

# Local Love

impacting local lives



**Community  
Impact Report**



## **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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## **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

- 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

## 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

# What is United Way

## Key Messages:

- 1. Local:** 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 and partners in the community. Accountability and transparency are key values of this United Way and our website reflects this, making our annual report, financial statements available and accessible. United Way KFL&A is proud to once again, been recognized by Charity Intelligence on their top 100 Rated Charities list for 2019.
- 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.
- 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.

# 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/](http://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: <https://bit.ly/CRA-UWKFLA>

- 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: <https://bit.ly/CRA-UWKFLA>



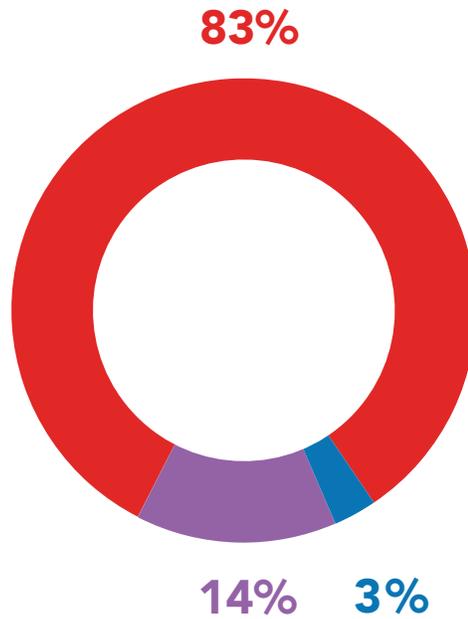
# For the Year Ending 2019

**83%** Funds invested directly into programs and services

**14%** Fund raising costs

**3%** Related Administrative Costs

\* Canada Revenue Agency's benchmark for fundraising and administrative cost ratio is under 35%



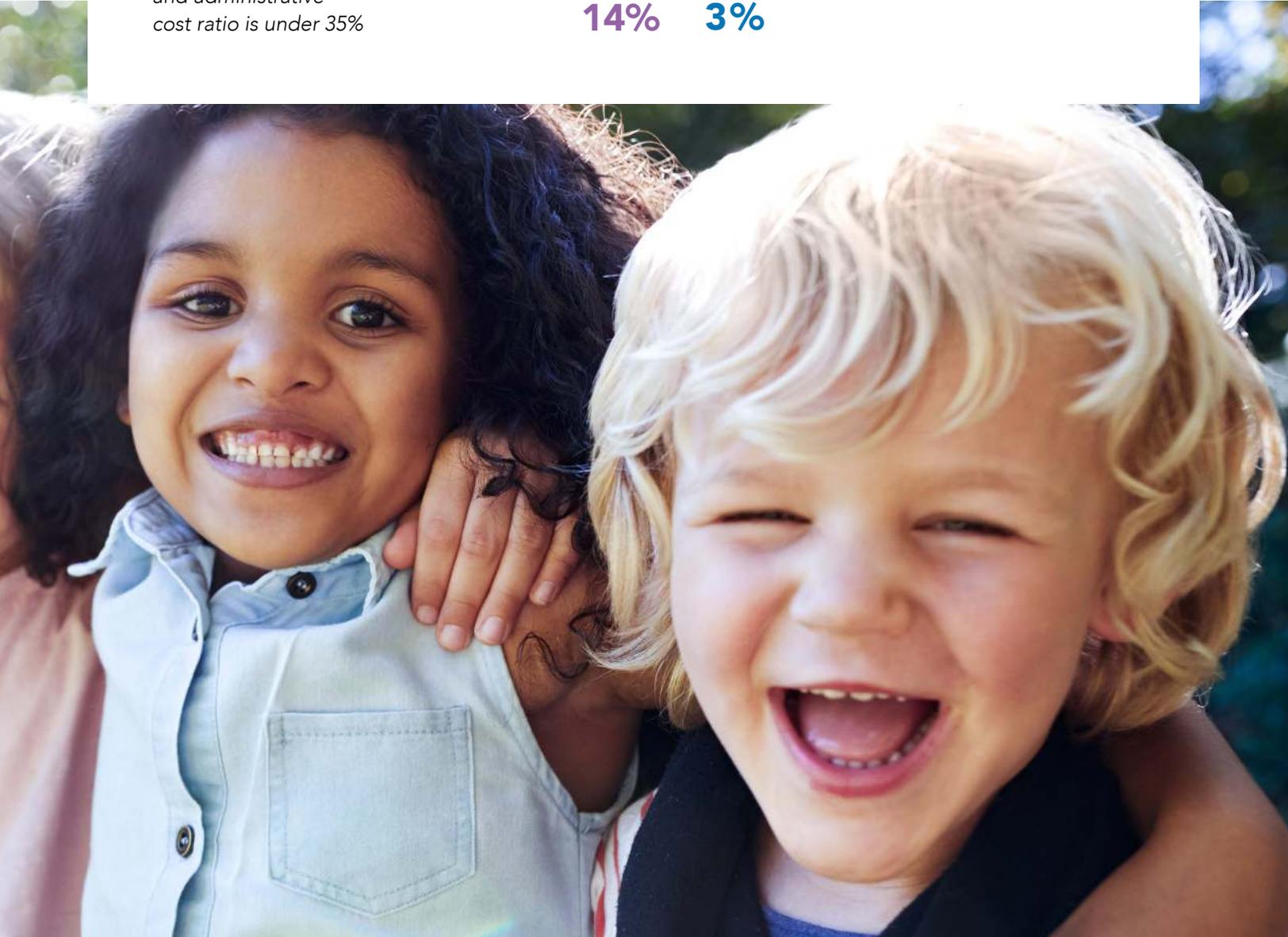
**\$4,978,784**  
Total revenue, including annual campaign

