

2020

Community Impact Report



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 KFL&A, by giving to our community through the United Way.



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A woman with long, wavy hair is shown in profile, looking out a window. She is holding a pen in her right hand. The background shows a bright, overcast sky and a body of water. The lighting is soft and natural, coming from the window.

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

Invest in the future

- Align and implement fundraising strategy to include multiple channels and diversification
- Leverage technology
- Sustain, growth, retain and develop human resources (staff, volunteers, donors, board)

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

-Donor



**Local
Love in
action.**

What is United Way

United Way is:

Local: United Way raises funds locally and invests locally. United Way provides expertise about local issues and brings people together to help the most vulnerable and tackle the most pressing social challenges.

Accountable: United Way is accountable – to donors and partners in the community. Accountability and transparency are key values of United Way and our website reflects this, making its annual report, financial statements, allocations and grants available and accessible. United Way KFL&A is trusted in the community and is proud to be recognized by Charity Intelligence on their top 100 Rated Charities list.

Meeting immediate needs: The United Way focuses on the most vulnerable members of our community, funding programs in local agencies through grants. United Way works with local agencies to understand and address immediate needs as they arise.

Collaboratively addressing root causes: The United Way brings the community together to work collaboratively across sectors to address root causes of issues like youth homelessness, poverty, and food access. The United Way's focus is on prevention, long-term impact and addressing the root cause of local issues.





We see a future where
people are self-sufficient in
a community where individuals
**live with hope, dignity
and a sense of belonging.**



Equity Diversity Inclusion and Indigenization

United Way celebrates the diversity of this region as we are all richer for it. We believe inclusion increases trust, understanding, respect and collaboration. The issues we face as a community can only be addressed when all in our community feel welcome and live with hope, dignity and a sense of belonging.

Goal

United Way of KFL&A will demonstrate its ongoing commitment to represent the diverse nature of our communities, promoting and practising inclusion in all things we do.

We will:

- Increase and grow diversity on committees, volunteer groups, board of directors and staff
- Fund, steward and build the capacity of organizations that have inclusion and diversity as a core part of their mandate
- Support and educate agencies and community to grow their EDI capacity through workshops, training, sharing resources
- Ensure the voices of communities are heard, their cultures respected
- Work with organized Labour, businesses, organizations, agencies to promote the value of our diverse communities

United Way is working on a number of action items to implement their EDII strategy:

- Recruitment of Roundtable to inform and support the work of United Way KFL&A
- Recruitment to Board of Directors and all committees with EDII lens
- Training for Board members and employees
- Funding for smaller organizations that support diverse and indigenous communities
- Offer public workshops and find ways to support and influence agencies and community

Accountability

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 5 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 low. 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. They regularly review the compensation levels of 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.

Risk Management

To view risk management planning, visit: www.unitedwaykfla.ca/riskmanagement

For the Year Ending 2020

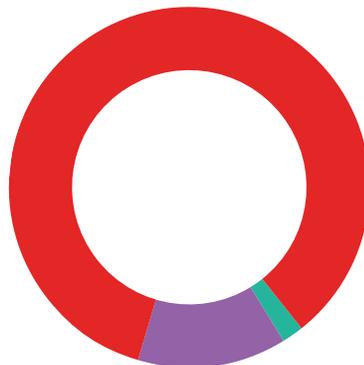
90% Funds invested directly into programs and services

8% Fundraising costs

* 10% without Federal Government COVID relief funding

2% Related Administrative Costs

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



\$6,875,808

Total revenue, including annual campaign

* 5,286,193 without Federal Government COVID relief funding

\$541,159

Fundraising costs

\$113,727

Related Administrative Costs

COVID-19 Government Funding

In response to the COVID-19 Pandemic, the Government of Canada recognized the need to support the vulnerable individuals in communities across the country.

The government created and expanded programs to help communities and funds were allocated and then distributed with the help of United Ways across the country. Learn more about these programs and the funds distributed locally.

New Horizons for Seniors Program

On March 29, 2020, Prime Minister Justin Trudeau announced a \$9 million investment in United Ways across Canada to support vulnerable seniors.

United Way KFL&A received and invested over \$65,000 as allocated by Employment Social Development Canada through United Way Centraide Canada. Funds flowed through registered charitable organizations that serve the KFL&A region and programs included Seniors Food Boxes, wellness check ins, virtual activities and meal delivery programs.

Reaching Home: Canada's Homelessness Strategy

Funded by the Ministry of Employment and Social Development, Reaching Home is a unique community-based program aimed at preventing and reducing homelessness. It provides direct funding to communities across Canada to support their efforts in addressing local needs and specific homelessness priorities.

In 2020, in response to the pandemic, Reaching Home funds were directed and redirected in response to the pandemic. Over \$1.4 million was designated to the KFL&A community aimed specifically at preventing and reducing homelessness during the COVID-19 pandemic.

Emergency Community Support Fund (Round 1 and Round 2)

The Government of Canada's Emergency Community Support Fund was created to help charities and non-profit organizations adapt and increase frontline services for vulnerable populations during COVID-19.

The \$350 million ECSF was announced by the Government of Canada on April 21, 2020 and was administered in collaboration with United Way Centraide Canada, Community Foundations of Canada and the Canadian Red Cross and was part of a broad series of emergency response measures by the Government of Canada.

