

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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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

“United Way supports the community, it is local love. They don't send the money away, they pass the money forward to the people in our community. United Way steps up and steps forward. That is what all the people who donate do by raising the money each campaign. The goal isn't a number, it is what we need in our community to support the people we care about, the people who are vulnerable - our friends, family and the people in the community ”

- **Daren Dougall,**
2021 Campaign Chair

Strategic Direction

Engage Our Community

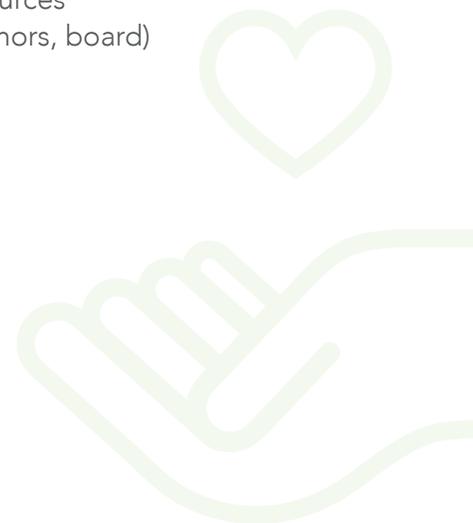
- Facilitate community collaboration to address root causes, focus on prevention and provide intervention and support for vulnerable populations
- Intentionally engage diverse groups in all that we do
- Expand partnerships with the community and agencies

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, grow, retain and develop human resources (staff, volunteers, donors, board)





**Local
Love in
action**

What is United Way

United Way is:

Local: United Way raises funds locally and invests in programs that serve local people. 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, making its annual report, financial statements, allocations and grants available and accessible to donors and the public. United Way KFL&A is proud to be recognized by Charity Intelligence as a five-star charity and is on Canada's 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 continue to find ways to 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, mental health and food access. The United Way's focus is on facilitating conversations and working together to develop community plans that focus on prevention, long-term impact and addressing the root causes of local issues.







Equity Diversity Inclusion and Indigenization

The issues faced as a community can only be addressed when all in our community feel welcome and live with hope, dignity and a sense of belonging. United Way believes inclusion increases trust, understanding, respect and collaboration.

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

Action Items:

- Our United Way is one of 1,800 United Ways world-wide, and one of 80 autonomous United Ways in Canada. Almost all United Ways are working on their Equity Diversity and Inclusion strategies and are at various stages of their respective journeys.
- Using some of the resources available, the Board of Directors reviewed communities of practice, resources and frameworks. Through conversations and with the guidance of the Equity Diversity Inclusion & Indigenization Roundtable, they have identified four key areas of focus.

1. Organizational Culture and Practices

The United Way has been working on several related initiatives including recruitment of volunteers on operational and governance committees with an EDII lens and building a focus on equity and inclusion in all operational and departmental plans.

Recruiting practices were reviewed and changes made, using some of the learnings from workplaces that have been successful in this area.

Employees have developed goals and consulted with employees to build EDII into their activities and plans, including Orange Shirt Day which was an opportunity to reflect and learn more about Indigenous culture and history.

2. Capacity Building

Discussions are ongoing with partner agencies. With the guidance of an Agency Advisory Committee an environmental scan was conducted to learn more about where agencies are in their journey and what resources they need to support them.

Agencies also recommended United Way build some questions into the funding application to help them identify specific actions, policies they may want to consider. This has been included and is outlined in the Community Investment Strategy. EDII is now one of the focus areas for the funding review process; their self-assessment provides a baseline against which they can track their own progress.

3. Data Collection

Collection of social identity data provides agencies with opportunities to understand the people they are serving and provides them with information to adapt and improve the experience of program users. With input from agencies and the EDII Roundtable, United Way will work with 5-6 pilot agencies to create centres of learning. This project will help all of us learn about the opportunities and challenges in collecting social identity data and will develop a community of practice to help agencies learn from the pilots.

4. Resource Allocation (granting)

Some work has been started in this area, building in opportunities for grants for agencies working with diverse populations. We will continue to build on this and support grassroots and frontline agencies that are led by BIPOC members and who serve marginalized groups. United Way KFL&A has increased the diversity of volunteers who make funding decisions/recommendations and will continue to recruit a diverse pool of volunteers.

United Way of KFL&A respectfully acknowledges that the land on which we live and work is the **traditional territory of the Anishinaabe, Haudenosaunee and the Huron-Wendat peoples.** We honour their cultures and support their commitment to this land.

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 women Leaders of the Way to learn more about the community and use their skills and talents to contribute in a significant way. Members participated in virtual panels throughout the year, learning about local issues like food insecurity, mental health, human trafficking, and homelessness.

"I was delighted when a generous couple stepped up to offer this year's general challenge grant and as such, I was able to extend an additional matching grant to the incredible women of our community. I have had the pleasure of co-chairing Women United and have been awed and inspired by the level of compassion, engagement and genuine interest of the women involved; asking how we can do better as a community to fill gaps and support our community."
- Jessica Bayne Hogan, 2021 Women United Leadership Challenge Grant donor

Thanks to a generous donation from Jessica Bayne Hogan, a Women United Challenge Grant was offered. With the addition of the Women United grant, women donors would see their donation matched by both grants – tripling their gift to United Way KFL&A.

Learn more at www.unitedwaykfla.ca/womenunited/

Volunteer Centre

United Way Volunteer Centre links residents looking to volunteer with agencies and organizations that have opportunities. Nonprofit organizations from across the region can post volunteer opportunities, and the Volunteer Centre website makes them available to individuals in the community with time and talent to share.



Learn more at www.unitedwaykfla.ca/volunteer-centre/

Retirees United

The goal of the Retirees United initiative is to engage retirees and those about to retire – those who are leaving a local workplace as well as retirees moving to Kingston and area.



The Retirees United committee 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. The committee focuses on supporting workplace retiree campaigns and enhancing awareness about the United Way through condominium campaigns.

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

Next Gen

United Way Next Gen is a local initiative focused on developing a community of stakeholders in their twenties and thirties, encouraging them to invest their time, energy and money in the community through the United Way.

This initiative creates opportunities for future leaders to participate and empowers them to support and advance the impact of the United Way. The Next Gen movement is a unique opportunity for the next generation to become an integral part of the local community and bring about meaningful change.

The Next Gen Cabinet Committee is made up of young leaders who work with their peers to:

- recruit Next Gen ambassadors in workplaces
- increase awareness of human service programs and issues in the community
- organize events to engage Next Geners

Next Gen Workplace Ambassador

The Ambassadors work with their workplace committee to develop and execute fundraising and engagement strategies specifically tailored to their workplace.



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



Leadership Giving Leavels

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

Leadership Giving

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

Leadership donors saw their impact increased through the Leadership Challenge Grant. The grant, thanks to the generosity of Jim and Julie Parker, matched first-time donations of \$1,200 and donors who increased their gift to \$1,200 also saw their donation matched.