\* \$4,565,001 without Rockin' the Big House

**\$699,533**  
Fund raising costs

\* 11% without Rockin' the Big House

**\$142,490**  
Related Administrative Costs



UNITED WAY  
**WOMEN UNITED**™



**Inspiring women  
to be leaders** in  
their communities

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.

**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 opportunities

For more information about how you can be involved contact Bhavana at [\*\*bvarma@unitedwaykfla.ca\*\*](mailto:bvarma@unitedwaykfla.ca)

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## Seeing is Believing

The “Seeing is Believing” tour provides United Way volunteers with an opportunity to see first hand where their donations go as they visit local agencies and programs, and meet frontline workers and recipients of services.

We’d like to introduce you to the people who work every day to make a difference in our community, to hear the stories of those whose lives have been changed; and to see the impact of your gift to United Way.

This year, we will be offering virtual tours and panel discussions, respecting the need for physical distancing

## Speakers Bureau

The Speakers Bureau recruits speakers from agencies funded by United Way. These speakers are staff members, board members, volunteers or people with lived experience and are available to speak at events to communicate the impact of donations made to United Way.

**This year, agency speakers will be available via zoom. We will also have agency videos available.**

UNITED WAY

# RETIREEES UNITED

The goal of the Retirees United initiative is to engage retirees and those about to retire, including those who are leaving a local workplace as well as retirees moving to Kingston and area. In the Kingston area 32 per cent of the population is over the age of 55 years. It is likely this trend will continue as the region continues to attract retirees.

The Retiree Task Force aims to create a sense of belonging for retirees by engaging them in their community, connecting them to peers and giving them the opportunity to make meaningful contributions of both time and resources.

For more information about how you can be involved contact [leadership@unitedwaykfla.ca](mailto:leadership@unitedwaykfla.ca)



**Engaging  
retirees** in their  
community

## Day of Caring

United Way Day of Caring is an opportunity for volunteers to show their local love and see firsthand the impact of their donations. During the day, much needed projects in local agencies are completed and Day of Caring volunteers get to learn about the local impact of their donations through a hands-on experience. Day of Caring was introduced to KFL&A in 2000. Since then, 15,000 volunteer hours have been invested in over 350 projects.

**This year celebrate the 20th anniversary of Day of Caring by performing a simple act of caring for someone. Share a picture with #DayofCaring2020 and encourage others**

## Volunteer Centre

The Volunteer Centre directly links residents looking to volunteer with agencies and organizations that have opportunities. Volunteering is a vital component to the communities of Kingston, Frontenac, Lennox and Addington. Volunteers strengthen the community by increasing capacity and creating ownership.

Visit [www.unitedwaykfla.ca/volunteer-centre](http://www.unitedwaykfla.ca/volunteer-centre) or email [volunteer@unitedwaykfla.ca](mailto:volunteer@unitedwaykfla.ca) to learn about volunteer opportunities.