In October of 2020, a second round of ECSF funding was announced and in the end, locally, over \$1.5 million was granted through both the Community Foundation of Kingston and Area and United Way KFL&A through the ESCF.



The United Way
KFL&A mission is to
build and strengthen
our community by
bringing people and
resources together
to facilitate change.



**Emergency Community
Support Fund Round 1**

42 programs totalling

\$817,295

**Emergency Community
Support Fund Round 2**

22 programs totalling

\$90,343

Initiatives

United Way KFL&A takes on a number of community initiatives throughout the year including donation drives and ongoing programs aimed at specific groups. Learn more about these initiatives below.



Over **1,400** children and youth started the school year with school supplies and backpacks.

Backpack Campaign

In previous years, United Way KFL&A provided funding for the Backpack Campaign, an annual program that works to ensure that families and children have all the supplies they need for another successful school year. In 2020, United Way stepped in to collect donations from workplaces and community members. Funding was used to purchase school supplies. Backpacks and supplies were then distributed through agencies and schools throughout KFL&A.

For more information on the Backpack Campaign visit: www.unitedwaykfla.ca/backpack-campaign/

Seniors' Food Box

In March 2020, United Way immediately began to receive calls of concern from seniors with two key issues: those who could not afford food and those who could afford to buy food but were unable to go to stores. United Way KFL&A shifted Good Food Stands to food boxes and with extra funding through the New Horizons for Seniors Program (NHSP), allocated by Employment and Social Development Canada, the Seniors' Food Boxes program began.

Working with Kingston Community Health Centres and many volunteers, hundreds of boxes of food were delivered to seniors in need throughout KFL&A.

1,121 Seniors Food Boxes were delivered throughout KFL&A



For more information:
www.unitedwaykfla.ca/seniors-helping-seniors-in-kfla/

Donation Drive and Coat Drive

Typically, Kingston Health Sciences Centre (KHSC) runs a winter Coat Drive through Hotel Dieu Hospital and St. Mary's Cathedral, where residents can donate and pick up coats on site.



In 2020, however, circumstances were different due to pandemic health protocols. United Way KFL&A was able to work with community partners to continue this important program. Coats were collected at libraries and other sites throughout the region and then distributed to individuals in need through various agencies.

With increased needs in the community during the winter, United Way KFL&A also worked with the Leon's Centre and the Kingston Frontenacs to run a donation drive in December. Food, hygiene, and clothing items were collected for two weeks and then distributed to agencies throughout Kingston for community members in need.

Over **150** bags of items were donated and multiple food bins were filled during the Community Donation Drive

Over **1,000** coats were collected during the two-week donation drive.

For more information on the Coat Drive visit: www.unitedwaykfla.ca/coatdrive
To learn more about the Donation Drive visit: www.unitedwaykfla.ca/communitydonationdrive

Tampon Tuesday

United Way KFL&A partners with Bell Media, Shoppers Drug Mart and other local partners and workplaces for this annual campaign and collection drive in the region. Menstrual hygiene products are among the most requested items at local food banks and shelters, but the least donated. In an effort to fill this gap, United Way KFL&A worked with workplaces, families, neighbourhoods and individuals to collect and donate products that are then distributed to agencies throughout the community.

Over **45,000** menstrual hygiene products collected and distributed in 2020.

128,000 menstrual hygiene products collected and distributed in 2021



For more information on Tampon Tuesday visit: www.unitedwaykfla.ca/tampontuesday/

COVID-19 Initiatives

In addition to other initiatives, United Way KFL&A responded with a number of community initiatives during 2020 as a result of COVID-19. Additionally, a number of large community donations were distributed and stewarded through United Way KFL&A's network of agencies. Learn more about these initiatives below.



COVID-19 Response Fund

Since the beginning of the pandemic United Way KFL&A has continued to find ways to develop collective and proactive approaches to the situation, working with agencies to ensure frontline agencies can continue to serve all residents.

In response, United Way launched a community response fund in March 2020 to raise funds for those most vulnerable. The funds go directly to support basic needs, supports for the elderly and most vulnerable, and building agency capacity to respond to COVID-19 across our region. 40 grants were distributed through this fund in 2020.

Over **\$371,000** raised in 2020 through the COVID-19 Response Fund

Kimberley Clark Toilet Paper Donation

In March 2020, Kimberly-Clark Canada announced a partnership with United Way Centraide Canada to assist in its COVID-19 community relief efforts across the country

Local Canadian communities were invited to apply to receive a donation and five were selected including United Way KFL&A. Each community received shipments in June 2020 and coordinated pick-ups from various agencies throughout the community.

400 cases of Cottonelle® toilet paper and 60 cases of Kleenex facial tissue



Coffee Crisp Donation

Thanks to Nestlé, Coffee Crisp bars were donated to United Way KFL&A in September of 2020. These much appreciated donations and treats made their way to various agencies and workplaces in the KFL&A community.



Over **86,000** Coffee Crisp chocolate bars

Social Services Recovery Task Force

The Social Services Recovery Task Force (SSRTF) was started by United Way KFL&A in May 2020 to explore opportunities for stabilization, collaboration and coordination among agencies in the social services sector in KFL&A. This includes programs for food, homelessness, mental health, counselling and safety from violence in the region.

Members of the SSRTF identified key focus areas, action and implementation plans and development of these plans to continue.

