

LOCAL LOVE

**2019 Communication
Framework**



United Way
Kingston, Frontenac,
Lennox and Addington

The Power of Local Love

Join thousands of donors who choose to change lives everyday, right here in KFLA, by giving to our community through the United Way.



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@unitedwaykfla

www.unitedwaykfla.ca

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:

- 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

- 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

Invest In The Future





**What Does
Local Love
Look Like?**

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 2018

84%

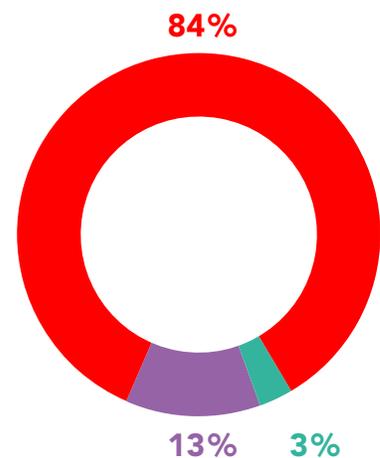
Funds Invested Directly into Programs and Services

13%

Fund Raising Costs

3%

Related Administrative Costs



\$4,696,930

Total revenue, including annual campaign

\$636,583

Fund raising costs

\$119,498

Related Administrative Costs



United Way KFL&A is proud to be ranked a top 100 Canadian charity by Moneysense.ca



Day of Caring

Volunteer for a day of fun, team-building and helping Seeing is Believing agencies.

Annual Campaign

Join thousands in a workplace campaign, have fun and make a difference.

Seeing is Believing

Go behind the scenes, meet agency staff and see the impact of your gift.

Women United

Bringing together like-minded women who contribute at the Leadership level.

United Way Next Gen

Join a community of emerging leaders in their twenties and thirties

Volunteer

There are always fulfilling opportunities at United Way or with local agencies.

Donate

You have the power to change lives right here in your community.

Retirees United

Stay connected to the community while engaging retirees.

Speakers Bureau

Invite a speaker to your workplace and learn how you can change lives locally.

Leadership Development

Sign up for a workshop in board governance and leadership development.



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 in workplaces who work with committees to engage the next generation of leaders. 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 volunteering, networking and learning opportunities.

www.unitedwaykfla.ca/next-gen/

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 Bhavana at bvarma@unitedwaykfla.ca

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.

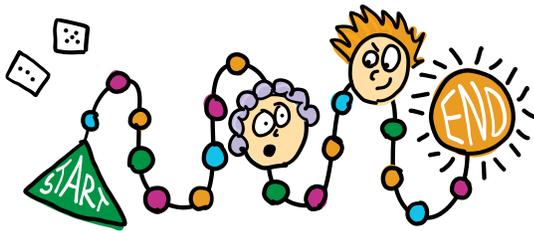
The Retirees Task Force was established in 2014. The objective of the Retirees Task Force is to engage retirees and those about to retire. They focus on engaging retirees who are leaving the workplace as well as retirees moving to Kingston and area.

For more information, please contact leadership@unitedwaykfla.ca

Success By 6

Success By 6 is based on the idea that it takes a village to raise a child and that we all have a role to play in ensuring that every child has a chance to succeed early in life. Success By 6 Week heightens public awareness of the importance of early-years development.

Grandma cheats at board games!



Leadership Challenge Grant

This year, a generous leader in the community will provide a Leadership Challenge Grant to encourage Leadership level gifts.

New Leadership Donors

By becoming a new Leadership donor, you increase the impact of your gift.

- Your first-time donation of \$1,200 or more to the United Way will be matched up to a maximum amount.
- Increase your gift to \$1,200 this year and the Leadership Challenge Grant will match your \$1,200 donation.

Renewing Leadership Donors

If you are already a Leader of the Way and, this year, you add at least 10% to your gift, the Leadership Challenge Grant will provide a match up to a maximum amount.

For more information about the grant and Leadership giving, contact us at leadership@unitedwaykfla.ca.

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

Where there is a will, there is a way...



What is United Way

Key Messages:

- 1. Local:** There are United Ways in 45 countries, with 1,800 locally autonomous affiliates, 80+ of which are in Canada. The logo is worth \$32 billion internationally and stands for trust and accountability.

United Way raises funds locally and invests locally

United Way provides local expertise that brings people together to help the most vulnerable and tackle the most pressing social challenges.

- 2. Accountable:** United Ways are accountable – to donors, partners in the community, and United Way of Canada. Accountability and transparency are key values of this United Way and our website reflects this, making our annual report, financial statements available and accessible. Our United Way was among the top 100 Canadian charities, based on a rating by Moneysense.
- 3. Efficient and Effective:** United Way aims to keep its fundraising and admin costs low. See page 6 for more information.



4. Meeting immediate needs: The United Way focuses on improving the lives of the most vulnerable, funding programs in local agencies – partner agencies and through grants. The United Way has a strong group of funded agencies. Stories are available featuring clients and funded programs that make a difference.

5. Addressing root causes, focus on prevention: The United Way brings the community together to address root causes of issues like youth homelessness, poverty, and food access. The United Way focuses on prevention. United Way is in for long-term impact and addresses the root cause of local issues whenever possible.

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.

