

# Community *Impact Report*



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



United Way Kingston, Frontenac, Lennox & Addington would like to acknowledge this traditional territory's longer existence and its significance for the Indigenous people who lived and continue to live on Turtle Island.

We are situated on traditional Anishinaabe, Haudenosaunee and the Huron-Wendat land. There are Métis and other non-status First People from many Indigenous Nations present in our community today. This acknowledgement symbolizes the United Way KFL&A's first step, of many, along this path toward Indigenous reconciliation, in a respectful manner.



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*Strengthen*



## *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

The United Way KFL&A Board of Directors periodically reviews its strategic direction with community consultations. The Board is currently conducting community consultations with stakeholders and meeting with key informants. This input will inform and update the strategic direction of the United Way.

The United Way KFL&A understands that the needs in the community are more complex and have changed significantly. As a result it is critical that a renewed strategic direction be created to serve the region.

The KFL&A community has continued to be a caring and giving community. As a result, this United Way ranks in the top two of all United Ways across Canada in revenue per market million and is among the Top 100 rated charities in Canada.

The United Way was also able to secure pandemic-specific funds that helped to support a rapidly changing landscape in the social service sector. The United Way continues to work with partners to ensure that all community members continue to have an opportunity to live with hope, dignity, and a sense of belonging.

“ As a community, we are seeing more people who need food and secure housing, and who are often facing mental health and addiction challenges. For us to have a strong, vibrant community, we need to support each other and ensure that everyone’s basic needs are met. As the effects of the pandemic continue, we need to act at a local level to support individuals who are vulnerable. They need our support – every donation makes an impact. ”

- Jane Lapointe,  
2022 United Way KFL&A  
Campaign Chair







## 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 key issues:** The United Way brings the community together to work collaboratively across sectors to address critical priority issues like youth homelessness, poverty, mental health and food access. The United Way is currently working with key partners to find low-barrier, trauma-informed solutions, and develop a community plan to support people who are homeless.

It is estimated that one in four Canadians currently are or will need to use charitable services over the next year for basic necessities.



## 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 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 EDII 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

The United Way Board of Directors reviewed communities of practice, resources and frameworks. Through conversations and with the guidance of the Equity Diversity Inclusion & Indigenization Roundtable, they identified four key areas of focus: Organizational and Culture Practices, Capacity Building, Data Collection and Resource Allocation. For more information and updates, visit [www.unitedwaykfla.ca/edii](http://www.unitedwaykfla.ca/edii)





# Donation Drives

United Way KFL&A works closely with partners on donation drives throughout the year. These drives fill gaps in the community as donations are collected by United Way, community partners and individuals and then distributed to agencies for community members. Learn more about these donation drives below.



“ For kids who struggle in life, you want to do whatever little thing you can to help them. And it might be as easy as a backpack of school supplies. It might be as easy as a lunchbox. It allows students to associate a fresh start with the new school year.”  
- Retired elementary school principal

Learn more at [www.unitedwaykfla.ca/backpackprogram](http://www.unitedwaykfla.ca/backpackprogram)

In 2022 **1,400** children and youth received supplies and backpacks

## Backpack Campaign

Going back to school comes with lots of excitement and anticipation; it can also be an anxious and stressful time for many families as they do their best to set their young students up for success. For basic school supplies, the cost per student can range from \$200 to \$300.

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 the school year ahead.

## Coats for Community

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. United Way KFL&A works with local community members to collect donations and distribute these through agencies that serve the most vulnerable.

“Winter coats can be costly. If you are living on a fixed income or in poverty, then it is nearly impossible to buy a new coat. When our community generously donates coats to United Way, then we know that we will have some warm coats to hand out this winter to our clients” - Kingston Interval House

Learn more at [www.unitedwaykfla.ca/coatsforcommunity](http://www.unitedwaykfla.ca/coatsforcommunity)



Over **1,300** items were collected and distributed during the Coats for Community Drive in 2022



## Tampon Tuesday

United Way KFL&A partners with local businesses and workplaces for this annual collection drive in the region. Menstrual hygiene products are among the most requested items at local food banks, shelters and agencies, 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.