More information can be found at www.unitedwaykfla.ca/socialservicesrecoverytaskforce

Personal Protective Equipment Donation

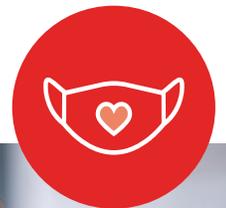
80,000 pieces of Personal Protective Equipment and cleaning supplies were generously donated by University Hospitals Kingston Foundation, Kingston Health Sciences Centre and Shared Support Services Southeastern Ontario in November 2020.

They ran a drive to collect donations for frontline workers, however, some items could not be used in a healthcare setting. Thankfully, those items could be used by local agencies to protect clients and staff throughout the pandemic.

United Together

Mandatory masking was put in place in June 2020 in KFL&A and in response, United Way KFL&A started United Together, selling cloth face masks with proceeds towards the purchase of disposable face masks for vulnerable members of our community.

Over **7,000** masks purchased and delivered in 2020



Get Involved

United Way KFL&A works to provide engagement opportunities for community members through a variety of groups and activities throughout the year. Learn more about how you can get involved below.



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.

In 2020, 440 women leaders made a difference in the community through Women United. Members participated in virtual panels throughout the year, learning more about issues like food insecurity, mental health, safety and security and how they can help.

“ I feel a sense of duty to the women that have gotten us this far, and to the young girls and women that follow. There is something very special happening around the world right now and Women United is evidence of that right here in Kingston. ”

Jane Lapointe, Women United Co-chair

Learn more about Women United at:
www.unitedwaykfla.ca/womenunited/

Retirees United

The goal of the Retirees United initiative is to engage retirees and those about to retire. This 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.

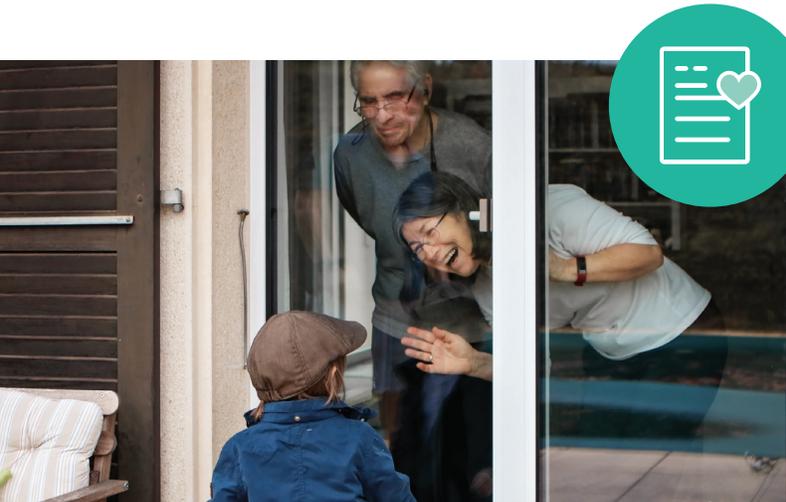
Learn more about Retirees United at
www.unitedwaykfla.ca/retireesunited/



Eternity Fund

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.



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. 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 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

Learn more about the Eternity Fund at:
www.unitedwaykfla.ca/eternityfund/

Next Gen

Creating opportunities for future leaders to get involved

Next Gen volunteers are young leaders in their twenties and thirties who get involved in their community. Young professionals may also consider being Next Gen Workplace Ambassadors - 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.

“Next Gen is a great way for younger people to get involved and really learn how they can make an impact. Together, we can continue to make positive changes in the community through the United Way.”

-Next Gen Cabinet member

For more information about how you can be involved contact campaign@unitedwaykfla.ca or visit www.unitedwaykfla.ca/nextgen/





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 virtual workshops and custom training sessions to non-profit 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.

For more information on Leadership Development Services visit www.unitedwaykfla.ca/lds/

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 or email volunteer@unitedwaykfla.ca to learn about volunteer opportunities.

Pink Shirt Day

United Way KFL&A participates in Pink Shirt Day in February each year. The day encourages everyone to practice kindness and wear pink to symbolize that you do not tolerate bullying. United Way created a “Kindness Unites Us” shirt to help spread this message. Shirts can be purchased and are not a fundraiser, rather a way to increase awareness about the importance of being kind.

Wear your pink United Way shirt or any pink shirt and don't forget to share photos of yourself and your coworkers on social media to show your support for #pinkshirtday.



Learn more about Pink Shirt Day at www.unitedwaykfla.ca/pinkshirtday



Day of Caring

United Way Day of Caring is an opportunity for volunteers to show their local love.

Get involved in Day of Caring by performing a simple act of caring for someone, organize a donation drive within your workplace or neighbourhood, put together food or hygiene kits for community members in need or donate funds to help agencies run programming for a day.

Learn more about how you can get involved at www.unitedwayfla.ca/dayofcaring

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.

Leadership Giving

Leadership donors have the power to change lives. They inspire others to give. With a donation of \$1,200 or more, Leadership level donors are ready to drive change, willing to set a powerful example and become part of the solution to our community's complex social issues. Our Leaders are passionate about leaving their mark by creating lasting change.

In 2020, leadership donors also saw their impact increased through the Leadership Challenge Grant. The grant matched first-time donations of \$1,200 and donors who increased their gift to \$1,200 also saw their donation matched.

- **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

Donate

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

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.

