instruments, rhythm, and vocal performance to promote positive social change through the pursuit of musical excellence. Grant provided to assist with operating costs for the program's third year. This music program is intended to give the children who would not otherwise have the opportunity to take music lessons the tools to break through personal and social barriers and help them develop self-confidence, social skills, coping skills, focus, and fine motor skills that will positively impact their lives both at school and at home.

- Tel: 613-929-2594
- www.sistemakingston.ca

Winter Warmth

Winter Warmth Program

Winter Warmth provides seasonally appropriate clothing and footwear to children and youth from low-income families. The clients of this program typically do not qualify for other similar programs due to their age or other restrictions. Winter Warmth also serves clients in unique situations such as families experiencing recent job loss or illnesses.

Youth Diversion Program

Enhanced Mentoring Project

Grant provided to offer mentoring support to youth at risk of being charged under the Educational Act for not attending school. Staff match specially trained adult mentors with youth based on interests, demographics, gender, access, availability and other personal variables. The mentor's role is to establish a trusting and respectful relationship with the youth and to focus on the barriers getting in the way of the young person's reengagement with school.

Intersections Program

This is a pilot program using an early intervention model focusing on navigation and coordination of services for children & youth, ages 8 to 18, with suspected mental health challenges, developmental disabilities and/or substance use issues, who are at risk of becoming involved with the justice system. Referrals come from police who will identify youth displaying behaviours that are non-criminal or non-chargeable. Youth and families will be connected through an Intersections Counsellor to services that provide supports at an early stage. The program is designed to reduce the chances of behaviours escalating to criminal charges in later years.

- Tel: 613-548-4535
- www.youthdiversion.org

Building Strong and Healthy Communities

Alzheimer Society Kingston, Frontenac, Lennox & Addington

Volunteer Companion Program

This program pairs a trained volunteer and an individual with Alzheimer's/Dementia to meet weekly for social activities, allowing the person's caregiver respite to reduce burnout and stress. The primary objective is for the diagnosed to develop a meaningful relationship with their volunteer companion, through engaging in activities chosen by them, and resulting in a better quality of life and greater sense of inclusion and independence. Ultimately such relationships can delay institutionalization.

- Tel: 613-544-3078 or 1-800-266-7516
- www.alzheimer.ca/kfla

Grants

Independent Living Centre Kingston

Access to Technology

This project provides free computer/Internet access to clients in the north end of Kingston. One-to-one training and support is offered to individuals needing help with hardware, software, online navigation, and adaptive technologies. Staff assist individuals in their online searches for free community food sources and accessible housing, social networking, etc. as well as completing online government forms as required.

- Tel: 613-542-8353
- www.ilckington.com

Ongwanada Resource Centre

Developmental Services Caregiver Support Group

This program connects caregivers of individuals with developmental disabilities with other caregivers in the same position by creating a peer support group and providing the participants with healthy stress management in recognition of the physical and emotional demand placed on caregivers. By attending the support group caregivers will have more awareness of the resources available to them in the developmental service sector as well as in their area

- Tel: 613-548-4417
- www.ongwanada.com

Queen's Elder Law Clinic

Queen's Elder Law Clinic

This program provides legal assistance to vulnerable seniors living in Kingston and the surrounding communities who are unable to afford a lawyer. Queen's Elder Law Clinic also engages with stakeholders in the local community to deliver free public legal education seminars to heighten awareness of legal issues facing seniors in the community and the options available for those seeking redress.

- Tel: 613-533-2102
- <http://queenslawclinics.ca/elder/>

Moving People from Poverty to Possibility

Addiction & Mental Health Services – KFLA

Housing Loss Prevention

This program provides housing loss prevention services for individuals with possible mental illness and/or an addiction who are at risk of homelessness. Clients that require additional supports for mental health and/or addiction concerns are connected with community services.

Youth Addiction & Mental Health Outreach

This Pilot Program is intended to provide mobile support services, meeting youth where they're at (i.e.) shelters, transitional housing, community agencies, etc. to help them navigate the system, especially related to mental health, linking them with services and early diagnosis where appropriate.

- Tel: 613-544-1356 (Crisis Line: 613-544-4229 or 1-866-616-6005)
- www.amhs-kfla.ca

The Centre for Abuse & Trauma Therapy

Client Assistance Program

The program provides subsidized psychotherapy to people who live in poverty or close to the poverty line by offering specialized trauma counselling to youth, men and women who have both witnessed and been victims of violence and trauma. Weekly sessions are needed in the early stages of treatment but many clients cannot afford the minimum fee. Grant provided to allow for an additional 500-700 counselling sessions to 15-25 clients.