“Resolve sees many women who struggle to make ends meet month to month. Tampon Tuesday has enabled us to both have access to free menstrual products while at the agency, and for women to take home with them. We have heard stories of how women make due when they cannot afford these products, and love the opportunity to offer women both health and dignity through Tampon Tuesday.”  
- Resolve Counselling Services

Learn more at [www.unitedwaykfla.ca/tampontuesday/](http://www.unitedwaykfla.ca/tampontuesday/)

Over **134,000** hygiene products were collected and distributed in 2022

**17%** of Canadians who menstruate have had to decide between buying a period product and an essential item on their grocery list



# 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/](http://www.unitedwaykfla.ca/financial-statements/).

## Effective, Efficient and Accountable

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

## Annual Registered Charity Disclosure, Staff and CEO Salaries

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](http://www.unitedwaykfla.ca/riskmanagement)

# For the Year Ending 2022

**87.9%** Funds invested directly into programs and services

**10.1%** Fundraising costs

**2.0%** Related Administrative costs



**\$5,925,504**  
Total revenue

**\$599,837**  
Fundraising costs

**\$117,744**  
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.**

# 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.

Members participate in events and panels throughout the year, learning more about local issues. Thanks to a generous donation from Jessica Bayne Hogan, a Women United Challenge Grant was offered during the 2022 Campaign. Women donors would see their donation matched by both this grant and the Leadership Challenge Grant – tripling their gift to United Way.

Learn more at [www.unitedwaykfla.ca/womenunited](http://www.unitedwaykfla.ca/womenunited)

## 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 and engagement events.

Learn more about Retirees United at [www.unitedwaykfla.ca/retireesunited/](http://www.unitedwaykfla.ca/retireesunited/)



## Next Gen

United Way Next Gen is comprised of young professionals ranging in age from 25-40 and is an opportunity to engage, learn more about the community through the United Way KFL&A, and how to get more involved. 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.

Next Genners can also become Workplace Ambassadors, working 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](mailto:campaign@unitedwaykfla.ca) or visit [www.unitedwaykfla.ca/next-gen/](http://www.unitedwaykfla.ca/next-gen/)

## Volunteer Centre

Volunteering is a vital component to the communities of Kingston, Frontenac, Lennox and Addington. Volunteers strengthen the community by increasing capacity and creating ownership.

The Volunteer Centre directly links residents looking to volunteer with agencies and organizations that have volunteer opportunities.

The Centre also allows agencies to post volunteer opportunities and create profiles, helping them connect with volunteers.

Email [volunteer@unitedwaykfla.ca](mailto:volunteer@unitedwaykfla.ca) or visit [www.volunteerkfla.ca](http://www.volunteerkfla.ca) to learn about volunteer opportunities.



## Day of Caring

United Way Day of Caring brings together volunteers from local organizations and local agencies, to provide much needed assistance through projects that often include repair work, gardening, painting, and cleaning. This fun event generates a team building experience and community engagement for all involved.

Learn more about Day of Caring at [www.unitedwaykfla.ca/dayofcaring](http://www.unitedwaykfla.ca/dayofcaring)

## 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. [www.unitedwaykfla.ca/lds](http://www.unitedwaykfla.ca/lds)



### Leadership Giving Levels

<b>Transformational</b> .....	\$100,000+
<b>Philanthropist Circle</b> .....	\$25,000 - \$99,999
<b>Platinum</b> .....	\$10,000 - \$24,999
<b>Gold</b> .....	\$5,000 - \$9,999
<b>Silver</b> .....	\$2,500 - \$4,999
<b>Bronze</b> .....	\$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 in 2022. The grant, thanks to the generosity of Julie and Jim Parker, matched first-time donations of \$1,200. If you were already a Leadership donor and added at least 10% to your gift, the Leadership Challenge Grant provided a match up to a maximum amount.

"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. Together we can help tackle the increased needs by increasing our support."  
- Julie and Jim Parker, 2022 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.