79,967

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

Funding Distribution by Impact Area

14%

Helping Kids Be All They Can Be

34%

Building Strong and Healthy Communities

52%

Moving People From Poverty to Possibility



Community Investment By The Numbers

Helping Kids Be All They Can Be

- 11 Agencies
- 19 Programs
- **Clients served: 16,069**



Building Strong and Healthy Communities

- 38 Agencies
- 75 Programs
- **Clients served: 24,023**



Moving People From Poverty to Possibility

- 25 Agencies
- 79 Programs
- **Clients served: 39,875**



Local Love Impacting Local Lives, The money raised here stays here.



Changing Lives Locally

Geographic Distribution

Client Numbers

Kingston & Frontenac68,863

Lennox & Addington11,104



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 potential.

The Impact

United Way focuses on

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

16,069
children and youth
accessed programs
to **reach their
highest potential**



11,700 students had nutritious snacks and meals at school or at home for virtual learning.



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



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



Over **1,600** kids were connected with a positive adult mentor



1,000 children and youth were engaged with social and recreational after-school activities

“ With our funding, we go right to the grocery store or a local supplier and purchase the food that helps a student take advantage of everything school has to offer. You can be confident that your donation stays here and supports students in KFL&A. We believe it takes a community to feed a child and, in this community, we are grateful that the United Way is here to help us. ”

- **Brenda Moore,**
Food Sharing Project

Youth Homelessness

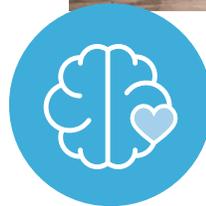
The goal is to work with youth and representatives from all sectors to collectively focus on prevention, providing timely intervention and building a network of resources.

Listening to youth

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

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. In 2021, a youth homelessness review and report was conducted. For reviews and reports visit www.unitedwaykfla.ca/youth



208 homeless and at-risk youth were connected with mental health support



138 children and youth who are at-risk of becoming justice-involved connected to support through the Intersections program



25 youth received outreach counselling at places where they are at



163 youth and their families received family mediation support; only 18 cases resulted in a youth entering shelter



126 youth received supports to prevent homelessness or find housing

“ 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

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 Impact

United Way focuses on

- Connection
- Physical and mental wellbeing
- Safety

24,023

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



5,382 people had access to mental health supports and community supports to help them feel connected



1,743 people improved social, relationship and coping skills by accessing affordable counselling



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



1,708 people accessed community services by calling 211 or chatting online



351 women and their children left violent and abusive relationships by accessing safe emergency shelter, and supports

“ United Way funds our Individual and Family counselling and Children and Youth counselling programs, allowing us to waive fees for those in need of these services and helping people receive support for anxiety, depression, grief counselling, trauma and more. I can tell you firsthand that this support has impacted thousands and thousands of people. ”

- **Kim Irvine-Albano,**
Resolve Counselling Services

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 Impact

United Way focuses on

- Housing stability
- Food security
- Financial security

39,875

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



Over **40,000** meals served through takeout, food box and meal programs



1,700 parents on a low income participated in prenatal, infant, and parenting groups.



630 children had warm boots for the winter



213 people at risk of eviction received supports and legal aid to remain housed



227 job seekers with low incomes were provided work attire and supports to gain employment.

“ At 21, I was living on the streets, using drugs. I got pregnant and had no support. I learned about a program through the United Way that helped new and soon-to-be mothers. I went and was grateful to have access to healthy food and support. The program helped me be the mother I wanted to be and now I am free of drugs with three healthy children. ”

- Jaz Jenner

Impact of COVID-19

Since the beginning of the pandemic United Way KFL&A has continued to find ways to develop collaborative approaches to the situation, working with agencies to ensure essential community programs can continue to serve all residents, especially the most vulnerable.

The Needs

Food Security: increased need for healthy, fresh food and need for delivery and takeout options

Addictions, Mental Health, Homelessness, Counselling: increased need for supports in these areas due to isolation, increased needs for children and youth

Seniors: need to support low-income seniors with food access and support seniors isolating due to higher risk

Support Services: increased demand for counselling, as well as supports for sexual assault and domestic violence



2,761 Individuals, families, students and seniors were helped with meals on wheels, delivery and healthy food box programs



1,871 individuals received counselling support through virtual sessions

“ I would like to send a big thank you to the United Way and Kingston Community Health Centres for the Seniors’ Food Box. I got my third yesterday and among all the fruit, vegetables, and other food basics this week there was a beautiful face mask. Thank you, you will never know the big sense of relief I got when I opened the package. Everyone is amazing in providing the Food Box. ”

- Seniors’ Food Box Recipient

“ COVID-19 turned everything on its head. Long-time volunteers had to step away due to the health risks, but others came in and filled the void. Because of the United Way’s investment in Morningstar, from local and federal funds, we have been able to respond generously, and compassionately, to a community in crisis. ”

- Kevin Alkenbrack,
Morningstar Mission, Napanee

“ The United Way of KFLA has been an incredible supporter and since the pandemic has started, really throwing their support behind us. We’ve been able to use United Way support to start a new program that allows us to visit girls at their home – outside, distanced, masks – but one-on-one during the pandemic, to assess their needs and really make sure that we can provide intentional programming; to make sure they get over whatever it is they’re struggling with during this strange time. ”