53,323
clients helped
in KFLA through
United Way
funded programs
last year.

Changing Lives Locally



Geographic Distribution

Client Numbers

Kingston	43,818
Frontenac	3,865
Lennox & Addington	5,083

Community Investment By The Numbers

Helping Kids Be All They Can Be

8 Agencies

- 14 Programs
- Clients served: 19,932

Building Strong and Healthy Communities

- 24 Agencies
- 31 Programs
- Clients served: 7,849

Moving People From Poverty to Possibility

- 10 Agencies
- 19 Programs
- Clients served: 25,542

Funding Distribution by Impact Area

26%

Helping Kids
Be all They
Can Be

31%

Moving People
From Poverty
to Possibility

43%

Building Strong and
Healthy Communities





**Impact of
Local Love.**

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

19,932
children and youth
accessed programs
to reach their
highest potential

3,173 were supported in becoming resilient and self-confident

15,824 had help getting ready to learn and graduating high school

935 were supported in developing empathy and positive relationships

14 high-impact programs that provide interventions, supports and prevention



1 out of 3

Ontario girls in grades 6 to 10 report feeling **depressed** each week

73% of female youth

58% of male youth

report significant **mental health concerns** including **depression** and **anxiety**



1 in 10

children in Kingston live in **food insecure** households

1 in 5 girls

will become victims of **childhood sexual violence**



students living in low-income areas of Kingston are

twice as likely to drop out of school

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

7,849

people were helped by programs and initiatives supporting personal wellbeing and safety

2,488 had with help with physical or mental health challenges

448 were safe from violence, abuse, and neglect

4,013 were supported and helped to access community services



1 in 2 adults will experience a mental health crisis by age 40



1 in 5 Canadians over 15 years old have one or more disabilities that limit them in their daily activities

62% of older adults with vision loss report they seldom leave their homes for recreation or leisure



Kingston and Area has the **second highest** rate of sexual offences against youth reported to the police in Canada

31

high-impact programs that provide interventions and supports



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

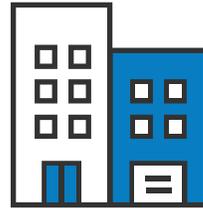
25,542

people were helped by programs and initiatives in meeting their basic needs and moving them out of poverty

2,228 had access to emergency shelter, affordable housing, and resources to support financial security and sustainable employment

20,219 had access to affordable and nutritious food

3,095 had access to resources to lessen the impact of poverty



0.6%

Kingston rental vacancy in 2018, the lowest in Ontario



42%

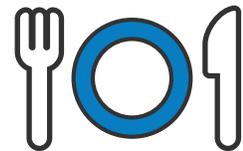
of people experiencing homelessness in Kingston are children and youth



17,895 people in Kingston are living below the poverty line

4 million

Canadians are food insecure. The majority of food insecure Canadians are working



19

high-impact programs that provide interventions and supports

Youth Homelessness

On any given night, more than **6,000 Canadian youth are homeless.**

Young people account for one in five of the people living in Canada's homeless shelters. In 2013, this number was even higher in Kingston at one in three.

Over the past five years, that figure has returned to the national average in Kingston, thanks to a collective effort by the community. We have seen a dramatic drop in the number of youth who are homeless on the streets of downtown Kingston and more in programs and housing, transitional or permanent. We have prevention programs that divert youth away from shelters and back to their families or allow them to be housed safely.

In 2013, our mission began with the vision of reducing the number of young people using the shelter system. However, as the consultation process gained momentum, it became clear that the root causes of homelessness are complex and require intervention on multiple fronts. And that having more youth inside our support system was a good thing.

The United Way opted to focus on prevention, providing timely intervention, and building a sustainable network of supportive resources. This approach has ensured that youth homelessness in our community becomes a treatable option, rather than a chronic one.

A new vision emerged and continues to be the goal:

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



When I was 15, I lived out of my duffel bag. It was very heavy, it contained everything I had. I asked to stay at friends' houses or slept in the backs of office buildings. I found a housing program that also had support for mental health. It felt great to have my own bed and be able to eat breakfast. Now I volunteer helping other youth.

- Brandon,
homeless at age 15

By pursuing this vision, we have made great strides in our community and continue to focus our attention and our efforts on identifying and removing the barriers that keep young people from accessing safe, suitable, and sustainable housing, and ensure that every young person in KFL&A has a place to call home.

Root Causes

Listening to young people provided us with insight into how youth homelessness can occur. Youth Council participants helped us identify the primary root causes:

- Family conflict: Conflict between youth and parents and/or siblings is the single largest contributing factor to youth homelessness in KFL&A.
- Addictions and mental health: Addictions and mental health issues are contributing factors to youth homelessness, as they are with adult homelessness.
- Education and unemployment: Barriers to completing education and developing skills (job skills and life skills) are key contributors to youth unemployment, which is three to four times higher than the adult unemployment rate in Kingston.