“ We have always donated to the United Way KFL&A because we know that the funds are used right here in our community. During the pandemic, this commitment to the community has been especially important and United Way continues to be an effective leader in addressing the immediate local needs and in helping those that need it most. Our United Way needs the support of our community. Together we can help tackle the increased suffering caused by the pandemic by increasing our support. ”

- **Jim and Julie Parker,**
2021 Leadership
Challenge Grant Donors

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 at www.unitedwaykfla.ca/eternityfund

Annual Campaign

The United Way annual campaign is a significant community fundraising effort, helping thousands of people through collective action, raising funds that will then be invested in local programs. Every dollar donated makes a difference in your community. With the bulk of funds raised through workplace campaigns, United Way volunteers, staff and sponsored employees provide tools and resources to support volunteer-led fundraising campaigns in the workplace.

Donations can be made through payroll deductions, credit cards, online giving, securities, paypal or e-transfer or by cheque. Your donation has the power to change lives right here in your community.

For more information, tools and resources visit www.unitedwaykfla.ca/campaigntoolkit

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: www.canada.ca/en/services/taxes/charities.html

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.

For the Year Ending 2021

90.7% Funds invested directly into programs and services

7.8% Fundraising costs

1.5% Related Administrative Costs



\$6,325,030

Total revenue

\$491,617

Fundraising costs

\$93,932

Related Administrative Costs

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



5 Star Rating

United Way KFL&A has been recognized for accountability and transparency in financial reporting, having received a 5 star rating by Charity Intelligence Canada, and is rated as one of the top 100 charities in Canada.

Initiatives

United Way KFL&A works closely with partners on a number of community initiatives through the year. This includes donation drives and programs. Learn more about these initiatives.



Backpack Campaign

United Way coordinates the Backpack Program across the KFL&A region, securing donations from individuals, businesses, and workplaces.

The program distributes backpacks and school supplies to ensure that families and children have all they need for another school year.

Over **1,700** children and youth started the school year with school supplies and backpacks.

Learn more at www.unitedwaykfla.ca/backpackprogram

Day of Caring

United Way Day of Caring is an opportunity for volunteers to show their local love. In 2021, this event was adapted to conform with pandemic restrictions. In lieu of hands-on projects, volunteers could show their caring by organizing a donation drive within their 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.

\$7,000 was contributed towards agency days of caring

300 food and hygiene kits were donated



Learn more about this year's Day of Caring at www.unitedwaykfla.ca/dayofcaring

Tampon Tuesday

United Way KFL&A partners with local organizations and workplaces for this annual collection drive in the region, in line with International Women's Day.



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 asks workplaces, families, neighbourhoods and individuals to 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

Learn more at www.unitedwaykfla.ca/tampontuesday/

"Period products can be expensive and are a necessary item. Can you imagine worrying about buying a product that you need or buying food for your family? We see this with women who have fled domestic violence and are struggling to make ends meet. Having these donated products helps clients use their money to buy other necessities."
- Kingston Interval House

Winter Clothing Drive

As temperatures drop and winter approaches, coats and warm clothing become a necessity. Many community members rely on donated items to help them keep warm and United Way KFL&A works with local community members to collect donations and distribute these through agencies that serve the most vulnerable.

Over **1,100** items were collected during the two-week donation drive



Learn more at www.unitedwaykfla.ca/winterclothingdrive



Homelessness Collective Impact Committee

In Kingston, there are just over 200 people who are not permanently housed. This number does not include the hidden homeless – people who may be living rough, couch-surfing or accessing other inadequate housing options.

The Homelessness Collective Impact Committee (HCIC) was convened in late 2021 by the United Way of KFL&A. The objective is to design, develop and adapt a system of care to address homelessness in Kingston (and area) with a people-centric and solution-focused approach, with insight from service providers and people with living and lived experience.

This committee acknowledges the increasing numbers and complexity of people with substance use, mental health and resulting behaviour challenges, who need stabilization and support to help them along their path to being housed.

Learn more about the HCIC at www.unitedwaykfla.ca/HCIC

Leadership Development Services

United Way strengthens the voluntary sector by providing training workshops to boards of directors. The Leadership Development Services program provides workshops and custom training sessions to non-profit organizations throughout KFL&A.

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. Learn more at www.unitedwaykfla.ca/lDs

Seniors Food Boxes

Initiated and designed in response to an identified need, United Way works with Kingston Community Health Centres and many volunteers to have hundreds of boxes of food delivered to low-income seniors in need throughout KFL&A.

1,348 Seniors Food Boxes were delivered throughout KFL&A



Learn more at www.unitedwaykfla.ca/communityresources/



Orange Shirt Day

United Way KFL&A participates in Orange Shirt Day in September. The day is an Indigenous-led grassroots commemorative day that honours the children who survived Indian Residential Schools and remembers those who did not.

This day relates to the experience of Phyllis Webstad, a Northern Secwepemc (Shuswap) from the Stswecem'c Xgat'tem First Nation, on her first day of school, where she arrived dressed in a new orange shirt, which was taken from her. It is now a symbol of the stripping away of culture, freedom and self-esteem experienced by Indigenous children over generations.

By wearing orange, and spending time on reflecting and remembering, volunteers and staff are reminded that every child matters.

Community Food Redistribution Warehouse

In the KFL&A region and across the country, the COVID-19 pandemic accentuated the importance of food security. Access to healthy food has become an essential part of response, recovery, and ongoing stabilization. The importance of centralizing and coordinating food reclamation, collection and distribution has been highlighted.

The Community Food Redistribution Warehouse (CFRW) is a partnership between Lionhearts, Kingston Community Health Centres, United Way, Rotary of Kingston and the City of Kingston, to establish a warehouse to facilitate the efficient collection and distribution of large donations of food to agencies. Agencies that provide meals or food as part of their programs can also use the space and storage as available, working in collaboration with the coordinating agency, Lionhearts.

Learn more at: www.unitedwaykfla.ca/communityfoodredistributionwarehouse/

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 to increase awareness about the importance of being kind. This is an awareness event, rather than a fundraiser.



Learn more at www.unitedwaykfla.ca/pinkshirtday

Community Impact

United Way of KFL&A 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.

74,083
clients were
helped in KFL&A
through United Way
funded programs
last year.

Funding Distribution by Impact Area

40%

Helping Kids Be
All They Can Be

24%

Building Strong
and Healthy
Communities

36%

Moving People From
Poverty to Possibility



Community Investment By The Numbers

Helping Kids Be All They Can Be

- 10 Agencies
- 20 Programs
- **Clients served: 29,647**



Building Strong and Healthy Communities

- 31 Agencies
- 46 Programs
- **Clients served: 18,047**



Moving People From Poverty to Possibility

- 20 Agencies
- 61 Programs
- **Clients served: 26,389**





Changing Lives Locally

Geographic Distribution

Client Numbers

Kingston & Frontenac66,449

Lennox & Addington7,634

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.

United Way focuses on

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

29,647
children and youth
accessed programs
to **reach their
highest potential**

“ 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

The Issues

Here are some examples of the challenges individuals in KFL&A are facing. With your support, agencies and programs can work to address these issues.