# 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.

For more information about how you can be involved contact [campaign@unitedwaykfla.ca](mailto:campaign@unitedwaykfla.ca) or visit [www.unitedwaykfla.ca/next-gen/](http://www.unitedwaykfla.ca/next-gen/)



**Creating opportunities**  
for future leaders  
to get involved

## 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.

Grandpa and I watch DOGS



## Leadership Development Services

United Way strengthens the voluntary sector by providing training and workshops to local volunteers and boards of directors. Our volunteer Leadership Development Services program provides workshops and custom training sessions to nonprofit organizations throughout KFLA.

The Leadership Development Services (LDS) public workshops are designed for board members, staff and volunteers to develop the skills and knowledge needed to become effective and responsible leaders.

# Annual Campaign

The United Way annual campaign is the largest community fundraising effort, helping thousands of people through collective action, raising funds that will then be invested in local programs. 70% of funds raised are through workplace campaigns. United Way volunteers, staff and sponsored employees provide tools and resources to support volunteer-led fundraising campaigns in the workplace.

## Donate

Every dollar you donate makes a difference in your community. You have the power to change lives right here in your community.

# 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](mailto: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

# Leave a Legacy

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

The United Way has a permanent Endowment Fund so donors have the option to invest in the future through bequests. 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.

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.

“ The United Way gives us the opportunity to make a lasting and meaningful contribution to our community. Through a bequest to the Eternity Fund we can ensure that the many essential services supported by United Way will be delivered in the future. ”

**-Katherine & Paul Manley**

# Community Impact

United Way strategically invests in programs and initiatives that focus on underlying causes to create lasting change. We research and understand the social issues in our community, working with agencies, donors, volunteers and partners to fund evidence-based programs and address the root causes of issues.

The Community Investment Strategy provides a framework for volunteers and the United Way Board of Directors, helping them in their decisions to invest in programs and initiatives that have the maximum impact.

## Approach

The United Way KFL&A invests in the community in two ways:

### Meeting immediate needs through funded programs:

We fund community programs that provide intervention, support and prevention, and are based on an evidence-based framework, with program evaluation and outcome measurement at an individual level.

Funded programs facilitate positive change at the individual level. These programs meet people where they are by providing interventions and supports, crisis management, meeting basic needs and addressing barriers as they arise.

Preventative programs address the issue before symptoms appear. They identify early risk factors and attempt to reduce the likelihood of negative social, behavioural, economic and health outcomes.

“ The United Way contributes to essential community services that impact so many, including my family. ”  
-Donor

## Changing Lives Locally



### Geographic Distribution

#### Client Numbers

Kingston .....	49,002
Frontenac .....	4,114
Lennox & Addington .....	5,527

### Addressing Root Causes through collective impact

We invest in collective impact initiatives that focus on identifying an issue through research, addressing root causes of this issue, pilot programs to confirm a collective theory of change and systemic and policy changes to address the issues identified and evaluation at a community scale.

Collective impact facilitates positive community-wide outcomes through research, and by engaging key stakeholders, including frontline agencies, private sector, the community at large, all levels of government and, most importantly, people with lived experience.

For the full Community Investment Strategy report visit:  
[www.unitedwaykfla.ca/CIstrategy](http://www.unitedwaykfla.ca/CIstrategy)

## Funding Distribution by Impact Area

23%

Helping Kids Be All They Can Be

33%

Moving People From Poverty to Possibility

44%

Building Strong and Healthy Communities



59,320

clients were helped in KFLA through United Way funded programs last year.

United Way funding supports a network of agencies that provide vital programs to thousands of people in the region. These programs provide families, individuals, children and youth with support when they need it the most.

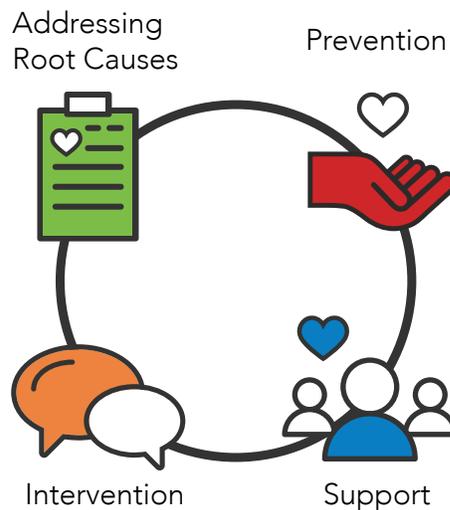
## Four Pillars of Community Investment

**Addressing Root Causes:** using analysis and research to identify the issue, system-wide approaches correct or eliminate root causes.