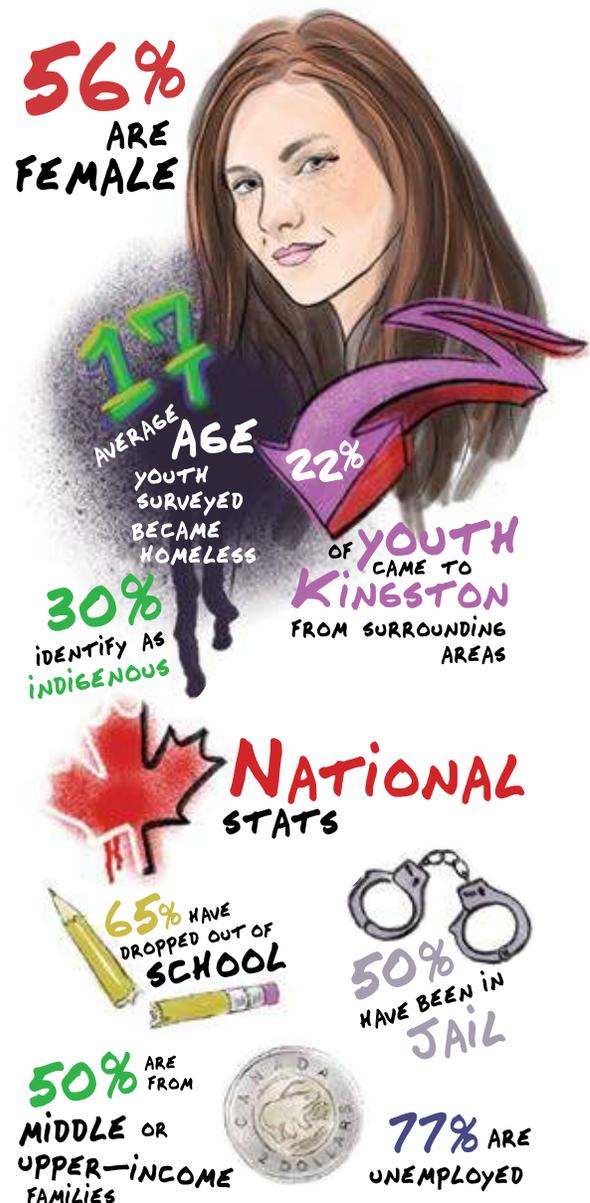
Successes to Date

Understanding the nature of youth homelessness and its root causes has enabled us to focus our attention and efforts on the areas that have the greatest need and will have the greatest impact on preventing and ending youth homelessness in our region.

Family Mediation: The United Way funds a full-time family mediation worker at the Kingston Youth Shelter's Family Support Program.

This worker provides supportive services to address conflict, improve communication and facilitate healthy reunions between youth and their families.

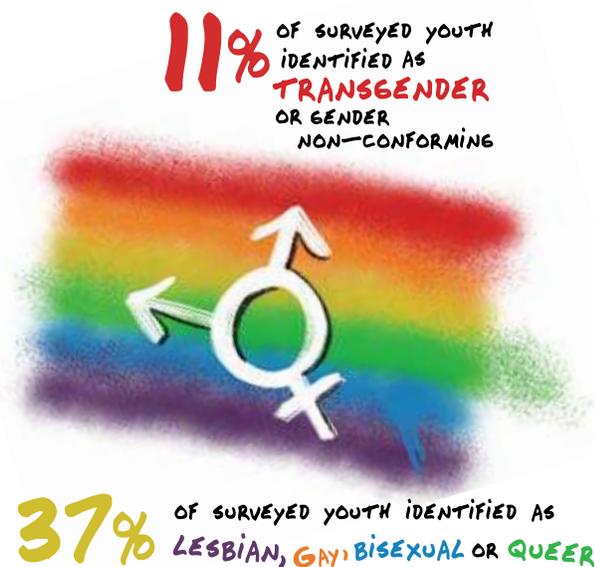
Youth Outreach: United Way provides funding for a Youth Outreach Worker to provide cognitive therapy and referrals to youth who are homeless with mental health issues. This program is provided through Addictions & Mental Health Services KFL&A.



Intersections: This program is delivered by Youth Diversion and provides intervention, navigation, and coordination of services for children and youth under age 18 who are at risk of becoming involved with the justice system. Through this program, police can make service referrals for children who, while not engaged in criminal activities, still exhibit serious behaviour problems. As a result of initial United Way KFLA funding for a pilot, Youth Diversion has secured a 3 year Grow Grant through the Ontario Trillium Foundation to support the expansion of Intersections.

LGBTQ+ Mental Health: In the most recent Kingston Point in Time count, 37 per cent of youth who were homeless identified as LGBTQ+. A program that addresses the mental health of gender-diverse youth in a safe place is facilitated by the Canadian Mental Health Association.

Youth Hub in Kingston: One Roof, Kingston's Youth Hub, opened in 2017 at 426 Barrie Street. Home Base Housing is the 'backbone' organization providing financial and other administrative assistance to the project. One Roof is a partnership between 27 organizations providing a range of services to youth in one convenient location. In its first year, One Roof served 215 unique clients.



L&A Youth Hub – Prince Edward Lennox & Addington Social Services and United Way jointly supported the creation of the L&A Youth Hub in the Memorial Building in Napanee. Modeled after One Roof in Kingston, 21 partner organizations will provide a range of services and programming to reduce barriers for youth accessing services in the region.