78% of girls say they hate their bodies, leading to poor self-confidence and, often, eating disorders

1 in 3 people in Canada experienced bullying as a child

1 in 7 high school students in Ontario report symptoms of a substance use problem

1 in 3 children in Canada are at risk of going to school hungry



The Impact



1,297 young girls attended programs to increase their self-esteem and learn healthy behaviours



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



21,100 nutritious snacks and meals were provided to students at school or at home for virtual learning



1,002 children and youth received specialized treatment for substance use and addictions issues



1,732 children and youth were engaged with social and recreational after-school activities

The Impact



6,278 people had access to mental health supports and community supports to help them feel connected



17,000 people accessed community services by calling 211 or chatting online



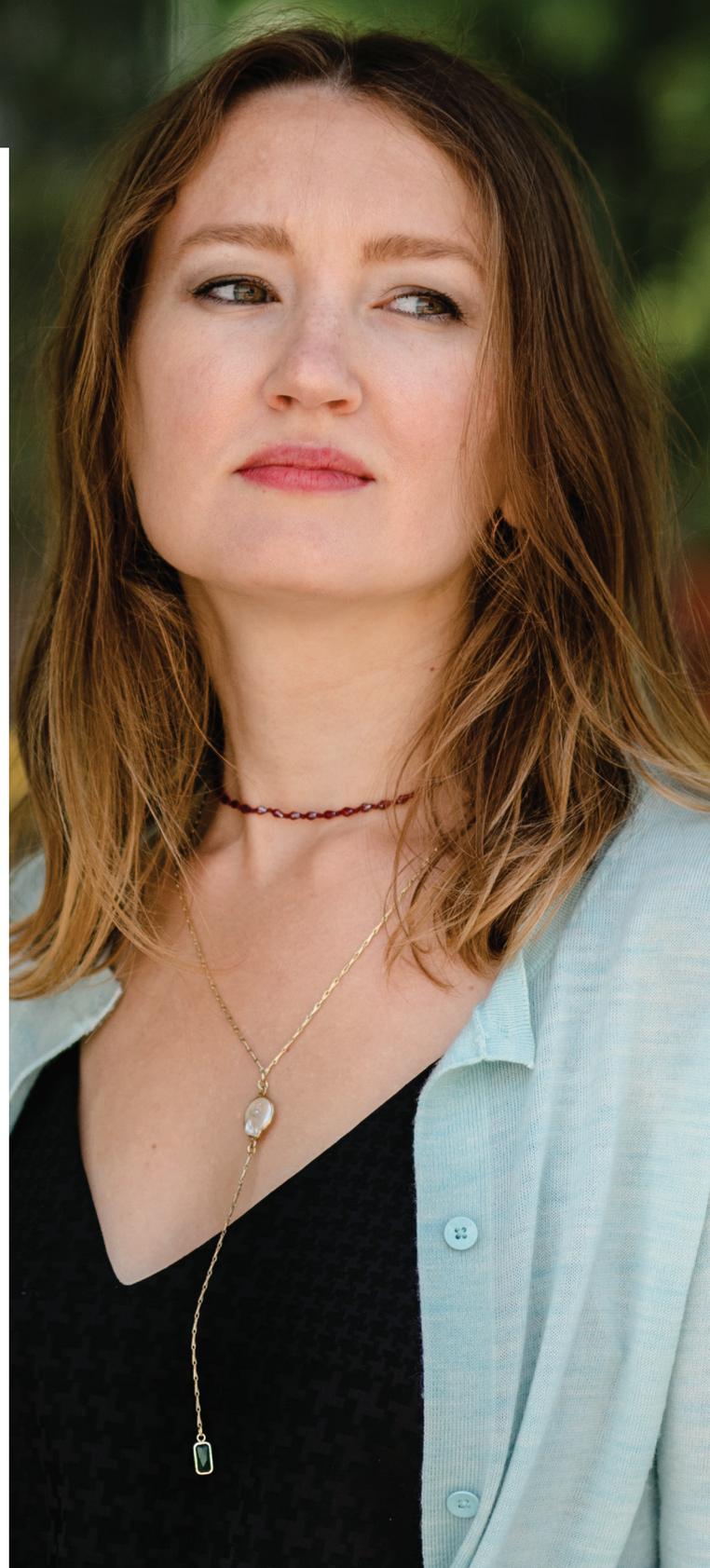
2,698 people with disabilities had access to employment and navigation support services



3,049 LGBTQ2S+ youth accessed safe and inclusive activities to develop connections in the community



217 women and children left violent and abusive relationships by accessing safe emergency shelter and supports



Building Strong and Healthy Communities

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

United Way focuses on

- Connection
- Physical and mental wellbeing
- Safety

18,047
people were helped
by programs and
initiatives supporting
**personal wellbeing
and safety**

“ 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 Canada

The Issues

Here are some examples of the challenges individuals in KFL&A are facing. With your support, agencies and programs can work to address these issues.

1 in 5 Canadians experience a mental illness or addiction problem

1 in 3 women will experience sexual violence in their lifetime

83% of surveyed youth self-identified as having mental health challenges

59% of adults with disabilities are less likely to be employed

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.

United Way focuses on

- Housing stability
- Food security
- Financial security

26,389
people were helped
by programs and
initiatives in meeting
their basic needs and
**moving them
out of poverty**

“ I grew up poor and had a very unhappy childhood. I moved to Kingston as an adult and I struggled with housing. Through the United Way I was connected with a case manager to help me find stable housing. This support lifted me up and now I have a beautiful little place to live in. Having a place to call home has given me a sense of responsibility and a more positive outlook on life. ”

- **John Dickson**

The Issues

Here are some examples of the challenges individuals in KFL&A are facing. With your support, agencies and programs can work to address these issues.

\$1,402 is the average rent for a 2-bedroom apartment in Kingston

\$966 is the average amount a family of four will see their grocery bill increase this year

Almost **4 million** Canadians are considered to be living in poverty

5-7% is the projected rise in food costs in Canada



The Impact



223,482

meals were served through food programs, including takeout, food boxes and in-person meals



1,011

children and youth in KFL&A received warm boots for the winter



323

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



956

low-income parents and children participated in early years programming, including pre and post-natal care, parenting groups, and learning/development programs

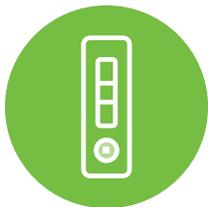
The Impact



379 people experiencing domestic violence had access to safe housing and support programs



1,842 people received mental health support through virtual counselling sessions



10,000 individual rapid tests were distributed to agencies in KFL&A in partnership with Canadian Red Cross



40,036 people were served through in-person meal programs, food programs and walk-in food programs



3,763 kids, adults and seniors received support through virtual and outreach programs to help reduce social isolation



Impact of COVID-19

As the impacts of the pandemic continue, United Way KFL&A has continued to find ways to develop collaborative approaches to the situations and needs, working with agencies to ensure essential community programs can continue to serve all residents, especially community members in vulnerable situations.

The Needs

- Food Security
- Addictions, Mental Health, Homelessness, Counselling
- Support Services

“ 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

The Issues

Here are some examples of the challenges individuals in KFL&A are facing. With your support, agencies and programs can work to address these issues.