Learn more at [www.unitedwaykfla.ca/eternityfund/](http://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, e-transfer or by cheque or cash. Your donations have the power to change lives right here in your community.

For more information, tools and resources visit [www.unitedwaykfla.ca/campaigntoolkit](http://www.unitedwaykfla.ca/campaigntoolkit)

# Community Collaboration Projects

United Way facilitates collaboration between agencies and all sectors to explore system change and creative ideas to support local services. There has been tremendous innovation and collective work in this area. Here are some details on these projects.



## PORCH

United Way KFL&A and Kingston Community Health Centres, along with other community organizations launched the new Portable OutReach Care Hub (PORCH) in the summer of 2022. The retrofitted mobile Recreational Vehicle (RV) provides mobile health and social service supports for vulnerable individuals in the community seeking wellness services.

The idea for PORCH came from an identified need in the community for access to services, especially for individuals who are in vulnerable situations throughout KFL&A.

Learn more [www.unitedwaykfla.ca/newsrelease-porch/](http://www.unitedwaykfla.ca/newsrelease-porch/)

## Homelessness Collective Impact Committee

The Homelessness Collective Impact Committee (HCIC) was convened by the United Way KFL&A to design, develop and adapt a system of care to address homelessness in Kingston (and area). With insight from service-providers and people [with living and lived experience, this committee has been working on a people-centric and solution-focused approach to an issue that requires multi sector initiatives.

This committee acknowledges the increasing numbers and complexity of people who need stabilization and support to help them along their path to being housed.

Learn more at [www.unitedwaykfla.ca/HCIC](http://www.unitedwaykfla.ca/HCIC)



## Integrated Care Hub

The Integrated Care Hub (ICH) opened in 2020 and was introduced during the pandemic to meet the needs of underserved individuals in our community who may experience barriers to care.

It provides 23/7 low-barrier and wrap-around services for individuals with immediate needs such as safety, food and rest, and longer-term needs such as substance use and mental health. The ICH is operated by Addiction & Mental Health Services, Trellis HIV and Community Care (formerly HARS) with harm reduction and Consumption and Treatment Services (CTS) offered by Kingston Community Health Centres.

The goal of the integrated care model is to create a safe and welcoming space where individuals can connect with local services. The ICH offers a person-centred approach to care, where services offered are specific to an individual's need and desire for support. United Way continues to support the ICH through grants and through funding for both Trellis HIV and Community Care and KCHC.

"The United Way funding and support really has been imperative to our operations at the Integrated Care Hub. The United Way provides program dollars for Indigenous programming and for our community support program, which allows us to hire the people we serve who have lived experience. The United Way's commitment to serving our marginalized homeless population plays a key role within health and social service agencies across the city to provide support to those who need it most."

- Manager, Integrated Care Hub



## Youth Peer Support

This community-driven initiative was identified through a special youth mental health committee spearheaded by Kingston Health Sciences Centre and United Way KFL&A. Through conversations with youth, the committee discussed multiple challenges youth often face when they are in crisis, or are discharged from hospital. Youth indicated that having a peer walk with them through this experience would be a tremendous help during the transition.

This community-based program, sponsored by United Way, RBC Foundation and yupi.ca is new for youth in the region. The program works with youth ages 16 - 24 that are referred to the program by agencies. Youth seeking support are matched with trained peers over the age of 18, with lived experience.

Learn more [www.unitedwaykfla.ca/newsrelease-peersupport2022/](http://www.unitedwaykfla.ca/newsrelease-peersupport2022/)



United Way facilitates collaboration between agencies and all sectors to **explore system change and creative ideas to support local services.**

## One Roof Youth Wellness Hub

In October 2017, One Roof Youth Wellness Hub opened with the support of United Way KFL&A and 27 youth-serving organizations. The hub offers a space where agencies can provide wraparound services for vulnerable youth – connecting them with the right service at the right time, all under one roof. In 2020, Kingston Home Base Housing, the backbone organization to One Roof, purchased a former church property to expand services and United Way provided funding to help with the renovations. The new space opened in early 2021.