Transitional Housing Program: While traditional Housing First programs do not identify transitional housing as a solution to homelessness, we quickly learned that, for youth, transitional housing is often an important step toward permanent housing. It allows youth the time to heal, recover, and develop the skills that will enable them to succeed in living independently.

Education and Awareness Campaign

Kingston Transit Campaign: Youth homelessness has been featured through Kingston Transit with youth stories appearing on buses throughout the city. The stories point to the causes of youth homelessness and provide information on services that are available in the community.

Lieutenant Governor Visit: The Lieutenant Governor of Ontario, Elizabeth Dowdeswell, visited Kingston on January 18, 2018. While in Kingston, she attended a roundtable discussion in Kingston at Memorial Hall and also visited Kingston's youth hub, One Roof. She heard stories from local youth with lived experience and learned more about successful youth homelessness reduction initiatives.

Mental Health Planning Day: A Youth Mental Health Planning Day was held on March 23, 2018 at the Discovery Centre at Fort Henry. The day was co-chaired by Mike McDonald (Kingston Health Sciences Centre) and Bhavana Varma (United Way KFLA).

Over eighty participants including youth attended the session bringing a wealth of perspectives to the discussion. The day included: several briefings from people working in the field; some sharing from youth of lived experiences; and three facilitated interactive sessions.

Queen's Park Day: On March 26, 2018, Sophie Kiwala, then MPP for Kingston and The Islands, organized a second Youth Homelessness Awareness Day at Queen's Park, coordinated through United Way KFLA. The day brought together representatives from United Ways across Ontario with MPP's of all parties to highlight the issue and the progress that can be made through collective impact in communities.

Forums

Youth Forum: The Youth Council organize a Youth Summit each year. In April 2018, youth organized the fourth annual Youth Summit, an event attended by more than 80 youth. Together they increased awareness through practical, interactive workshops on topics that are important to youth.

Educators' Forum: Local school boards have been instrumental in working with the United Way on educating students and educators on the issue. As a result of input at these forums, a Youth Services Listing was developed to help connect youth with local programs and services.

New initiatives

Youth in Frontenac County: The Rural Youth Liaison pilot project was introduced to better understand, support and address the unique needs of youth in Frontenac County, with a focus on those experiencing homelessness, or, who are at risk of becoming homeless. Through the support of two new rural youth outreach worker positions, initiatives and programs are being developed in the area to start addressing the needs.

Mental Health: Following the Youth Mental Health Planning Day, and building on the great work being done by the "Moving on Mental Health" group, work for this initiative has continued in three areas: 24 hour walk-in for crisis support; post-crisis and peer support; and post-emergency discharge planning.

Strategy for Indigenous Youth:

Indigenous youth is another population with needs that are not yet adequately met in the existing system. We will explore strategies to determine and meet those needs. To learn more about how to approach this issue, we have started speaking with different groups and individuals to gain insights including Elders to gain a better understanding of the unique needs of Indigenous youth.

Focus on Female Youth: We know that we have a high rate of female homelessness (higher than the Canadian average) and a high rate of human trafficking, addictions and mental health among women of all ages in Kingston, Frontenac, Lennox & Addington. United Way's Women United Committee is focusing their attention on these issues. They are exploring a partnership with Queen's University to learn why Kingston has a high number of vulnerable women, in hopes of developing a research initiative to identify root causes.

Youth Wellness Hub: Currently the youth shelter is stretched for space and One Roof has received significant funding to enhance One Roof's community response using a crime prevention model. In order to introduce clinical and other programs more space is needed. The City of Kingston and United Way are facilitating discussions to see if there are opportunities to collaborate and create a youth hub to address shelter, coordinated services and potentially a safe space for youth in crisis, emergency needs.

Impact of Your Gift

Here are some examples of how your donation helps people in our region:



15,500

students had nutritious snacks and meals at school



324

high school students had intense tutoring and mentoring to help them graduate



353

people accessed information and programs in support of their mental health



450

people affected by epilepsy received information and supportive services



over **13,800**

people benefitted from reclaimed fresh produce and prepared meals



38,000

meals were served by local soup kitchens



367

job seekers with low incomes received professional work clothes

Helping Kids Be All They Can Be

- **Chase** and 140 other students had support and resources to facilitate a successful transition to post-secondary education.
- **Jack** often exhibited aggressive behaviour. Along with 117 other youth, he learned pro-social skills and a changed attitude.
- **Delia** was being bullied, but like 621 other girls aged 9 to 13, learned coping skills and gained resilience and confidence through in-school intervention workshops.
- **Quinn** is 16 and was at risk of developing an alcohol addiction but through intervention and counselling, he and 199 other kids had help to reduce risky behaviours and overcome addictions.

Building Strong and Healthy Communities

- **Taylor** and 100 others who have served in the Canadian Forces, along with their family members, improved personal relationships by accessing long-term counselling.
- **Megan** uses a wheelchair and along with 518 other people with a disability, had help to connect with support services to help her live independently.
- **Chen** and 81 low-income seniors received subsidized hot meals delivered to their homes.
- **Dave and Manpreet**, who lost their hearing or vision along with 712 others like them, learned coping skills to help them with daily living challenges.