33% of seniors reported that their mental health was "somewhat" or "much" worse than before the pandemic

Over **70%** of children and youth between the ages of 2 and 8 reported worse mental health during the initial COVID-19 lockdown

24% of Canadians were unable to access mental health services during the pandemic

1 in 7 Canadians indicated they lived in a household with food insecurity during the second wave of the pandemic

1 in 4 Canadian adults self-reported symptoms of depression, anxiety, or post traumatic stress disorder in the spring of 2021

20-30% increase in gender based violence due to COVID-19 lockdowns in Canada

Homelessness

The issue of homelessness is a complex one that requires different sectors of a community to come together to find local solutions – funders, service providers, healthcare professionals, community organizations and groups – with the voice of people with lived experience informing and guiding strategy and decisions.

The goal is to work with agencies and programs from all sectors to collectively focus on prevention, providing timely intervention and building a network of resources. A higher number of people experiencing homelessness (207) were counted during the 2021 Urban Kingston Point in Time Count, compared to 2018.

“ Through the United Way I was able to connect with programs and agencies that helped me get my life back on track, raise my son, and now, live on my own. ”

- Bobbi

The Issues

Here are some examples of the challenges individuals in KFL&A are facing. With your support, agencies and programs can work to address these issues.

31% of those experiencing homelessness in Kingston identify as Indigenous; people who are Indigenous make up approximately 3.4% of area population

53% of those surveyed who were experiencing homelessness reported that they did not have enough income to afford rent and rents were too high

15 is the average age that surveyed youth became homeless

40% of those experiencing homelessness in the Kingston area are women, higher than the national average of 36%

80% of surveyed respondents during the 2021 Point in Time Count self-identified as experiencing a mental health issue

1.4% vacancy rate in Kingston in 2021; second-lowest vacancy rate in Ontario



The Impact



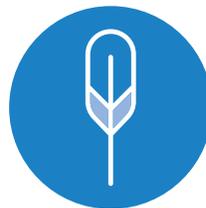
1,013 individuals accessed supports including emergency shelters, counselling and transitional housing



43 youth (and their families) received supports to resolve conflicts and prevent youth from entering the shelter system



537 households at risk of eviction received supports and legal aid to remain housed



50 Indigenous individuals were connected to culturally appropriate or specific support services and programming

United Way KFL&A Partner Agencies 2021

Helping Kids Be All They Can Be

6 Agencies, 12 Programs

Big Brothers Big Sisters of KFL&A
BGC South East (formerly Boys and 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

16 Agencies, 22 Programs

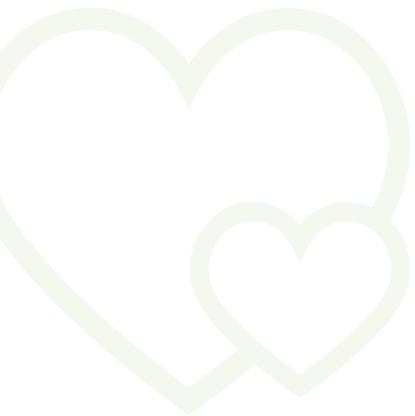
Addictions and Mental Health
Services - KFL&A
Canadian Hearing Services
Canadian National Institute for the Blind
Centre for Abuse and Trauma Therapy
Community Navigation of Eastern Ontario
Epilepsy South Eastern Ontario
Independent Living Centre Kingston

Kingston Interval House
Kingston Military Family Resource Centre
Lennox & Addington Interval House
March of Dimes Canada
Resolve Counselling Services Canada
Rural Frontenac Community Services
Seniors Association Kingston Region
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 Fund Grants in 2021

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

31 Agencies / 37 Program

Community Investment Fund Round 1	
Agency	Program Name
Almost Home	Computer Infrastructure Upgrade
Battersea United Church	Monthly Food Sharing Program
BGC South East	Neighbourhood Outdoor and Virtual Blended Child Program
Dawn House Services and Housing for Women	Supportive Housing Program
Dress for Success	Suiting and Client Engagement
KFLA Public Health	Dental Treatment Assistance
Kingston 4Paws Service Dogs	New Puppy Acquisition
Kingston Frontenac Public Library	Reminiscing Kits
Loving Spoonful	Urban Agriculture/Community Gardens Expansion
Maltby Centre	KFL&A Children, Youth & Family Services Collaborative (CYFSC)
Martha's Table	Meal Program
New Leaf Link (NeLL)	Grow! Connect! Belong!

Community Investment Fund Round 1	
Agency	Program Name
Sexual Assault Centre Kingston	Reducing the Wait List: Part Two
St. Lawrence Youth Association	Specialized Treatment Program for Youth with Concerning Sexual Behaviour
Telephone Aid Line Kingston	Digitalization of Volunteer Training
Well Suited	Suiting
YMCA of Eastern Ontario - Kingston	Total Life Care Space - Flooring

Community Investment Fund Round 2	
Agency	Program Name
BGC South East	Weekend programs for Children and Youth in the West End Community Hub
Canadian National Institute for the Blind (CNIB)	Connecting with Technology - Phone it Forward
Cycle Kingston	Delivering Cycling Courses
Dawn House Services and Housing for Women	Evening Wellness Support Program
Elizabeth Fry Society Kingston	CARE: Court Accompaniment, Referral & Education
John Howard Society	Court Access and Outreach Program

Community Investment Fund Round 2	
Agency	Program Name
Kingston Community Health Centres	Seniors' Food Boxes
Kingston Indigenous Languages Nest	Gathering All Our Relations - On-the-Land Literacy for Families
Kingston Interval House	Supportive Housing Coordinator
Kingston Pride Inc.	Programming Pride
Lionhearts Inc.	Food Reclamation & Redistribution
Loving Spoonful	Community Harvest Gardens
National Initiative for the Care of the Elderly	Kingston Homeshare Program
Pathways to Education Canada	Student Parent Support Worker Position
Resolve Counselling Services Canada	EAP and Consulting Services for Businesses Impacted by COVID
Resolve Counselling Services Canada	Women's Financial Empowerment Program
St. Lawrence Youth Association	The Springboard Hub Technology Implementation Plan
St. Vincent de Paul Society	Meal Program
Victim Services of Kingston and Frontenac	KFL&A Anti-Human Trafficking Protocol
YMCA of Eastern Ontario	Y Penguins Swim Program

Agencies funded through Reaching Home in 2021

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

Reaching Home Base Funding	
Agency	Program Name
Addictions & Mental Health Services - KFL&A	Youth Outreach Case Management
Addictions & Mental Health Services - KFL&A	Outreach Nursing
Addictions & Mental Health Services - KFL&A	COVID Self-Isolation Motel
Dawn House Services and Housing for Women	Transitional Housing Program
Trellis HIV & Community Care	Integrated Care Hub
Trellis HIV & Community Care	Isolation Trailers
Kingston Community Legal Clinic	Eviction Prevention Program
Kingston Health Sciences Centre	Detoxification Centre Program
Kingston Home Base Non-Profit Housing	Youth Housing First/Rapid Rehousing
Kingston Home Base Non-Profit Housing	Community Outreach Worker
Kingston Home Base Non-Profit Housing	RISE@one4nine Transitional Housing
Kingston Home Base Non-Profit Housing	Indigenous Outreach Worker
Kingston Youth Shelter	Family Mediation Program