- **Justine Marchand,**
Girls Inc. Limestone

“ The United Way has been great at supporting all sorts of agencies in 2020. They’ve given us funding to launch a third day of meals on wheels and worked to help us get all of our virtual technologies up and running. We were fortunate with their support to be one of the first community support service agencies in southeast Ontario to be ready to launch virtually and continue to provide support for seniors in our area. ”

- **David Townsend,**
Southern Frontenac
Community Services

Below are some examples of how COVID-19 funding impacted the community



7,576 kids, adults and seniors received support through virtual programming including camps, check in calls, group classes and virtual wellness activities



8,236 Individuals were served through emergency, in-person meal programs, food banks and walk-in food programs



1,700 meals served a day through food programs throughout KFL&A



1,105 individuals received support through technology assistance including new devices, upgrades, cell phones and plans



2,225 individuals including youth and families received emergency shelter and housing support



500 individuals coping with sexual violence received support through virtual, chat and text support



United Way KFL&A Partner Agencies 2020

Helping Kids Be All They Can Be

6 Agencies, 8 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
Youth Diversion Program

Building Strong and Healthy Communities

15 Agencies, 21 Programs

Canadian Hearing Society
Canadian National Institute for the Blind
Centre for Abuse and Trauma Therapy Inc
Community Navigation of Eastern Ontario
Epilepsy South Eastern Ontario
Independent Living Centre Kingston
Kingston Interval House

Kingston Literacy & Skills
Kingston Military Family Resource Centre
Lennox & Addington Interval House
March of Dimes Canada
Resolve Counselling Services Canada
Rural Frontenac Community Services
Sexual Assault Centre Kingston
Southern Frontenac Community Services

Moving People from Poverty to Possibility

8 Agencies, 9 Programs

Dress For Success Kingston
Elizabeth Fry Society of Kingston
Kingston Community Health Centres
Kingston Home Base Non-Profit Housing
Kingston Youth Shelter
Loving Spoonful
Outreach St. George's Kingston
Ryandale Transitional Housing

Agencies funded through Community Investment Funds Grants in 2020

Community Investment Fund grants are given out in partnership with the City of Kingston

15 Agencies, 15 Programs

Autism Society of Ontario

Big Brothers Big Sisters

Dawn House Services & Housing for Women

Elizabeth Fry Society Kingston

Hospice Lennox and Addington

Independent Living Centre Kingston

Kingston Community Health Centres

Kingston Interval House

Kingston Kobura Karate Club

Kingston Youth Shelter

Partners in Mission Food Bank

Pathways to Education Canada

Psychology Clinic at Queen's

Resolve Counselling Services Canada

Sistema Kingston

Agencies funded through Reaching Home Funding in 2020

The United Way, as the Community Entity for Kingston, reviews applications and distributes Reaching Home funding to address homelessness

6 agencies / 8 programs

Addiction & Mental Health Services

Dawn House Services & Housing for Women

HIV/AIDS Regional Service (HARS)

Kingston Community Legal Clinic

Kingston Home Base Housing

United Way KFL&A (Kingston Urban Point In Time Count

+ 9 agencies 14 programs

Reaching Home Covid-19 Funding Round 1	
Agency	Program Name
Addictions and Mental Health Services KFLA	Cell phones and plans/minutes (2 grants)
Addictions and Mental Health Services KFLA	Youth Outreach Worker

Reaching Home Covid-19 Funding Round 1	
Agency	Program Name
HIV/AIDS Regional Services (HARS)	Integrated Care Hub - staffing
Kingston Community Health Centres	Street Health - Nurse and Practical Assistance (3 grants)
Kingston Health Sciences Centre	Detoxification Centre - individually packed food and calling cards (3 grants)
Kingston Home Base Non-Profit Housing	RISE Transitional Housing - overnight/ weekend staffing
Kingston Home Base Non-Profit Housing	Temporary Shelter Relocation (2 grants)
Kingston Home Base Non-Profit Housing	Youth Housing First/Rapid Rehousing Case Management
Kingston Interval House	Shelter - Food and Cleaning
Kingston Youth Shelter	Family Mediation Worker
Kingston Youth Shelter	Shelter - staffing, cleaning, food (2 grants)
Lionhearts Inc.	Meal Program
Resolve Counselling	Youth Outreach Counselling

Reaching Home Covid-19 Funding Round 2	
Agency	Program Name
Kingston Youth Shelter	Overflow Shelter

Emergency Assistance Fund Grants

United Ways across the country, including United Way of KFL&A, distributed Emergency Assistance Fund grants to help frontline agencies continue to deliver essential programs through the pandemic

3 agencies, 4 programs

KFLA Public Health, Dental Treatment Assistance Fund

Kingston Community Health Centres, Operation Warm Feet

Kingston Community Health Centres, Back Pack Program

Southern Frontenac Community Services, Operation Warm Feet

Southern Frontenac Community Services, Back Pack Program

Sexual Assault Centre Kingston, Reducing the Waitlist

Community Food Redistribution Warehouse, Project Coordinator

Emergency Community Support Fund Round 1

72 agencies, 85 programs

Emergency Community Support Fund (ECSF) Round 1	
Agency	Program Name
Addictions and Mental Health Services KFLA	Street Outreach RN
AllSteps	Childcare
Alzheimer Society KFLA	Virtual Programming
Bereaved Families of Ontario	Technology
Boys and Girls Club of Kingston & Area	Robert Meek Youth Centre
Canadian Families and Corrections Network	Expanded Phone Service
Canadian Hearing Services	Mental Health Counselling
Centre for Abuse & Trauma Therapy	COVID Crisis Counselling