- **Rob** and 352 others accessed group programs, information, and referral services in support of their mental health.
- **Ivan**, who has epilepsy, is one of 450 people who received support, information and services that helped him and his family.
- **Jade** and 482 other women and their children left violent and abusive relationships by accessing safe emergency shelter, transitional housing and ongoing supports.

Moving People from Poverty to Possibility

- **Courtney** and 873 others at risk of eviction received support, advocacy, and legal aid to remain housed.
- **Elsie** and over 13,800 others benefitted from reclaimed fresh produce and prepared meals to improve their access to healthy food.
- **Albert** had a place to go and a hot meal every day, thanks to over 38,000 meals served each year by local soup kitchens.
- **Stella and Roy**, along with 365 other job seekers with low incomes, were outfitted in professional work clothes and received training and supports to help them find employment.
- **Andre's** 8-year-old daughter, and over 1,000 other children of low-income families, had warm boots for the winter.
- **Levi** is one of 5,500 of the most vulnerable people in our community who accessed free clothing and household items.

Funded Agencies

Helping Kids Be All They Can Be

8 Agencies, 14 Programs

Big Brothers Big Sisters of KFL&A
Boys & Girls Club of Kingston & Area Food Sharing Project
Girls Inc. of Limestone, Algonquin and Lakeshore
Pathways to Education Canada
Rural Frontenac Community Services
Southern Frontenac Community Services
Youth Diversion Program

Building Strong and Healthy Communities

24 Agencies, 31 Programs

Addiction and Mental Health Services KFL&A
Bereaved Families of Ontario
Canadian Hearing Society
Canadian Mental Health Association
Canadian National Institute for the Blind
Centre for Abuse and Trauma Therapy Inc
Community Information Centre of Ottawa 211
Epilepsy South Eastern Ontario
H'Art Centre
Independent Living Centre Kingston
KFL&A Public Health
Kingston and Area Seed System Initiative

Kingston Employment & Youth Services
Kingston Home Base Non-Profit Housing
Kingston Interval House
Kingston Literacy & Skills
Kingston Military Family Resource Centre
Lennox & Addington Interval House
March of Dimes Canada
Martha's Table Community Program
Resolve Counselling Services Canada
Rural Frontenac Community Services
Sexual Assault Centre Kingston
Southern Frontenac Community Services

Moving People From Poverty to Possibility

10 Agencies, 19 Programs

Addiction and Mental Health Services KFL&A
Dress For Success Kingston
Elizabeth Fry Society of Kingston
Kingston Community Health Centres
Kingston Community Legal Clinic
Kingston Home Base Non-Profit Housing
Kingston Youth Shelter
Loving Spoonful
Outreach St. George's Kingston
St. Vincent de Paul Society of Kingston

Funded Programs

211 - Community Information

Centre of Ottawa

An easy-to-remember, three-digit, non-emergency telephone number that connects callers to a full range of community, social, government and health service information.

211 Eastern Region: Dialing 2-1-1 or chatting online connects residents to the 211 helpline to find help in KFLA and across Ontario.

Referral specialists answer 211 calls 24/7. The service is also confidential and multilingual (150 languages).

- Tel: '211' or 1-877-330-3212
TTY: 1-877-340-1001
- www.211ontario.ca

Addiction & Mental Health Services – KFLA

Provides responsive, community-based addiction and mental health services that aim to empower community members to be well and achieve their full potential.

Housing Loss Prevention (HPS): Provides housing loss prevention services for persons with possible mental illness and/or an addiction who are at risk of homelessness. The program aims to ensure that tenants at risk of homelessness have the basic services and supports they need to maintain their housing and improve their quality of life. Clients that require additional supports for mental health and/or addiction concerns are referred/connected with community services.

Youth Addiction & Mental Health Outreach (KP): Program is dedicated to youth who are homeless or at risk of homelessness.

It provides a mobile service, meeting youth where they are at (i.e.) shelters, transitional housing, community agencies, schools etc. to help them navigate the mental health system, 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

Big Brothers Big Sisters KFL&A

Connects trained adult mentors with Kingston area children and youth who are in need of a positive role model.

One-to-one Mentorship Programs: Mentoring programs are characterized by supportive, caring, friendship oriented, positive role model relationships between adult volunteers and children. Both the in-school and community-based programs can make a profound impact on both the child and mentor's lives.

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

Bereaved Families of Ontario – Kingston Region

Provides programs, services and resources based on a mutual support model to individuals, families, children, groups and communities.

Bereavement Support Services for Seniors: Program focuses on Seniors and provides a group setting oriented to their unique needs. Group sessions include help to develop coping mechanisms, communication with family, reaching out to services in the community and self-care during bereavement.

- Tel: 613-634-1230
- <http://bfo-kingston.ca/>

Boys & 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: Program is delivered at the Robert Meek Centre and North End satellite locations and at the Rideau Heights Community Centre. Children and youth that attend daily receive homework assistance, get involved in healthy activities, play games, participate in positive conversation, interact with positive role models, and are mentored by young people who want to make a difference in the community.

North End Youth Police Athletic League (North End PAL): Program serves youth ages 13-18. The league operates once weekly, offering a barrier-free basketball league to youth of all different levels and abilities. Program allows youth who are not on school teams and cannot afford to be a part of a club/rep team to lead a healthy active lifestyle and be a member of a team.