Working together in a single location allows young people to build strong and trusting relationships with services and staff. United Way continues to support core services at One Roof through grants to cover the cost of accommodation and staffing.

Learn more [www.kingstonhomebase.ca/one-roof/](http://www.kingstonhomebase.ca/one-roof/)

## A Great Start for Families: Kahwà:tsire Ronwatiyenawá:se Centre

A preventative model, this initiative is a collaborative response between United Way KFL&A, City of Kingston, and Family and Children's Services (FACSFLA). Families with children aged 0-6 or expectant parents are able to access 40 plus community services/resources all in one location. With a focus on early intervention and support, the Centre is administered by FACSFLA, and helps families understand what services are available and how to access them.

Named 'A Great Start for Families: Kahwà:tsire Ronwatiyenawá:se Centre', includes Mohawk language meaning 'we all work together to support each other' or 'we are giving support to someone'.

Learn more [www.unitedwaykfla.ca/agreatstart/](http://www.unitedwaykfla.ca/agreatstart/)



## Community Food Redistribution Warehouse

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

"One of the things that non-profits are known for is just working around things - we'll just make do and figure it out. But now that we have the CFRW, the efficiencies that it creates are enormous for all the food providers. A really important part of the dream of this space was the word community. It took community to put it together, it took community to build it and it is going to make our community stronger."  
- Coordinator, Community Food Redistribution Warehouse

Learn more [www.unitedwaykfla.ca/communityfoodredistributionwarehouse/](http://www.unitedwaykfla.ca/communityfoodredistributionwarehouse/)

# Community Impact

United Way 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. These programs support local residents, helping them when they need it the most.

**54,629**  
people were  
helped in KFL&A  
through United Way  
funded programs  
last year.

## Funding Distribution by Impact Area

**44%**

Helping Kids Be  
All They Can Be

**19%**

Building Strong  
and Healthy  
Communities

**37%**

Moving People From  
Poverty to Possibility



## Community Investment By The Numbers

### Helping Kids Be All They Can Be

- 6 Agencies
- 12 Programs
- **People served: 24,034**



### Building Strong and Healthy Communities

- 15 Agencies
- 27 Programs
- **People served: 10,259**



### Moving People From Poverty to Possibility

- 10 Agencies
- 20 Programs
- **People served: 20,336**





# *Changing Lives Locally*

## **Geographic Distribution**

### **People Served**

Kingston & Frontenac .....	47,705
Lennox & Addington .....	6,924

# 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

**24,034**  
children and youth  
accessed programs  
to **reach their  
highest potential**

“ A number of children arrive at school without lunches and the Food Sharing program provides for them. It can be very difficult for students to learn and engage while hungry. The program makes sure they have a nutritional lunch, without stigma, helping them have a successful day at school.”

- **Student Nutrition  
Program Coordinator,**  
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.

**300,000** high school students in Canada are at risk of dropping out

**60%** of illicit drug users in Canada are between 15 and 24

**3 in 10** parents and guardians cannot afford for their kids to participate in after-school programs and activities

**33%** of food bank users in Canada are children representing 400,000 visits each month





## The Impact



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



**709** children received subsidies that enabled them to participate in after-school programming



**352** children and youth were connected with a positive adult mentor



**18,000** nutritious snacks and meals were provided to students at school

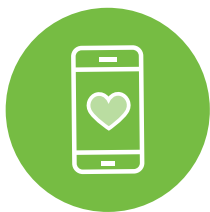


**520** children and youth received specialized treatment and counselling supports for substance use and addictions issues

## The Impact



**222** assistive devices were provided to adults and seniors in financial need who have a disability



**22,320** people accessed community services by calling 211 or chatting online



**378** people accessed affordable and culturally appropriate counselling geared towards sexual assault survivors



**273** women and children left violent and abusive relationships by accessing safe emergency shelter



**5,077** people, including seniors, accessed community services and supports that increase their sense of connectedness to their community