Emergency Community Support Fund (ECSF) Round 1

Agency	Program Name
Community Church of Salvation Army	Family Services & Food bank
Dawn House Services	Meal Program
Family and Children's Services of Frontenac, Lennox and Addington	PPE
Girls Inc Limestone	Community Outreach - COVID
H'art Centre of Smiles	Virtual/at home Art & Activities
HIV/AIDS Regional Services (HARS)	Basic Needs provision
Independent Living Centre Kingston	Information and Support Services
Islamic Society of Kingston	Halal Meal delivery
KEYS	Youth Employment Services - Job Centre
Kidney Foundation	Food Security - Grocery gift cards
Kingston Community Health Centres	ACEs & Trauma-informed Care
Kingston Community Health Centres	Good Food Box Program
Kingston Community Health Centres	Immigrant Services
Kingston Community Health Centres	Kingston Immigration Partnership - Racial Discrimination Panels
Kingston Community Health Centres	Kingston Immigration Partnership - Translation of healthcare materials
Kingston Community Health Centres	L&A Virtual Youth Hub
Kingston Community Health Centres	Seniors' Food Box Program
Kingston Interval House	Robin's Hope Transitional Housing
Kingston Youth Shelter	Staffing, cleaning, essential needs for all sites

Emergency Community Support Fund (ECSF) Round 1	
Agency	Program Name
Lennox & Addington Seniors Outreach	Seniors Without Walls
Lionhearts Inc.	Odessa Community Garden
Maltby Centre	Trauma-informed Care
Martha's Table Community Program	Extended meal service
Morningstar Mission	L&A County prepared meals distribution
New Leaf Link (NeLL)	Virtual Programming
Outreach St. George's	Lunch by George program
Resolve Counselling	COVID Response Counselling
Resolve Counselling	Resiliency Counselling - Trauma
Rural Frontenac Community Services	We Care Program
Seniors Association Kingston	Seniors Centre Without Walls
Sexual Assault Centre Kingston	Digital Training, Chat & Text 24/7
St. Lawrence Youth Association	Technology Supports for Youth
TALK Kingston	COVID-19 Service Delivery
The Salvation Army - Community and Family Services	Client Choice Food Pantry

Emergency Community Support Fund (ECSF) Round 2	
Agency	Program Name
Autism Society Ontario - Kingston	Social 18+ Program
Boys and Girls Club of Kingston & Area	COVID compliant Transportation for After-school programs

Emergency Community Support Fund (ECSF) Round 2

Agency	Program Name
Dawn House Services	Virtual re-engineering of services (2 grants)
Epilepsy Kingston	UPLIFT Program
Extend-A-Family	iMac for virtual programs
Freeing the Human Spirit	Mental Health and Wellness for inmates
HIV/AIDS Regional Services (HARS)	Community Support Program
HIV/AIDS Regional Services (HARS)	Indigenous Supports Program (2 grants)
Kidney Foundation	Food Security - Grocery gift cards
Kingston Community Health Centres	Kids Get Stressed Too Program
Kingston Youth Shelter	Staffing, provision of meals, hygiene items for all sites
Maltby Centre	Family Capacity Building and Support
Maltby Centre	Transitional Aged Youth Mental Health Clinic
Morningstar Mission	L&A County prepared meals distribution
Ontario Society for Crippled Children	Off-season Virtual camp
Outreach St. George's	Lunch by George program
Special Olympics Ontario	Health at Home Project
St. Lawrence Youth Association	Tablets for virtual engagement
Start2Finish Canada	Brainworx! Learning Enhancement
The Salvation Army - Community and Family Services	Holiday Support for Families/Children (gift cards)
YMCA of Eastern Ontario	Work Hard Eat Well Program
Youth Diversion	Supporting youth 12-17 who cannot engage in regular school settings

New Horizons for Seniors

The New Horizons for Seniors grants were grants to support seniors in KFL&A

New Horizons (NH) for Seniors Grants	
Agency	Program Name
Independent Living Centre Kingston	Virtual Supports for seniors with disabilities
Kingston Community Health Centres	Seniors' Food Box Program
Resolve Counselling	Counselling for Seniors
Rural Frontenac Community Services	Meal Delivery Program
Seniors Association Kingston	Virtual Programming/Supports for Seniors
Southern Frontenac Community Services	Hot and Frozen Meal Delivery
Victorian Order of Nurses	Meals on Wheels

United Way KFL&A COVID-19 Response Fund

The response fund was set up when the pandemic began and helped agencies respond to increased, changing and immediate needs in KFL&A

18 agencies, 32 programs

United Way KFL&A COVID-19 Response Fund	
Agency	Program Name
Addiction Mental Health Services	Food and supplies for clients that agency houses
Addiction Mental Health Services	Tablets for clients in social isolation