- Tel: Club House: 613-507-3306
- www.bgckingston.ca

Centre for Abuse and Trauma Therapy Inc.

Provides short and long-term professional psychotherapy and support to anyone of any age who has experienced recent and/or past abuse or trauma.

Client Assistance Program: 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.

- Tel: 613-507-2288
- <http://centrefortherapy.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 information, case management and advocacy to individuals who are Deaf, hard of hearing and their families.

Hearing Care Counselling: Program provides professional counselling, communication support and hearing care information to adults (age 55 and over) with acquired hearing loss, their families and caregivers and to young adults over age 19 who have other health challenges that require in-home services.

Employment Services: Program's target audience is people 16 years of age and older living in the KFLA area who are culturally Deaf, oral deaf, deafened or hard of hearing facing multiple barriers in their pursuit of meaningful career opportunities, learning employer recognized soft skills and gaining access to work relevant networks.

- Tel: 1-866-518-0000
or TTY: 1-877-215-9530
- www.chs.ca

Canadian Mental Health Association (CMHA)

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

Mental Health Matters: Helps people of all ages 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: 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) – Kingston

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

Provides support, guidance, and mentorship to individuals in relation to job interviews and employment needs in the Kingston and area community.

Boutique and Success Centre: Provides clients with work appropriate clothing and ongoing career advice, technology skills, job seeking support, a lending library of educational materials, financial literacy and career building information.

Well Suited – Suiting Program: Provides free clothing to referred male clients for interviews, employment, education and placements. Clients identified as having barriers to attaining clothing appropriate for work will receive 2 full outfits for interviews and then a full week's worth of clothing once they secure employment.

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

Elizabeth Fry 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 and 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

Works to ensure students eat a well-balanced and nutritious breakfast, lunch or snack in a nurturing environment while increasing their knowledge of good nutrition and improving their physical, mental and social well-being.

Student Nutrition Program: The program works in partnership with the two school boards, the Ontario Ministry of Children and Youth Services, school staff and parents of school children, and other volunteers to ensure children have access to nutritional meals during their time at school.

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

Girls Inc. Limestone, Algonquin and Lakeshore

Provides programming designed to inspire all girls to be strong, smart, and bold through life-changing programs and experiences that help girls navigate gender, economic, and social barriers.

Girls Ed Program: Delivered by trained professionals in a positive all-girl environment, programs equip girls to achieve academically, lead healthy and physically active lives, manage money, navigate media messages, and discover an interest in science, technology, engineering, and math. Program delivery takes place throughout KFL&A in school and community partner locations.

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

H'art Centre

Charitable arts hub that provides people with disabilities and those facing barriers with opportunities to create, study and produce works in the arts.

H'art Accessible Art Program (HAAP!) Extra Special Volunteers: This project will provide specialized arts education training and hands-on experiences to 24 seniors 55+ who will support the new program. Several times a week, trained artists and volunteers travel to long-term care homes across Kingston to deliver meaningful and accessible arts-based programming to seniors who may be isolated due to disabilities. Program aims to foster opportunities so that all people with disabilities can participate in the arts throughout their entire lives

- Tel: 613-545-1392
- <https://www.hartschool.ca/>

Independent Living Centre Kingston

Run by and for people with disabilities, promoting independent living. Provides leadership, support, and skills development for people with disabilities and their communities.

Information and Support Services: Provides one-to-one support to people with disabilities who are seeking information, assistance in using that information, and ongoing support in effective use of services across the community.

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

Kingston and Area Seed System Initiative

A grassroots organization founded by local farmers, backyard and market gardeners, and concerned community members to promote responsible stewardship of our seed heritage.

Building Capacity for a Regional Seed System: KASSI's mission is to facilitate the development of a sustainable, regional agricultural seed system to support urban gardeners and local farmers in their desire to use, conserve, and improve heirloom, open-pollinated vegetable, flower, and herb seed varieties.

- kassinitiative@gmail.com
- <http://seedsgrowfood.org/>

Kingston Community Health Centres (KCHC)

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 services for families with children from 0-6 years of age to help get the best start in life. Offers a multitude of services for families including; pre and postnatal support, specialized parenting and cooking programs, early learning groups, childminding, school readiness program, child development screenings, and one-on-one individual support.

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

Kingston Community Legal Clinic

A non-profit community legal clinic serving low-income residents of the City of Kingston, Townships of South Frontenac and Frontenac Islands.

Eviction Prevention: Provides legal services to tenants facing eviction through measures including legal advice, assisting clients in negotiations with landlords, providing legal representation for clients at hearings, and preparing and filing set-aside motions. The goal of this program is to ensure at-risk individuals maintain their housing through appropriate support and to assist clients facing eviction in transitioning to alternative housing if necessary.

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

Kingston Employment & Youth Services Inc.

A community-based centre with expertise in employment and employment related services.

Government-Assisted Refugee Volunteer Initiative (GARVI): Project to facilitate the process for Government-Assisted Refugees to become active volunteers within the Kingston community.

Project aims to harness the experience and good will of recently-arrived GARs to provide orientation and settlement support to newly-arriving GARs. Also aims to help GARs find suitable and supportive volunteer placements with local social service organizations - to contribute to their new community, to build job skills and to expand their social networks.