**Prevention:** programs and efforts help clients avoid future problems, promoting healthy functioning.

**Intervention:** purposeful actions taken to reduce symptoms, alleviate and resolve problems and improve the wellbeing of clients.

**Support:** assistance to people in distress through programs that provide material, emotional support and a sense of belonging.



## Breakdown By Focus Area

Volunteers and professional staff annually review agency applications and recommend funding to our Board of Directors. We are grateful to all our volunteers who spend hours reviewing applications and visiting agencies.

For a full listing of our Panel Volunteers visit: [www.unitedwaykfla.ca/CRPvolunteers](http://www.unitedwaykfla.ca/CRPvolunteers)



## Helping Kids Be All They Can Be

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

### The Issue

#### 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

#### 1 in 5

kids are affected by bullying

students living in low-income areas of Kingston are

**twice as likely**

to drop out of school



## The Impact

### United Way focuses on

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

**19,741** children and youth accessed programs to **reach their highest potential**

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**12** programs and 8 agencies provide high-impact interventions, supports and prevention



**nearly 16,000** students had nutritious snacks and meals at school

**355** high school students had tutoring and mentoring to help them graduate

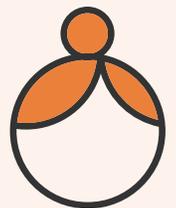


**over 1,500** kids were connected with a positive adult mentor

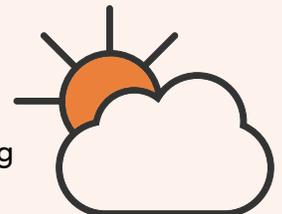


**1,500** children and youth were engaged with social and recreational after-school activities.

**695** young girls attended programs to increase their self-esteem and learn healthy behaviours



**223** kids and youth received intervention and counselling to overcome addictions





## Building Strong and Healthy Communities

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

### The Issue

**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

**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



## The Impact

### United Way focuses on

- Connection
- Physical and mental wellbeing
- Safety

**9,951** people were helped by programs and initiatives supporting **personal wellbeing and safety**

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**33** high-impact programs and 23 agencies provide interventions and supports



**2,063**

people had access to mental health supports and resources

**600**

people who lost their hearing or vision learned coping skills to help them with daily living challenges



**1,515**

people improved social, relationship and coping skills by accessing affordable professional counselling

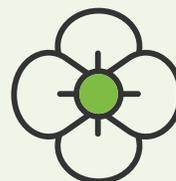


**351**

women and their children left violent and abusive relationships by accessing safe emergency shelter, transitional housing and ongoing supports.

**1,892**

people with a disability had help to connect with support services to help them live independently



**106**

individuals who have served in the Canadian Forces and their family members had access to long-term counselling.

**over 1,600**

people accessed community services by calling 211



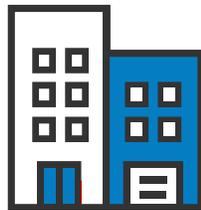


## Moving People from Poverty to Possibility

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

### The Issue

**1.9%** Kingston rental vacancy in 2019, below Ontario average



**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

**\$1,237**, average rent rate in Kingston, increased by 7.9 per cent over 2018



## The Impact

### United Way focuses on

- Housing stability
- Food security
- Financial security

# 29,628

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

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**26** high-impact programs and 11 agencies that provide interventions and supports



**398** job seekers with low incomes were outfitted in professional clothes and received training and supports to help them find employment

**over 15,200**

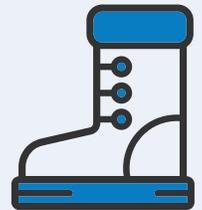
people benefitted from reclaimed fresh produce and prepared meals to improve their access to healthy food



**1164** people at risk of eviction received support, advocacy, and legal aid to remain housed.

**over 1,000**

children had warm boots for the winter



**1,941** parents struggling with managing on a low income and their children participated in prenatal, infant, and parenting groups.



**1,115** children and youth started the school year with school supplies and backpacks.

**over 41,000**

meals are served each year by local soup kitchens





## Youth Homelessness

In the past five years, we've listened to youth, worked with numerous agencies, school boards, government and representatives from all sectors to collectively learn about the issue of youth homelessness in the area.

We have 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 issue, rather than a chronic one.