United Way KFL&A COVID-19 Response Fund	
Agency	Program Name
Epilepsy South Eastern Ontario	iPad/tablet, Cell usage, Zoom licenses, Cleaning supplies/PPEs
Extend-A-Family	Secure web-based software required to transition to electronic documentation
Isthmus	Meal hampers for children and families
Kingston Community Health Centre	Food boxes for St Lawrence College Students
Kingston Community Health Centre	Food boxes for Queen's students
Kingston Community Health Centre	Food boxes for seniors, staffing and transportation costs
Kingston Community Health Centre	Food boxes for more seniors
Kingston Day Care	Personal protective equipment, thermometers and social distancing signage
Kingston Youth Shelter	Cleaning supplies and food
Kingston Youth Shelter	Food for youth at Transitional Housing
Kingston Youth Shelter and Transitions Homes	ipads and cell phones - to help youth access staff and counselling
Kingston Youth Shelter and Transitions Homes	Moving expenses; to move to Union Street location
Lionhearts Inc.	Funding to provide meals
Lionhearts Inc.	Fridge and food bridge funding
Loving Spoonful	Purchase 3 steers

United Way KFL&A COVID-19 Response Fund	
Agency	Program Name
Loving Spoonful	Abattoir fee
Martha's Table	Updated technology to allow stable communications necessitated by COVID
Martha's Table	Winter Patio, Dine In, Meal pick up
Martha's Table Community Program	Food containers, Masks, face shields/goggles, sanitizer
Martha's Table Community Program	Donor-directed funds
Morningstar Mission	Purchase of protein for delivery meals
Outreach St. George's Kingston	Food containers, Staffing
Partners in Mission Food Bank	Food (ground beef) for weekly hampers
Resolve Counselling #1	Fees waived
Resolve Counselling #2	Continuation of fees waived
Southern Frontenac Community Services	Emergency funding to increase amount spent per pair of boots
Southern Frontenac Community Services	Hot and Frozen Meals on Wheels support
St. Vincent de Paul Society	Laptop computer, Office 365
Street Health Centre Integrated Care Hub - Paid to HARS	Community Needs Assessment
The Salvation Army Kingston, Community and Family Services	Food assistance through food bags or baskets (groceries)

Youth Homelessness Fund

8 agencies / 10 programs

Youth Homelessness Fund	
Agency	Description
Addiction and Mental Health Services	Youth Outreach worker
Home Base Housing	Youth Worker
Home Base Housing	Youth Housing First
Home Base Housing	Youth Campus
Kingston Youth Shelter	Family Mediation worker
Kingston Community Health Centre – Lennox & Addington	Youth Worker, Virtual Youth Hub
Resolve Counselling	Financial Literacy Project
Rural Frontenac Community Services	Youth Worker
Youth Diversion	Intersections Program/elementary addictions
Kingston Youth Shelter	Elmwood Transitional Home (Brit Smith donation)

“ I give because everyone should live in a world where they can be fed, sheltered, and happy. ”
-Donor



Funded Programs

Community Navigation of Eastern Ontario

(formerly Community Information Centre of Ottawa)

Uses 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, texts, emails 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). Requests to 211 for information has increased significantly during the pandemic.

- Tel: '211' or 1-877-330-3212
TTY: 1-877-340-1001
- 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: 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 Lines:
613-544-4229 Kingston & Frontenac
613-354-7388 Lennox & Addington
- www.amhs-kfla.ca

Autism Society Ontario

The leading source of information and referral on autism, connects members through a volunteer network of 25 chapters. Helps individuals and families.

Creating Social Opportunities for Teens with ASD provides activity-based programming for older teens such as Arts, Physical Activities and Life Skills. Program assists in building confidence in its ASD clients and promoting their independence and participation in the community.

- Tel: 613-507-7896
- www.autismontario.com/kingston

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.

The Bug Bunch Program: provides group activity nights for clients who remain on a wait list for 1-1 matches; also open to clients who are currently matched. Activities include sports, drama, scavenger hunts, science, board games and culinary sessions.

Both programs pivoted to virtual programming with routine client check-ins and activities delivered virtually or in person, observing all pandemic restrictions.

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

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

Regular in person programs were curtailed until the Fall and resumed in a limited capacity. Programming shifted for several months to provision of childcare services for frontline workers.

- Tel: 613-507-3306
- 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: Provide 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 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.

In person group sessions suspended for duration of pandemic; clients are able to access national and local virtual programs.

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

“ I believe in what the United Way represents, our community taking care of one another. ”

-Donor

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.

Counselling sessions conducted virtually until it was safe to resume in person counselling.

- 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.

Suiting appointments, normally conducted in person, pivoted to virtual suitings or a hybrid of both in person and virtual.

Well Suited* – Suiting Program:

Provides free clothing to referred male clients for interviews, employment, education and placements. Well Suited began the process of becoming its own separate agency in 2020. Agency does not yet have a website, and charitable status through Canada Revenue Agency is pending.

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

Dawn House Services and Housing for Women (CIF and RH)

Dawn House supports and empowers homeless, vulnerably housed and marginalized women by providing nine affordable supportive housing units, seven transitional housing units and wellness-based supports.

Supportive and Transitional Housing Program: provides individualized and client-led wellness supports for women who are homeless, vulnerably housed women and marginalized women. On-site daily individualized support assists women to maintain housing and help with issues such as mental health and/or addictions.

- Tel: 613-545-1379
- www.dawnhouse.ca

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.

Women's Economic Literacy and Leadership (WELL), a one-year pilot program to reduce the poverty and isolation of women who are criminalized or at risk. The WELL program includes budgeting and financial management, problem solving, accessing community and internet resources, and employment readiness.