- Tel: 613-546-5559
- <http://keys.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: Youth Services aims to improve the quality of life for youth who are homeless or at risk of homelessness by providing safe and affordable transitional/supportive housing with case management supports for youth between the ages of 16 and 24.

One Roof Kingston Youth Services: Using the Community Hub model, promotes greater collaboration amongst agencies which prevent young people from entering the homelessness system and/or decrease the duration of their homelessness by connecting them to various supports.

Youth Worker: This program assists with addressing the increasing service needs of the youth homeless population, and current pressures within the youth homelessness service delivery system to assist youth with moderate/high acuity scores in finding, in securing and maintaining housing, and providing case management and co-planning with referral agencies to assist youth with addressing their complex needs.

Housing First for Youth: This program is dedicated to youth to support young people in securing and maintaining appropriate permanent housing of their choice. The Case Manager helps youth to connect with additional supports as required. Project activities include connecting youth to and maintaining permanent housing, accessing services through case management, and re-housing, if required.

- 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, assistance and programs for women and children leaving abusive situations.

Robin's Hope Second Stage Housing: An 18-unit apartment building with income based apartments available to women and children leaving the emergency shelter. This facility serves to bridge the gap between emergency shelter living and finding affordable housing in the community.

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

Kingston Literacy and Skills

Provides programs for 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 (KMFRFC)

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. Ensures that families are connected to long term counselling services as well as able to access them in a timely fashion.

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

Kingston Youth Shelter

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

Emergency Shelter: Provides emergency overnight shelter for youth ages 16-24. Also provides food, counseling and referral services. All staff are trained Child and Youth Worker counselors with relevant educational backgrounds.

Kingston Youth Transitions: 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.

Family Mediation Project: Program supports youth and families in conflict through short term intervention, mediation, and referrals to longer term services and case management, where appropriate. The program provides outreach services to prevent youth from entering the homeless system, or assists them with returning home or living independently, if their family home is not an option.

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

Lennox & Addington Interval House

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

Community Outreach and Support Services: a community based program that provides supportive counseling as well as living skills development and housing supports to women who are struggling with the issue of domestic violence.

- 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.

Food Access Programs: Collects fresh produce from area grocery stores, farms, restaurants etc. and distributes to shelters, hot meal programs and pantries. Also includes the grow a row program, harvesting programs for at-risk youth and a MeatUp Program that makes meat more affordable.

Increasing Food Access through Program Growth & Evaluation: This project will expand, gather feedback about and evaluate Loving Spoonful's Fresh Food Delivery program. Group seeks to focus on user input to understand how the program could be improved from food donor, agency staff, and client perspectives.

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

March of Dimes Canada

Provides support to individuals with physical disabilities.

Assistive Devices Program: Assists adults with physical disabilities who are in financial need to purchase assistive devices that increase their mobility and functional independence. The program allows people with physical disabilities in Kingston, Frontenac Lennox & Addington (KFL&A) area to overcome barriers, build resilience, reduce isolation and be a part of a caring, inclusive community.

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

Martha's Table Community Program

Provides low cost nutritious meals to those in need, in a safe and accepting environment.

Social Supports and Connectedness

Program: This program will provide all guests equal access to a trained social service professional on site. The Social Services Worker will help minimize social anxiety and conflict, offer guests a friendly listener, someone they can trust and will steer them in the appropriate direction. Program aims to reduce stress, increase self-esteem, help participants develop coping skills/ tools, decision making and planning skills, and reduce the frequency and/or intensity of challenging behaviours while in crisis at Martha's Table.

- Tel: 613-546-0320
- <http://www.marthastable.ca/>

Rural Frontenac Community Services

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

Family Counselling Program: Offered to families in rural Frontenac to ensure they have quick access to mental health services close to home. The service is free of charge and addresses the needs of families and individuals.

Steps of Success: Aims to increase opportunities for children and youth to be involved in activities while assuming roles where they can take responsibility and lead. These positive engagements build confidence in the youth, let them learn positive leadership skills and help them apply these skills with their peers and in the community.

Rural Youth Liaison: This pilot program assists with understanding, supporting, and addressing the unique needs of rural youth who live in Northern Frontenac County who are experiencing homelessness or are at risk of becoming homeless.

The needs of rural youth differ from those of urban youth, and programs need to be tailored towards solutions that fit the rural context, with a focus on providing culturally relevant support to indigenous youth.

- Tel: 613-279-3151
- www.rfcs.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: A drop in centre providing breakfast, soup, and a nutritious hot meal 50 weeks a year. Provides nutritious food in a warm and friendly atmosphere and encourages social opportunities for Kingston's less fortunate.

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

Pathways to Education Canada

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

Pathways to Education Kingston: Program offers concrete academic, social and financial supports to address systemic barriers to education in Kingston's north end. Supports youth living in the Rideau Heights and Inner Harbour neighbourhoods of Kingston to graduate from high school and move on to post-secondary education, vocational training or meaningful employment.

Go FAR Together: Projects main objective is to help mitigate the challenges faced by Pathways to Education youth as they make the difficult transition from high school into post-secondary school or the workforce. Many of Pathways' youth are first generation students and may have little or no support from family.

- 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.