### The Issue

**52%** of surveyed youth had stayed in an emergency shelter in the past year compared with 80% of surveyed adults



**17** the average age surveyed youth became homeless

**48%** of surveyed youth self-identified as having an addiction



**4.6** months the average length of time surveyed youth had spent homeless in the past year



**89%** of surveyed youth self identified as having mental health issues

**37%** of surveyed youth identify as lesbian, gay, bisexual or queer



# The Impact

## Exploring Root Causes

Listening to young people has provided us with insight into how youth homelessness can occur. Youth have helped us to identify the primary root causes, as:

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

“ 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

For more information on Youth Homelessness in the KFL&A area, check out our Youth Homelessness report at [www.unitedwaykfla.ca/youth](http://www.unitedwaykfla.ca/youth)



**390** youth had access to counselling to reduced stress, improve coping skills, self-esteem, planning and decision-making skills

**229** young people had access to an emergency shelter specifically for youth



**437** youth at risk of homelessness and struggling with mental health issues or family conflict got support through early intervention, mediation and basic shelter



**72** youth had access to a multitude of housing, community and social services under one roof

**149** youth coping with sexual violence re-gained a sense of safety through supportive counselling



**39** youth and their families had support from a mediator to resolve their conflicts and prevent youth from entering the shelter system



**48** youth struggling with issues like depression and anxiety had early intervention from a mobile mental health worker

# Funded Agencies

## Helping Kids Be All They Can Be

### 8 Agencies, 12 Programs

Big Brothers Big Sisters of KFL&A  
Boys & Girls Club of Kingston & Area  
Family and Children's Services of FL&A  
Food Sharing Project  
Girls Inc. of Limestone, Algonquin and Lakeshore  
Pathways to Education Canada  
Psychology Clinic at Queen's  
Youth Diversion Program

## Building Strong and Healthy Communities

### 23 Agencies, 33 Programs

Addiction and Mental Health Services KFL&A (Youth Outreach Program)  
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  
Hospice Lennox & Addington  
Independent Living Centre Kingston  
KFL&A Public Health  
Kingston Interval House

Kingston Literacy & Skills  
Kingston Military Family Resource Centre  
Lennox & Addington Interval House  
Limestone Boat & Board Club  
March of Dimes Canada  
Martha's Table Community Program  
New Leaf Link  
Resolve Counselling Services Canada  
Rural Frontenac Community Services  
Sexual Assault Centre Kingston  
Southern Frontenac Community Services

## Moving People From Poverty to Possibility

### 11 Agencies, 26 Programs

Addiction and Mental Health Services KFL&A (Housing Loss Prevention)  
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  
Ryandale Transitional Housing  
St. Vincent de Paul Society of Kingston

# Funded Programs

## **211 – Community Information Centre of Ottawa**

A 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](http://www.211ontario.ca)

## **Addiction and Mental Health Services – KFLA**

Provides responsive, community-based addiction and mental health services that aim to empower community members.

**Youth 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 (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](http://www.amhs-kfla.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 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/>

## **Big Brothers Big Sisters KFL&A**

To enable life-changing mentoring relationships to ignite the power and potential of young people so that all young people realize their full potential.

**One-to-one Mentorship Programs:** Mentoring programs are characterized by supportive, caring, friendship oriented, positive role model relationships between adult volunteers and children through both in-school and community-based programs.

- Tel: 613-544-1621
- <https://kingston.bigbrothersbigsisters.ca/>

“ A healthy community contributes to a healthy life. United Way maintains the healthy community. ”  
-Donor



### **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:** Program for 4 - 12-year-old children is offered at three sites: Robert Meek Community Youth Centre, West End Hub and Rideau Heights Community Centre and at several rural schools. 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.

- Tel: 613-507-3306
- [www.bgckingston.ca](http://www.bgckingston.ca)

### **Canadian Hearing Services**

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](http://www.chs.ca)

### **Canadian Mental Health Association**

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.

**Agency closed in early 2020.**  
(agency funded to Dec 2019, agency has closed. No contact info)



### **Canadian National Institute for the Blind (CNIB) – Kingston**

Provides services for blind and visually impaired individuals.

#### **Peer and Home-Based Support:**

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](http://www.cnib.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/>

### **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 women 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.

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

### **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.

**Women Empowered Hub (WE):** A women-only safe space providing on-site supports and community partner collaborations with an array of programs to enhance basic life skills.

**WE Hub Renovation Project:** This project will provide renovations to improve efficient operation, address safety and tailor the space for the specific needs of WE Hub.