- Tel: 613-507-2288
- www.centrefortherapy.ca

Community Living Kingston and District

Transitional Life Skills

This program provides intensive life skills training to youth with an intellectual disability who are at imminent risk of homelessness or who are being served by emergency housing services to improve their readiness for independent living. The strengths based approach builds on each individual's existing abilities in a flexible setting, providing training and support to build capacity and resilience, learn essential independent living skills, and increase access to formal and informal supports

- Tel: 613-546-6613
- www.communitylivingkingston.org

Kingston Community Legal Clinic

Eviction Prevention

This program provides legal services to tenants facing eviction through legal advice, assisting clients in negotiations with landlords, providing legal representation for clients at hearings, and preparing and filing set-aside motions.

- Tel: 613-541-0777
- www.kcllc.ca

Grants

KFL&A Public Health

Dental Treatment Assistance Fund

This program provides residents of KFL&A who are 18 years or older with limited funding (maximum \$200 per person, per year) to pay for emergency dental treatment for the relief of pain, infection or trauma for individuals who have no dental insurance and declare a financial need (requests are triaged to determine eligibility). This fund is administered at no charge by KFL&A Public Health.

- Tel: 613-549-1232 or 1-800-267-7875 ext. 1218
- www.kflaph.ca

Kingston Home Base Non-Profit Housing Inc.

Housing Help Centre

This program supports homeless individuals and families and those at imminent risk of homelessness through individualized services. Individuals and families are provided with direct access to personal phone message services for call backs (i.e. housing/landlords, doctors, OW/ODSP, employment, etc.) and referrals to appropriate social services and resources including support for mental health, addictions, income assistance, and social housing.

Youth Worker

United Way is working closely with youth serving agencies and the City to map the system. There appears to be a need for an additional .5 FTE youth worker to close gaps in current prevention/diversion/housing first services. Increasing staffing resources will help to better coordinate and reduce pressures on the system, which is currently experiencing an increased number of youth in need of longer-term supports but not able to access services due to low acuity scores for housing.

- Tel: 613-542-6672
- www.kingstonhomebase.ca

Kingston Interval House

Robin's Hope Second Stage Housing

Robin's Hope Second Stage Housing provides safe, affordable housing for up to one year to women and their children who have left a violent situation and are unable to secure permanent housing. During their tenancy, clients have access to counselling, life skills development and referrals to community supports. Residents will be assisted to secure permanent, affordable housing in the community before the term of their tenancy expires.

- Tel: 613-546-1833 (Crisis Line: 613-546-1777 or 1-800-267-9445) TTY: 613-546-4461
- www.kingstonintervalhouse.com

Kingston Youth Shelter

Family Mediation Project

The program supports youth and families in addressing family breakdown, conflict and general communication difficulties that may leave youth at risk of becoming homeless. It is delivered through outreach services and short-term intervention, mediation, and referrals to longer term services and case management, where appropriate. Program focuses on preventing youth from entering the homeless system, or to assist them with returning home or living independent, if their family home is not an option.

- Tel: 613-766-3200
- www.kingstonyouthshelter.com

Loving Spoonful

Innovating the Relationship Between Medicine and Food Security

This program offers a cooking workshop series for low-income adults. Participants learn how to choose and make easy, affordable meals from healthy ingredients. The program will also involve medical students who will attend workshops and participate in a home visit and create a project based on community need.

- Tel: 613-507-8848
- www.lovingspoonful.org

Resolve Counselling Services Canada (Formerly K3C Community Counselling Centres)

Financial Literacy Project

Supports the development of essential life skills in basic money management. Individuals at risk of homelessness will learn to build and follow an appropriate planned budget through targeted workshops and one-on-one interventions. Clients gain knowledge, skills, and resources to financial literacy in order to maintain their housing.

- Tel: 613-549-7850
- www.resolvecounselling.org

Emergency Assistance Fund Grants

Operation Warm Feet: Winter Boots in Kingston, Frontenac, Lennox & Addington

Funding was provided to purchase and distribute winter boots to children and youth that need them. Boots are distributed in Kingston, L&A county and Frontenac county.

Dental Treatment Assistance Fund

This program provides residents of KFL&A who are 18 years or older with limited funding (maximum \$200 per person, per year) to pay for emergency dental treatment for the relief of pain, infection or trauma for individuals who have no dental insurance and declare a financial need (requests are triaged to determine eligibility). This fund is administered at no charge by KFL&A Public Health.

School Supplies & Backpack Program

Funding was provided to purchase and distribute backpacks and school supplies to children and youth before the school year begins. These are distributed in Kinston, L&A county and Frontenac county.

Refugee Relief Fund

The Refugee Relief Fund is a joint fund (Community Foundation of Kingston & Area, United Way of KFL&A, City of Kingston) to support individuals and families who have settled in Kingston. The United Way administers this fund with no administrative fee. An advisory refugee coordinating committee oversees the distribution of the funds.







@unitedwaykfla



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