Child and Youth Counselling: Provides short-term, solution focused counselling to children and youth who are experiencing social, emotional or relationship problems.

Family Counselling: Program provides counselling to families, couples, 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 of the high schools and non-traditional learning environments within KFLA to provide one-on-one counselling, support and advocacy services to youth 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.

Adult Day Program: Persons aged 60+ with early signs of dementia, Parkinson's disease, stroke survivors or the frail or isolated elderly can enjoy regular activities through this program. Participants enjoy physical, cognitive, creative and social activities, all with outcomes of enabling the senior to reside in their own home as long in life as possible.

Hot Meals on Wheels: Seniors (60+) and temporarily or permanently disabled adults can receive a hot meal delivered to their door in South Frontenac or Rural Kingston once per week. Helps to keep the senior population in our rural communities healthy.

Rural Youth Liaison: This pilot program assists with understanding, supporting, and addressing the unique needs of rural youth who live in Southern and Central Frontenac County who are experiencing homelessness or are at risk of becoming homeless. The needs of rural youth differ from those of urban youth, and programs need to be tailored towards solutions that fit the rural context, with a focus on providing culturally relevant support to indigenous youth.

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

WearHouse and Hospitality Centre: Provides those in need with access to gently used clothing, household items, books, movies, children's items and the emergency food pantry. All items are available free of charge. The Hospitality Centre provides a nutritious meal Monday to Friday all year around from 11:30 am to 12:30 pm. Both provide practical assistance and support to individuals and families residing in the Kingston area.

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

Youth Diversion Program

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

CHANCE Mentoring Program: The Community Helping Adolescents Cope Effectively (CHANCE) Mentoring Program is a prevention program which matches high needs youth to adult volunteer mentors who help support them in accomplishing goals

Kairos Substance Use and Addictions Counselling: 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).

REBOUND: 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.

Intersections Program: Intersections is an early intervention program for youth, ages 8-17, and their families. It focuses on navigation and coordination of services for children and youth who are at-risk of becoming justice involved.

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

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 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.

Refugee Relief Fund

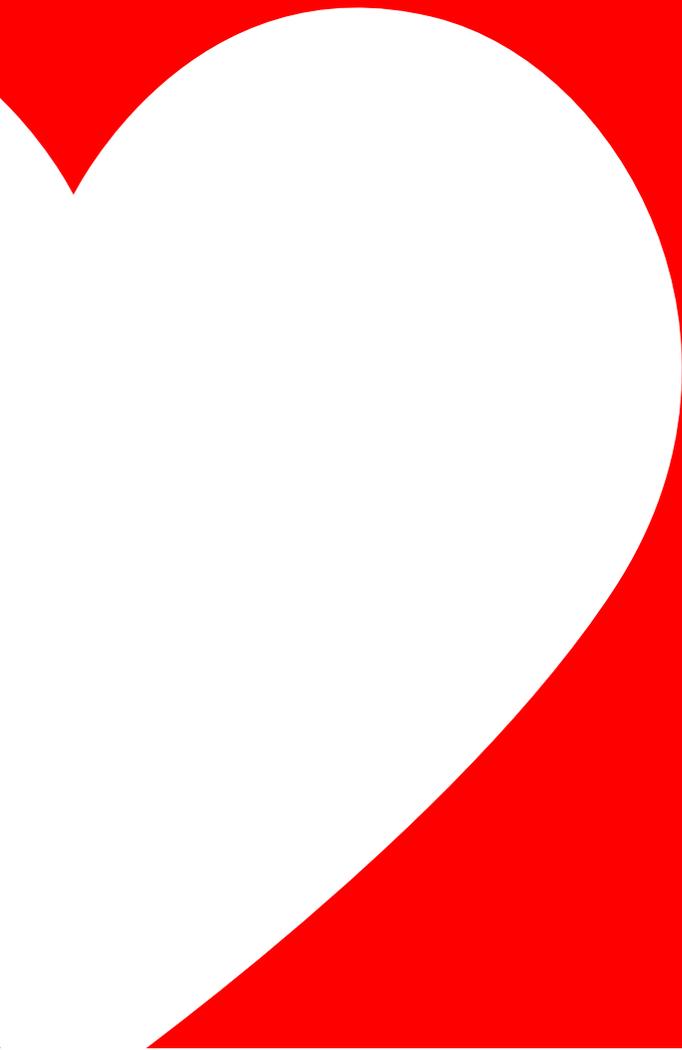
The Refugee Relief Fund is a joint fund (Community Foundation of Kingston & Area, United Way of KFL&A, City of Kingston) to support individuals and families who have settled in Kingston. The United Way administers this fund with no administrative fee. An advisory refugee coordinating committee oversees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

Good Food Stands

The Good Food Stand initiative is supported by the KFL&A Food Access Advisory Committee and co-funded by the City of Kingston, United Way of KFL&A, and the Community Foundation for Kingston & Area. In-kind marketing and evaluation support has been provided by KFL&A Public Health. The focus is on providing a local sustainable solution to address food access and its root causes, and making a difference in our community.



**Thank you
for your
Local Love.**



@unitedwaykfla

www.unitedwaykfla.ca



United Way
Kingston, Frontenac,
Lennox and Addington

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