- Tel: 613-544-1744 or 1-888-560-3379
- <http://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](http://www.epilepsyresource.org)

### **Family and Children's Services of FL&A**

Protects children from abuse and neglect

#### **START Tutoring Program:**

A pilot program to expand support of the educational needs of children served by the agency by providing paid tutors. Tutoring is for children receiving the agency's services but not in its care. (Children in care receive government funded education services.)

- Tel: 613-545-3227
- <https://www.facsfla.ca/>

### **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](http://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.girlsinclimestone.ca](http://www.girlsinclimestone.ca)

### **Hospice Lennox & Addington**

Assists and supports clients, caregivers and families living with life threatening illness and offers bereavement care after loss.

**Enhanced Caregiver Support:** Offers diverse assistances to aid and ensure the well-being of caregivers. With access to counselling regarding end-of-life care and the grief process, caregivers can address and appreciate their own mental health. By guiding caregivers through the logistics of health services and acquiring medical equipment, this program alleviates many stressors and obstacles.

- Tel: 613-354-3301
- <http://landahospice.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.ilckington.com](http://www.ilckington.com)

### **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.

#### **EarlyOn: (formerly Better Beginnings for Kingston Children)**

Offers free programs and services in 12 locations for families with children from 0-6 years of age to help get the best start in life. Offers services for families including; pre and postnatal support, specialized parenting and cooking programs, early learning groups, childminding, school readiness program and child development screenings.

- Tel: 613-507-7107
- [www.kchc.ca](http://www.kchc.ca)

### **Lennox & Addington County Youth Hub:**

(KP) provides support and engagement opportunities for youth 14 to 24 year in the region, through a collaborative model that brings together 16 partner organizations offering a range of services and programming. The youth hub is a low-barrier space that gives youth an opportunity to easily access multiple service agencies in one location, through a community approach to wraparound care, including youth who are homeless, at risk of becoming homeless and/or precariously housed.

- Tel: (613) 308-9338
- Email: [youthhubnapanee@kchc.ca](mailto:youthhubnapanee@kchc.ca)
- Facebook: <https://www.facebook.com/LAYouthHub/>

### **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:** (HPS) 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.kcllc.ca](http://www.kcllc.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: (KP)** 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

**Housing First for Youth: (HPS)** 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.

**Housing Loss Prevention: (HPS)** Enhanced housing loss prevention services with attention given to helping individuals and families at risk of homelessness who are dealing with possible mental illness and/or addiction. The program aims to ensure clients have the basic services and supports needed to maintain their housing and improve their quality of life. Individuals that require additional supports for mental health and/or addiction concerns are referred/connected with community services.

- Tel: 613-542-6672
- [www.kingstonhomebase.ca](http://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.

**Robin's Hope Transitional Program:** Provides skills training, supports and connection to community resources to residents of Robin's Hope, including food security programs, health programs, low income shopping options and affordable children's programs.

- Tel: 613-546-1833 (Crisis Line: 613-546-1777 or 1-800-267-9445)  
TTY: 613-546-4461
- <http://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](http://www.klandskills.ca)

### **Kingston Military Family Resource Centre (KMFRC)**

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.kmfr.com](http://www.kmfr.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:** (KP) 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.

**Welcome Home (Furniture and appliance upgrade):** Provides clean and visually appealing living space for the youth, including safe and sturdy furniture and new appliances

- Tel: 613-766-3200
- <https://kingstonyouthshelter.org/>

### **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](http://www.intervalhousenapanee.ca)

### **Limestone Boat & Board Club**

Enhances the availability and safety of water activities in the Kingston Community by providing learning programs with a focus for children under 14 and adult recreation on and around the water.

**Kingston West Watersports Accessibility Project:** Provides the installation of an accessible dock in Rotary Park, Kingston, that will allow for launching and recovering canoes, kayaks and racing boats for able and disabled bodied participants. The dock allows for the use of a mobile life that is owned by the club but not able to be used in its current location.

- Tel: 613-539-6334
- <http://limestonebbc.com/index.html>

### **Loving Spoonful**

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

**Community Kitchens:** Youth, adults and families learn basic healthy cooking and general healthy eating 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.

- Tel: 613-507-8848
- [www.loving Spoonful.org](http://www.loving Spoonful.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](http://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:** Program provides all guests equal access to a trained social service professional on site. Social Services Workers will help minimize social anxiety and conflict.