Reaching Home COVID Response Funding	
Agency	Program Name
Addictions & Mental Health Services - KFL&A	Youth Mental Health Outreach
Addictions & Mental Health Services - KFL&A	COVID Self-Isolation Motel
Addictions & Mental Health Services - KFL&A	Outreach Nursing
Trellis HIV & Community Care	Integrated Care Hub
Trellis HIV & Community Care	Extreme Weather
Kingston Health Sciences Centre	Detoxification Centre Program
Kingston Home Base Non-Profit Housing	RISE@one4nine Transitional Housing
Kingston Home Base Non-Profit Housing	Youth Housing First/Rapid Rehousing
Kingston Home Base Non-Profit Housing	Community Outreach Worker
Kingston Youth Shelter	Family Mediation Program
Kingston Youth Shelter	Shelter Relocation
Kingston Youth Shelter	Overflow Shelter
Resolve Counselling Services Canada	Youth Outreach Counselling



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

Emergency Assistance Fund Grants

In 2021 the United Way of KFL&A Board of Directors approved the expenditure of funds to support emergency assistance programs to help people in poverty. The expenditure of 3% of the Eternity Fund (as per the United Way KFL&A Investment Policy) allows for intervention and support of vulnerable populations by providing urgent services. For more information, please visit www.unitedwaykfla.ca/eternityfund/

5 Agencies / 5 Programs

Emergency Assistance Fund Grants	
Agency	Program Name
KFL&A Public Health	Dental Treatment Assistance Fund
Kingston Community Health Centres	Operation Warm Feet (Kingston and Lennox & Addington)
Kingston Community Health Centres	Seniors Food Box
Lionhearts Inc.	Community Food Redistribution Warehouse
Southern Frontenac Community Services & Rural Frontenac Community Services	Operation Warm Feet (Frontenac County)

“ I give to support the vulnerable people in my community and ensure access to essential programs and services ”

- Donor



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.

8 Agencies / 12 Programs

United Way KFL&A COVID-19 Response Fund	
Agency	Program Name
Addictions & Mental Health Services - KFL&A	Technology Assistance for Clients
Trellis HIV & Community Care	Wounded Warrior Training
Trellis HIV & Community Care	Integrated Care Hub - Technology assistance
Kingston Community Health Centres	Food boxes for Queen's students
Kingston Community Health Centres	Food boxes for St. Lawrence College students
Kingston Community Health Centres	Street Health - Rapid COVID-19 Testing Staff
Kingston Community Health Centres	Winter Warmth program
Lionhearts Inc.	Community Meal Program
Martha's Table	Meal Delivery program
Outreach St. George's Kingston	Lunch By George - indoor food service
Resolve Counselling Services Canada	Mental Health Counselling
Rural Frontenac Community Services	Meals on Wheels

Funded Programs

Addictions & Mental Health Services - KFL&A

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

COVID Self-Isolation Motel (Reaching Home): AMHS runs a self-isolation motel program for homeless or marginally housed individuals who need to test or isolate for COVID-19. Meals and other basic care is provided.

Family Resource Centre (Allocations): Provides dedicated support to caregivers of individuals with mental health and/or addiction concerns, through system navigation, advocacy and informal counselling. A Family Support Worker helps coordinate with clinical teams when appropriate to facilitate stronger relationships between clients, families and caregivers.

FUSE (Allocations): Group for LGBT2SQ+ youth ages 12 to 24 in the Kingston area who experience vulnerabilities often resulting in social isolation. FUSE offers a safe space for youth to explore their gender identity and sexual orientation while developing connection through community.

Outreach Nursing (Reaching Home, Reaching Home COVID Response): Funding supports Registered Nurse staffing for Street Outreach, the In From the Cold Emergency Shelter, and the Integrated Care Hub. Outreach services include assessments, consultations, COVID-19 testing, and basic care.

Technology Assistance for Clients (UW COVID): Clients are provided with SIM cards and phone cards to keep connected to supports and services.

Self-Isolation Motel (Reaching Home COVID Response): AMHS runs a self-isolation motel program for homeless or marginally housed individuals who need to test or isolate for COVID-19. Meals and other basic care is provided.

Youth Outreach Case Management (Reaching Home, Reaching Home COVID Response): The Youth Outreach worker provides intensive case management support and connects youth clients dealing with mental health, many of whom who are homeless, to both internal and external community supports, including housing services.

- Tel: 613-544-1356
- Crisis Lines: 613-544-4229 (Kingston & Frontenac); 613-354-7388 (Lennox & Addington)
- www.amhs-kfla.ca

Almost Home

Almost Home provides a place of comfort and respite for families whose children are receiving inpatient or outpatient treatment at Kingston area hospitals.

Computer Infrastructure Upgrade (CIF): Support was provided for a major technological upgrade to support the daily operations of Almost Home.

- Tel: 613-548-8255
- <https://almosthome.on.ca>

Battersea United Church

Battersea United Church supports individuals within the Storrington Community regardless of their religious beliefs, gender, or race.

Monthly Food Sharing Program (CIF):

Provides quality food and meals to individuals and families in need within the community.

- Tel: 613-353-6609

BGC South East

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 (Allocations):

Programs for 4 to 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.

Neighbourhood Outdoor and Virtual Blended Child Program (CIF):

Provides children aged 6 to 12 with evidence-based physical, social, and emotional development support through virtual and outdoor programming.

Weekend programs for Children and Youth in the West End Community Hub (CIF):

Provides in-person weekend programs for children and youth ages 4-18 at the West End Community Hub focused on physical activity, arts, science, nutrition.

Youth Program (Allocations):

Programming services youth ages 13 to 18 years old at BGC West End Hub and the North End's Rideau Heights Community Centre. Programs focus on themes that include leadership and teamwork, education and career training, nutrition and healthy living, healthy relationships and choices, physical activity, and technology.

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

Big Brothers Big Sisters

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

1:1 Community and Site Based

Mentoring (Allocations): 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. Implemented a hybrid virtual/on-site screening, matching, and support model, eliminating transportation or health concerns barriers to accessing our services.

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

Employment Services (Allocations):

Programs target audience is for people 16 years of age and older living in the KFL&A area who are culturally Deaf, oral deaf, deafened or hard of hearing and facing multiple barriers in their pursuit of meaningful career opportunities, learning employer recognized soft skills and gaining access to work relevant networks.

General Support Services (Allocations):

Provides information, case management and advocacy to individuals who are Deaf, hard of hearing and their families.

Hearing Care Counselling (Allocations):

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.

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

Canadian National Institute for the Blind (CNIB)

Provides services for blind and visually impaired individuals.

Peer and Home Based Support

(Allocations): 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.

Connecting with Technology - Phone it

Forward (CIF): Provides smartphones to individuals with sight loss

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

Centre for Abuse and Trauma Therapy

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 (Allocations):

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/>

Community Navigation of Eastern Ontario

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 (Allocations):

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

Cycle Kingston

Promotes and encourages cycling through education and public outreach to create competent and confident cyclists who are empowered to choose cycling as a safe and healthy means of personal transportation.