Drop In and group programming suspended until it was safe to resume services but with fewer number of clients.

- 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

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.

Even when schools closed due to the pandemic, food provision continued by combining services with Isthmus to provide food hampers to families in need, identified by schools. Program, which does not normally run in the summer, ran throughout July and August.

- 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.

Programming could not be delivered in schools due to closures; programs continued where possible through frequent client check-ins, virtual weekly activities and curbside, socially distanced meetings.

- Tel: 613-542-9202
- 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.

The Community Leaders Project; aims to break systematic links between disability, poverty and unemployment by creating connections for those with disabilities to work and volunteer opportunities. One-on-one support is provided to navigate social, physical, and institutional barriers.

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

In person programming suspended for a period during 2020 until it was safe to re-open with reduced numbers.

- Tel: 613-507-7107
- 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 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.

Housing First for Youth: This program is dedicated to supporting youth ages 14-25 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.

Street Outreach: Provides support to chronically or episodically homeless individuals who are living rough/on the streets to access basic needs, treatment services and other appropriate community services.

- 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.

Number of women/children in the shelter was reduced to accommodate social distancing.

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.

Volunteer Program: volunteers fill gaps in programming such as childcare needs, peer programming, education about domestic violence and the development of a donation/household items program for transitional clients.

Services delivered by reduced number of volunteers and staff as pandemic curtailed full volunteer involvement.

- Tel: 613-546-1833
- Crisis Line: 613-546-1777 or 1-800-267-9445) TTY: 613-546-4461
- <http://kingstonintervalhouse.com/>

Kingston Kobura Karate Club

The Club operates out of the Rideau Heights Community Centre and provides Martial Arts classes.

Training and Safety Equipment:

By purchasing the needed equipment for its students, the Club removes the financial barrier to participation. Many youth who participate struggle with behaviour, learning and other disabilities and mental health issues. Free access to a martial arts program has increased their confidence and engaged them in positive conflict resolution.

- No public phone or website to list

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 programs in English, math and computer upgrading skills for adult learners unable to access existing services, 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.

Classes/group learning was pivoted to remote learning.

- Tel: 613-547-2012
- 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.kmfrc.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.

It was necessary to relocate the Shelter to a more appropriate facility to allow for social distancing and self-isolation of youth due to the pandemic.

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.

Many program clients live in rural areas. In some cases, services were increased and more efficient as the barrier of travel was removed.

- 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.

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

Cooking classes/demonstrations were conducted virtually and then with reduced class sizes in 2020.

Food Access Programs: Collect 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

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

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.

Only individually packaged take-out meals distributed outdoors have been provided since the start of pandemic restrictions. There has been no indoor seating.

- Tel: 613-548-4617 ext. 30
- www.lunchbygeorge.ca

Partners in Mission Foodbank

Provides local families with groceries through a food hamper program. Surplus provisions are donated to 15 hot meal and shelter programs.

Freezer: the addition of a commercial-sized freezer to the agency's pick up area has allowed for food safety practices, expediency and limit the loss of food donations due to spoilage.

- Tel: 613-544-4100
- www.kingstonfoodbank.ca

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: Future Forward: Program assists Pathways students with navigating the transition to post-secondary education or entering the workforce.

- Tel: 613-507-7107
- 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.

Identifying Support Needs to Keep

Kids in School: provides psychological consultation and assessments for children and youth who struggle to learn and remain in school. Students have been identified as needing assistance but are unable to access existing psychology services. In partnership with Pathways to Education, high priority clients are identified and offered supports to enhance their learning and school participation.

- Tel: (613)-533-6021
- www.queensu.ca/psychology

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 Clinic: Provides free, one-session therapy for immediate solution-focused mental health support to clients waiting for ongoing counselling.

Youth Outreach Counselling: Provides counselling services for youth that are experiencing homelessness or at risk of becoming homeless. Services are provided at various locations, held where the youth are located.

Counselling was provided remotely when in person sessions were not feasible due to the pandemic.

- Tel: 613-549-7850
- 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.

- 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.

Counselling services were provided through remote sessions while schools were conducting classes virtually.

- Tel: 613-545-0762
- <http://sackinston.com/>

Sistema Kingston

Sistema Kingston, operating through Queen's University, promotes positive social growth among underserved elementary aged students through an intensive, accessible after-school music program.

After School Music Program: Through free, group centred music instruction four days per week, children in the program develop confidence, social skills, focus, fine motor skills and positive relationships. The Sistema Kingston branch emphasizes inclusivity and teamwork, builds personal persistence, and fosters creativity and personal responsibility.

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.

Due to the pandemic, the program was briefly suspended, and then returned with a smaller number of participants.

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.

Program expanded to three deliveries per week as need increased in 2020.

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

“ I love this community and want to see its members have the opportunities needed to live well and be well ”

-Donor

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.

Programs normally provided in schools were curtailed due to the pandemic and delivered virtually until able to be in-person.

- 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.

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.

Funding for the Food Stands pivoted to providing food through the Good Food Box program due to increased food insecurity during the pandemic.

Over **79,000 individuals** in the KFL&A community were helped locally through **70 organizations and over 220 programs.**

Locally, through the pandemic in **2020, United Way invested \$5.5 million.**



Local Love

in action



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Charitable Registration Number: 125978270RR0001
www.unitedwaykfla.ca



United Way
Kingston, Frontenac,
Lennox and Addington