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/>

### **New Leaf Link**

A grassroots organization in South Frontenac that serves adults with developmental disabilities. Programs are offered two days per week in Arts, Healthy Living and Community Participation to build a sense of belonging, increase social networks and inclusion.

**NeLL Adapted Diabetes Program:** Provides an additional day of programming that focuses on Type 2 diabetes education, a condition that has a higher prevalence in adults with developmental disabilities.

- <https://www.newleaflink.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.

### **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.

- Tel: 613-507-7107
- [www.kchc.ca](http://www.kchc.ca)

### **Psychology Clinic at Queen's**

Enhancing the training of clinical psychology graduate students by providing supervision in the provision of evidence-based psychological assessment and treatment services for the Kingston and area community.

**Building Stronger Futures:** Provides psychological assessments for children and youth who are struggling to learn, and who have been identified as in need but unable to access existing psychology services through schools, community mental health, hospital or private practice.

- Tel: (613)-533-6021
- <https://www.queensu.ca/psychology/clinic>

### **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:** Provides affordable counselling to families, couples, parents and individuals who are experiencing social, emotional or relationship problems.

**Walk-in Counselling Program:** Provides free, one-session therapy for immediate solution-focused mental health support to clients waiting for ongoing counselling.

- Tel: 613-549-7850
- [www.resolvecounselling.org](http://www.resolvecounselling.org)

### **Rural Frontenac Community Services**

A multi service agency in Northern Frontenac that provides programs for a variety of needs to enhance the well-being and self-sufficiency of all community members.

**Family Counselling:** Offers counselling to families and individuals in rural Frontenac to ensure they have quick access to mental health services close to home.

**Steps of Success:** Provides opportunities for children and youth to be involved in low-cost, fun activities, while assuming roles where they can take responsibility and lead their peers. These positive engagements will in turn allow youth to build self-confidence, learn positive leadership skills and apply these skills within their community.

**Rural Youth Outreach:** 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, including a focus on providing culturally relevant support to indigenous youth.

- Tel: 613-279-3151
- <http://www.rfcs.ca/>

### **Ryandale Transitional Housing**

Focuses on long-term, sustainable solutions to homelessness by offering highly affordable accommodation for up to one year for six individuals who have demonstrated the desire and ability to achieve independent living.

**Transition House:** Provides residents with life-skills training to inspire permanent housing, life-management, and positive community involvement in the near future. Clients contract to live in Ryandale House for a period of six months, renewable for an additional six months.

- Tel: 613-548-8466
- <http://ryandale.ca/>

### **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.

**Enhancing Youth Workers Response to Sexual Violence Disclosures:** Provides standardized training dedicated to youth workers, staff, volunteers, community leaders who work with youth at risk of experiencing sexual violence. The training teaches them to respond positively to disclosures of sexual violence, and where appropriate offer interim safety and stabilization techniques.

- Tel: 613-545-0762
- <http://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.

- Tel: 613-376-6477
- [www.sfcsc.ca](http://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. The Hospitality Centre provides a nutritious meal Monday to Friday all year. Both provide practical assistance and support to individuals and families residing in the Kingston area.

- Tel: 613-766-8432
- [www.svdppington.com](http://www.svdppington.com)

## **Youth Diversion Program**

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

**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:** 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.

**Elementary Substance Use/Addictions Program:** Provides counselling supports and accurate information to elementary school children and youth to prevent and delay substance use. Children and youth are equipped with protective factors to build resiliency.

- Tel: 613-548-4535
- [www.youthdiversion.org](http://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**

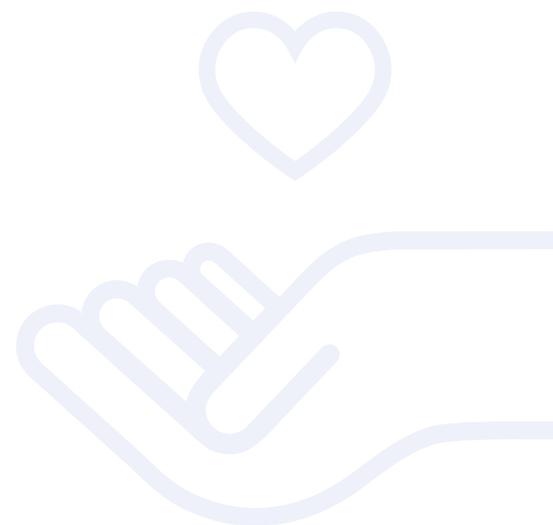
Funding was provided to purchase and distribute backpacks and school supplies to children and youth before the school year begins. These are distributed in Kingston, L&A county and Frontenac county.