Delivering Cycling Courses (CIF):

Provides free cycling courses, Savvy Cycling and Learn to Ride, geared towards school children, older adults, and newcomers. Courses are delivered across the community in partnership with local agencies, school boards, post-secondary institutions, businesses, and associations.

- <http://www.cyclekingston.ca>

Dawn House Services and Housing for Women

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.

Evening Wellness Support

Program (CIF): Provides individualized, client-driven, wellness-based onsite supports for women who struggle with a diagnosed or undiagnosed mental illness and or addiction.

Supportive Housing Program (CIF):

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

Transitional Housing Program

(Reaching Home): The program serves homeless single women of low income between the ages of 16-75, providing daily supports for tenants of the transitional housing, including a case management plan.

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

(Allocations): 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.

Suiting and Client Engagement (CIF):

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

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

Elizabeth Fry Society 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.

CARE: Court Accompaniment, Referral & Education (CIF): Provides support and assistance for women involved in the court system in Kingston with immediate assistance and provides them with the tools to facilitate empowered, independent decision-making to navigate successfully through court processes.

Women Empowered Hub (Allocations): 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 was 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 Program (Allocations): 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 (Allocations):

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. During school closures due to the pandemic, food provision continued by combining services with Isthmus to provide food hampers to families in need, identified by schools.

Supplemental Food Support for

Students (Allocations): The Supplemental Food Support for Students program delivers food boxes to families of the most vulnerable students in KFL&A, to supplement the in-school Student Nutrition Programs. The food boxes include food designed to provide a healthy breakfast and lunch. Approximately 20,000 meals were served with United Way funding.

- 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 (Allocations): 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

Trellis HIV & Community Care

Provides comprehensive services including education, prevention, and support for people living with, at risk of, or affected by HIV/AIDS and other sexually transmitted bloodborne infections, in addition to advocating for broader social change to reduce stigma and discrimination.

Integrated Care Hub (Reaching Home, Reaching Home COVID Response):

A low-barrier, drop-in centre for individuals, many of whom are homeless, living rough or at risk of homelessness, to access basic services and supports including clinical treatment.

Integrated Care Hub – Technology

Assistance (UW COVID): Clients of the ICH were provided with cell phones to ensure they are able to connect with supports.

Isolation Trailers (Reaching Home):

The provision of Isolation trailers where those experiencing homelessness can be sheltered while needing to isolate with COVID-19.

Extreme Weather (Reaching Home COVID Response): Snowsuits were provided for those experiencing homelessness, and unable to access shelter during the winter months

Wounded Warrior Training (UW COVID):

Integrated Care Hub staff were sent for the Wounded Warrior Training offered through the Kingston Police

- Tel: 613-545-3698 or 613-329-6417 (Integrated Care Hub)
- <https://hars.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 Service

(Allocations): 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



John Howard Society of Kingston & District

Provides effective, just, and humane response to crime and its causes.

Court Access and Outreach Program

(CIF): Provides individuals in conflict with the law who may be living in poverty, are homeless or not stably housed with judicial system navigation support. Increases client's access to social supports, reduces social isolation and allows people to maintain their relationships with family, friends, and community service providers.

- Tel: 613-542-7373
- <https://johnhoward.on.ca/kingston>

KFL&A Public Health

Provides public health programs and services to the people of the KFL&A area.

Dental Treatment Assistance Fund

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

- Tel: 613-549-1232
- www.kflaph.ca

Kingston 4Paws Service Dogs

Provides trained service dogs and their continued handling to support individuals and their families with physical and/or mental challenges, assisting them to become more independent in the Kingston community.

New Puppy Acquisition (CIF):

Provides individuals and families who are impacted by autism, PTSD, other mental health issues, mobility challenges and seizures with a service animal who provides life-changing support.

- Tel: 613-766-4441
- <https://kingstonservedogs.ca>

Kingston Community Health Centres

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 (Allocations): 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 2021 until it was safe to re-open with reduced numbers.

Food Boxes for Queen's and SLC students (UW COVID): In collaboration with AMS Food Bank, the program provides low-income students at Queen's University and St. Lawrence College, with a free box of fresh produce and dry staple items to help alleviate food insecurity.

Good Food Box (Allocations): The Good Food Box (GFB) is an affordable food access program available to anyone in the community. Funding provides 250 free food boxes to low income individuals and families.

L&A Virtual Youth Hub (United Way Fund): Youth Hub programming is offered virtually to engage and support youth in L&A, including those that are experiencing homelessness or at risk of becoming homeless. Programming includes groups, events, counselling and connections to other services.

Operation Warm Feet (Emergency): 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.

Seniors Food Box (Allocations, CIF, Emergency): Provides low-income seniors aged 55+ with a free box of fresh produce and dry staple items delivered to their door. This program helps alleviate the food insecurity of local seniors during the pandemic by providing seniors with a box of healthy food.

Street Health - Rapid COVID-19 Testing Staff (UW COVID): Additional staffing deployed to ICH for increased COVID-19 testing.

Winter Warmth program (UW COVID): Additional purchases of winter boots for children and youth.

- Tel: 613-507-7107
- www.kchc.ca

Kingston Community Legal Clinic

Provides legal services in matters relating to poverty, housing, income support, human rights employment. It also pursues law reform activities, provides community legal education, and engages in community development.

Eviction Prevention Program (Reaching Home): The Eviction Prevention worker provides legal services to low-income tenants at risk of eviction through a variety of measures, including landlord negotiations, filing motions, and representing/supporting tenants at Landlord Tenant Board hearings.

- Tel: 613-541-0777
- <https://kclc.ca>

Kingston Frontenac Public Library

Provides Kingston and Frontenac residents with knowledge to transform information resources into solutions, encourage personal development and promote community engagement.

Reminiscing Kits: Supporting Caregivers and Community Members with Dementia (CIF): In collaboration with the Alzheimer Society, this program provides engaging activities for community members living with dementia, while encouraging a means of support for their caregivers.

- Tel: 613-549-8888
- <https://www.kfpl.ca>

Kingston Health Sciences Centre

KHSC is a research and teaching hospital which provides complex, acute, and specialty care through several sites, serving the region of Southeastern Ontario.

Detoxification Centre (Reaching Home, Reaching Home COVID Response):

This program provides a supportive, short-term residential environment for clients who are struggling with first steps of substance withdrawal. Included in this support is provision of individually packaged meals and calling cards.

- Tel: 613-549-6461
- <https://kingstonhsc.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.

Community Outreach Worker (Reaching Home, Reaching Home COVID Response):

As part of the Street Outreach Team, the community outreach worker supports homeless individuals who are living rough by providing access to basic needs services and provisions.

Housing First for Youth (Reaching Home): This program is an extension of the supportive and Housing First programs, with the aim to increase Housing First Case Manager capacity to ensure youth clients have success at finding, securing, and maintaining stable housing.

Indigenous Outreach Worker

(Reaching Home): As part of the Street Outreach Team, the Indigenous outreach worker supports homeless individuals who are living rough and identify as Indigenous by providing access to basic needs services and provisions, with an emphasis on connecting them to appropriate and culturally relevant services and supports.

Lily's Place (Allocations): Provides emergency shelter for families in need in the KFL&A region.

RISE@one4nine Youth Services

(Allocations): 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.

RISE@one4nine Transitional Housing (Reaching Home, Reaching Home COVID Response):

The program provides support to youth residents of transitional housing through case management (individualized plans, risk management, crisis planning), so they can maintain housing.

Youth Housing First/Rapid Rehousing (Reaching Home COVID Response):

This program addresses the gaps in the prevention/diversion and Housing First services by increasing resources for youth in need of longer-term supports but are not eligible for other housing services due to lower acuity.

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

Kingston Indigenous Languages Nest

Promotes Indigenous cultural literacy, language revitalization and language use in everyday life, in the places we live, work, learn and play.

Gathering All Our Relations - On-the-Land Literacy for Families (CIF): A community-led, land-based project, to mitigate the negative impact of social distancing through cultural and social reconnection, early literacy and ceremony for children and their families in an Indigenous Food Sovereignty garden setting.

- <https://kingstonindigenoulanguage.ca>

Kingston Interval House

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

Emergency Shelter (Allocations):

Provides a safe emergency shelter, assistance and programs for women and children leaving abusive situations. During the pandemic, shelter capacity was reduced to accommodate social distancing.

Robin's Hope Transition House

(Allocations): 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

Supportive Housing Coordinator (CIF):

Robin's Hope transitional housing/second stage housing program provides safe, affordable housing with supports for women and children who have left domestic abuse. The program supports women and their families to integrate safely and independently back into the community.

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

Kingston Military Family Resource Centre

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

Community Resource Connections

(Allocations): Provides long term counselling to military families through a community agency, ensuring that families are connected to long term counselling services and able to access them in a timely fashion.

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

Kingston Pride Inc.

Kingston Pride celebrates gender and sexual diversity and supports our diverse community and awareness of LGBTQ+ issues in Kingston and the surrounding region throughout the year, culminating in an annual Pride Festival.

Pride Programming 2021-2022 (CIF):

Provides an expansion of Pride events throughout the year for youth within the Kingston region. Organized by K-Town Youth Pride, a committee of Kingston Pride, family-friendly events and community-led events for youth ensure everyone feels safe and included.

- www.kingstonpride.ca

Kingston Youth Shelter

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

Emergency Shelter (Allocations, YH Fund): Provides emergency overnight shelter for youth ages 16-24. Food, counseling and referral services are also provided. All staff are trained Child and Youth Worker counselors with relevant educational backgrounds.

Family Mediation Program (Reaching Home, Reaching Home COVID Response): The program supports youth and families in conflict, primarily by providing mediation and short term intervention services and case management.

Overflow Shelter (Reaching Home COVID Response): Due to lower capacity at the adult shelter during the pandemic, the Brock Street site provided 6 overflow beds, primarily for women and lower acuity adults.

Shelter Relocation (Reaching Home COVID Response): The shelter program was relocated to a temporary site during the COVID-19 pandemic to ensure youth in need of emergency shelter were supported.

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

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

Lennox & 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 Program (Allocations): 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 clients live in rural areas. In some cases, services were increased and more efficient as the barrier of travel was removed through virtual programming during the pandemic.

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

Lionhearts Inc.

Ensures that nutritious food and clothing donated are distributed safely and effectively to communities agencies that serve vulnerable populations.

Community Food Redistribution Warehouse (CFRW) (Emergency): Initiative to maximize the collection, storage and distribution of food to agencies, resulting in increased access to better food for residents in need, and the ability to recover more food and reduce food waste in the community.

Community Meal Program (UW COVID): Provided meals, food items, food boxes, and snacks to local organizations to assist them in meeting the increased needs of their programs and serve a higher number of clients who are food insecure.

COVID-19 Street Project Rideau Heights; Downtown; and Amherstview (Allocations): Stationed at locations in Rideau Heights, Downtown, and Amherstview for 1 hour daily during the pandemic to provide community members with take-home meal options including grab-and-go snacks, fresh fruit and vegetables, fresh bread and pastries, and hot chocolate.

Food Reclamation and Redistribution (Allocations, CIF): Picks up food from restaurants, kitchens, farms etc. and redistributes it to agencies, shelters, and other community organizations that serve vulnerable populations that experience food insecurity.

- Tel: 613-539-3735
- <https://lionhearts.ca/>

Loving Spoonful

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

Community Harvest Gardens (CIF): Provides local communities with access to fresh local vegetables to meet increased demand and opportunity to develop food sovereignty. Winter crops (potatoes, carrots, squash, etc.) will be stored at the new Community Food Redistribution Warehouse for distribution throughout the winter months when donations of local food tend to be sparse.

Community Kitchens (Allocations): 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 (Allocations): 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.

Urban Agriculture/Community Gardens Expansion (CIF): The Kingston Community Garden Network facilitated by Loving Spoonful provides local communities with equitable access and the opportunity to develop food sovereignty. Loving Spoonful staff helps neighbourhoods plan and build their growing spaces, provides equipment, seedlings, seeds, and gardening knowledge.

- Tel: 613-507-8848
- www.loving Spoonful.org

Maltby Centre

Provides mental health and autism services to children and youth in the Kingston, Frontenac, Lennox & Addington regions.

KFL&A Children, Youth & Family Services Collaborative (CYFCC) (CIF): CYSPC is a large planning table comprised of senior managers who serve as designated representatives for their member agencies charged with the responsibility of working together to ensure that community priorities guide and inform the planning and delivery of children and youth services in Kingston, Frontenac, Lennox & Addington.

- Tel: 613-546-8535
- <https://maltbycentre.ca>

March of Dimes Canada

Provides support to individuals with physical disabilities.

Assistive Devices Program (Allocations):

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 area to overcome barriers, build resilience, reduce isolation and be a part of a caring, inclusive community.

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

Martha's Table

Provides low cost nutritious meals for those in need of a safe and accepting environment.

Meal Delivery Program (CIF, UW COVID):

The program was created in response to the high need of individuals in the Kingston area who are unable to access the program. Funding supports the delivery of nutritious meals to those who are most vulnerable, with an electric car to reduce costs and the program's carbon footprint.

Pandemic Warm Up/Cool Down Centre (CIF):

The Pandemic Warming/Cool Down Centre offererd a safe space from extreme weather elements to provide access to nutritious and affordable food for individuals experiencing homelessness, housing insecurity, and/or dealing with mental, physical and addiction challenges.

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

National Initiative for the Care of the Elderly

The National Initiative for the Care of the Elderly (NICE) is an international network of researchers, practitioners, students and seniors dedicated to improving the care of older adults, both in Canada and abroad.

Kingston HomeShare (CIF): Canada HomeShare Program matches older adults aged 55+ with a spare room in their home with post secondary students seeking safe and affordable housing near their school. Provides companionship, reduces social isolation, and increases the number of intergenerational relationships in the Kingston region.

- www.nicenet.ca

New Leaf Link (NeLL)

Provides programming in Arts, Healthy Living and Community Participation that focuses on the interests and abilities of (dis)abled participants in South & Central Frontenac.