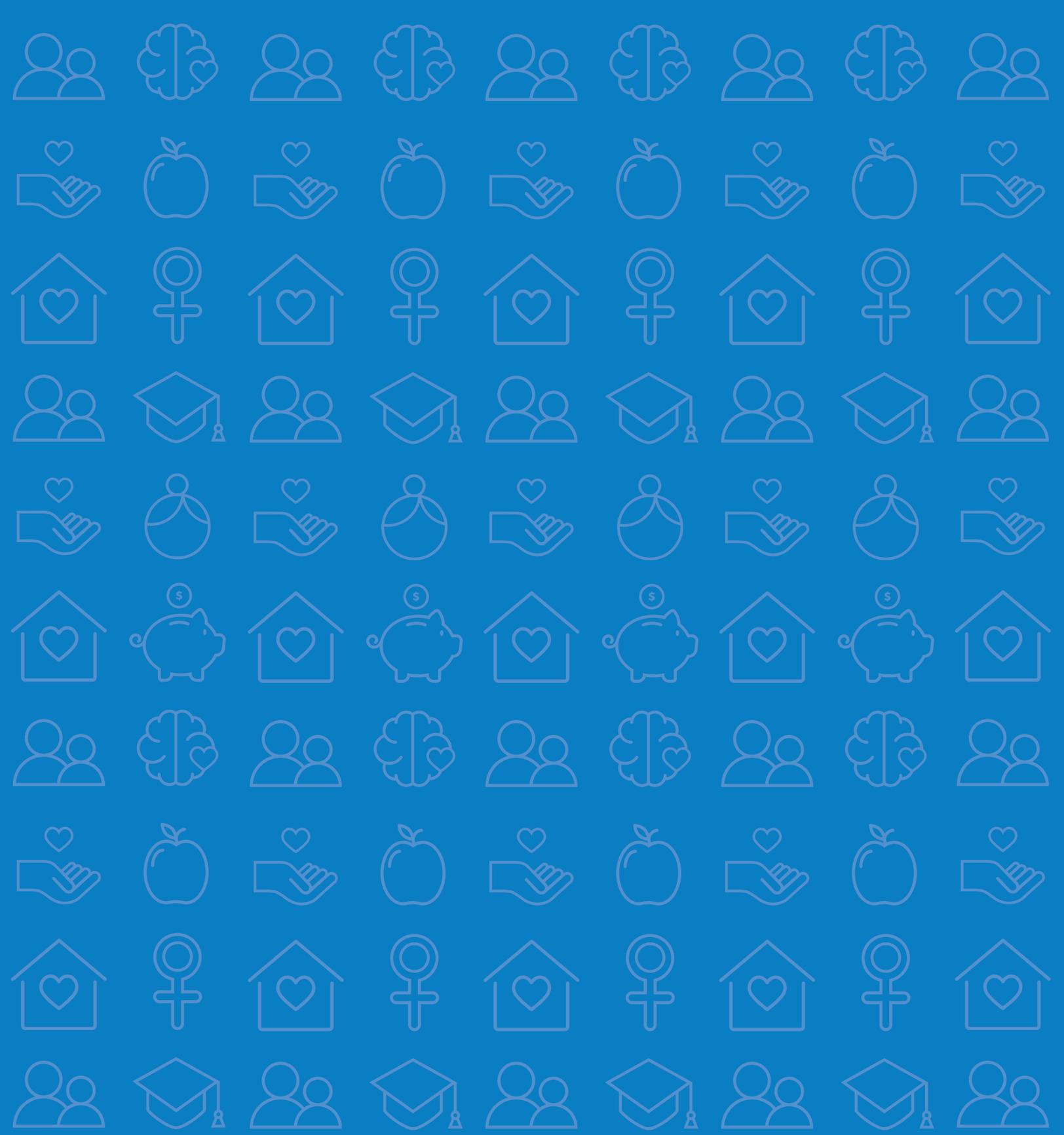
## **Dental Treatment Assistance Fund**

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.

## **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.





**United Way**  
Kingston, Frontenac,  
Lennox and Addington

417 Bagot Street, Kingston, ON K7K 3C1  
**Tel:** 613-542-2674 | **Fax:** 613-542-1379  
[www.unitedwaykfla.ca](http://www.unitedwaykfla.ca)