Grow! Connect! Belong! (CIF): Provides participants facing social isolation with ongoing support, and social connections through weekly virtual programming.

- 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 (Allocations): 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. Individually packaged take-out meals distributed outdoors have been provided since the start of pandemic restrictions.

Lunch By George – Indoor Food Service (UW COVID): Funding was provided to support the indoor dining service, which provides hot daily lunches to those living in poverty or with low income.

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

Pathways to Education Canada

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

Pathways to Education Kingston (Allocations): 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.

Student Parent Support Worker Position (CIF): Program offers concrete academic, social and financial supports to address systemic barriers to education in Kingston's north end.

- Tel: 613-507-7107
- www.kchc.ca

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 (Allocations): Provides short-term, solution focused counselling to children and youth who are experiencing social, emotional or relationship problems.

EAP and Consulting Services for Businesses Impacted by COVID (CIF): Provides counselling services to assist Kingston businesses with 10 employees or less who are experiencing difficult feelings, distress, depression, anxiety, and isolation. Supports the increasing mental health needs impacting businesses that have experienced decreased revenue and precarious employment during the pandemic.

Individual and Family Counselling (Allocations): Provides affordable counselling to families, couples, parents and individuals who are experiencing social, emotional or relationship problems.

Mental Health Counselling (UW COVID): Funding to support staffing to waive counselling fees for 6 months during the pandemic.

Multi-Service Immediate Walk-In (Allocations): Provides immediate services to individuals seeking mental health supports and programming offered by Resolve while reducing wait times for counselling services.

Women’s Financial Empowerment Program (CIF): Provides support to women leaving abusive relations by supporting the development of financial literacy to help empower them to gain more control on their new path away from domestic violence. By offering these resources and strategies, Resolve can further support women leaving abusive relationships and contribute to their healing process.

Youth Outreach Counselling (Reaching Home COVID Response, YH Fund): The program provides outreach counselling services to youth that are experiencing homelessness or are at risk of becoming homeless, offering outreach programming at several sites to increase accessibility for youth to improve their emotional and psychological health and well-being.

- 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.

Bridging the Gap for Rural Youth (Allocations): Supports vulnerable youth in North, Central and parts of South Frontenac Townships to make healthy life choices, increase youth opportunities by removing barriers, and foster effective community linkages during and after the pandemic. Allows youth to engage in a variety of social, emotional, and physical activities to help empower youth and meet their unique needs and circumstances.

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

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

- 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 (Allocations): Provides residents with life-skills training to inspire permanent housing, life-management, and positive community involvement. 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/>



Seniors Association Kingston Region

Specialises in recreation and leisure activities for seniors.

Seniors Association Without Walls

(Allocations): A free conference calling system for seniors who are housebound, or limited in the ability to leave their home. The program allows seniors to interact with each other while learning about specific subjects, listening to a featured speaker, playing games, or simply discussing current events.

- Tel: 613-548-7810
- <https://seniorskingston.ca>

Sexual Assault Centre Kingston

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

First Response for Youth (Allocations):

Offered at all of the high schools and non-traditional learning environments within KFL&A 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.

Reducing the Wait List: Part Two (CIF):

Provides survivors of sexual violence with access to counselling and psychotherapy, crisis intervention and community-based support systems, within three weeks of presenting to the centre.

- 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.

Hot Meals on Wheels (Allocations):

Seniors 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.

Operation Warm Feet (SFCS, RFCS)

(Emergency): 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.

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

St. Lawrence Youth Association

Provides individualized restorative programming for youth at risk, aims to reduce youth crime and helps build strong individuals and communities.

Specialized Treatment Program for Youth with Concerning Sexual Behaviour (CIF):

Provides a community-based specialized treatment program for youth ages 12 to 24 years old who demonstrate significant sexual behavioural problems, concerning sexualized behaviour and/or who have offended sexually. The program will enhance local mental health services and reduce the risk of inappropriate sexualized behaviour and sexual assault.

The Springboard Hub Technology

Implementation Plan (CIF): Provides educational modules that assist youth in understanding the impact of their unlawful activities on both their own future, their victims and society as a whole. The program aims to replace these behaviours with more pro-social thinking and actions.

- Tel: 613-542-9634
- www.slya.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.

Meal Program (CIF): Provides meals to those living in poverty, suffering homelessness and those facing mental health challenges prior to and throughout the pandemic.

- Tel: 613-766-8432
- www.svdpk Kingston.com

Telephone Aid Line Kingston (TALK)

Provides confidential, anonymous, and non-judgmental volunteer-based support service. Our aim is to meet the needs of a diverse population by providing an empowering, empathetic, and safe environment through the provision of a listening phone service.

Digitalization of Volunteer Training

(CIF): Provides callers with access to non-judgmental, confidential, and empathetic support to cope with a variety of stressors including isolation, loneliness, mental and physical health conditions, family issues, abuse, occupational challenges, and violence.

- Tel: 613-544-1771
- www.telephoneaidlinekingston.com

Victim Services of Kingston and Frontenac

Provide assistance to individuals, families, friends, witnesses and/or groups at the request of emergency services personnel, community services and self-referrals in order to meet an individual's unique needs; to help lessen the trauma of the experience.

KFL&A Anti-Human Trafficking Protocol

(CIF): KFL&A Anti-Human Trafficking Protocol will support victims of trafficking and help them access services and appropriate supports within the community. This protocol will provide support to victims to exit their situation, recover from the trauma, integrate back into society, and try to reduce the possibility of revictimization.

- Tel: 613-548-4834
- <https://victimserviceskingston.ca>

Well Suited

Well Suited is a newly registered charity that supports the economic independence of men in need by providing suitable attire and career development tools.

Suiting Program (CIF): Provides appropriate work attire, and essential life-skills to help individuals enter the workforce, stay employed and become role models for their families and communities.

- Tel: 613-328-4530

YMCA of Eastern Ontario

Provides community-focused programming in the Brockville and Kingston regions focused on building strong kids and strong families

Total Life Care Program (CIF): Provides programs, and fitness classes designed to assist individuals with health conditions of all ages to enjoy a better quality-of-life.

Y Penguins Swim Program (CIF): Provides a swim team for children with physical disabilities and their able-bodied siblings. Program offers children the opportunity to learn a new life skill and the lessons that competitive swimming teaches, such as work ethic, believing in yourself, teamwork and all the valuable lessons that kids in sport learn.

- Tel: 613-546-2647
- <https://eo.ymca.ca>

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 (Allocations): 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 Secondary School (Allocations):

Provides counselling supports and accurate information to secondary 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.

Kairos Elementary School (Allocations):

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. During the pandemic, programs normally provided in schools were delivered virtually until able to be in-person.

Kairos Addiction Targeted Intervention

(Allocations): 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 (Allocations): 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.

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

Over **74,000 individuals** in the KFL&A community were helped locally through **61 organizations** and over **127 programs**.



Local Love

in action



417 Bagot Street, Kingston, ON K7K 3C1
Tel: 613-542-2674 | **Fax:** 613-542-1379
www.unitedwaykfla.ca



United Way
Kingston, Frontenac,
Lennox and Addington