# 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

**10,259**  
people were helped  
by programs and  
initiatives supporting  
**personal wellbeing  
and safety**

“ Seeing the demand for our services increase year over year, it can be disheartening to watch survivors sit on a waitlist. Since receiving funding to help reduce our waitlist, we have received positive feedback from service users, along with community organizations on how accessible our services are. We are grateful to be able to start this healing work in a timely fashion, thanks to United Way's support. ”

- **Director of Counselling Services**, Sexual Assault Centre

## 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 4** North American women will be sexually assaulted during their lifetime

**24%** of Canadian seniors feel isolated from others and wish to participate in more social activities

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

**1.6** million Canadians with disabilities are unable to afford the aids, devices, or prescription medication they need

# 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

**20,336**  
people were helped  
by programs and  
initiatives in meeting  
their basic needs and  
**moving them  
out of poverty**

“ I have been receiving the Seniors’ Food Box for two years and it is a tremendous help. I live with Type II Diabetes and chronic pain. To go out to the store is a lot. Having the box delivered to my door is the best and it really takes that pressure off both health wise and financially. Thank you to the staff and volunteers involved for all they do in keeping this program running.”

- **Melanie**, 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.

**\$1,099** is the cost of healthy food per month for a family of four in KFL&A

**8.9%** of food bank users are seniors

**1 in 9** households live with food insecurity in the KFL&A area

**1 in 7** (or 4.9 million) people in Canada live in poverty



## The Impact



**160,571**

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



**3,940**

food boxes were delivered to low-income seniors



**839**

children and youth in need received winter boots



**982**

individuals were provided with work attire and supports to gain employment



**1,953**

families and children received supports to participate in early years programming

## The Impact



**3,845** people accessed mental health supports to help them feel better connected to the community



**1,284** children and youth were connected with mental health and counselling supports



**795** seniors participated in programming that improved their social supports and reduced isolation



**995** relationships with family and friends were strengthened and repaired through counselling and support services



**112** individuals experiencing homelessness were supported with mental health assessments



# Mental Health

Mental health is a key concern for individuals in KFL&A and across Canada. In any given year, 1 in 5 people in Canada will personally experience a mental health challenge or illness. Mental illness directly or indirectly affects all community members at some time either through their own experience, or that of a family member, friend or colleague.

## How United Way helps

United Way is working closely with agencies and programs to respond to this increased need, working collaboratively on ways to help individuals in the region get the support they need.

“ FUSE provides a safe space for me. Throughout my experience with FUSE, I've been able to get more comfortable with communicating with others, and really find and accept myself for who I am. ”

- Participant , FUSE Youth Group

## 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.

**44%** of Ontarians said their mental health has deteriorated since the onset of the pandemic

**40%** of Canadians aged 18-34 say they feel like they're at a breaking point mentally

**91%** of youth report feeling more disconnected from their community than they did pre-pandemic

Low income Canadians are **3-4** times more likely to report poor to fair mental health

**40%** of individuals who experience homelessness live with mental illness

**30%** of Canadian seniors are at risk of becoming socially isolated

# 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.

## How United Way helps

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.

“ Our residents have complex and evolving needs. Through consultation and collaboration with residents, United Way and partner agencies, we are able to help individuals get the support they need and work towards permanent housing. ”

- Ryandale Transitional House

## 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** of the population using shelters are unattached youth between the ages of 16 and 25

Up to **40%** of youth experiencing homelessness in Canada identify as 2SLGBTQIA+

**\$1,684** is the average monthly rent for a 1-bedroom apartment in Kingston, 14% increase from last year

**25%** of people who are unhoused indicate that addiction or substance use was a reason for their most recent housing loss

**40%** of those experiencing chronic homelessness in Kingston identify as Indigenous; individuals who are Indigenous make up approximately 3.4% of the area population





## The Impact



**30** youth (and their families) received support from a mediator to resolve conflicts and prevent youth from entering the shelter system



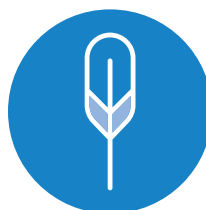
**871** households at risk of eviction received supports and legal aid to remain housed



**6,675** drop-in rest spaces were used each month



**1,159** individuals accessed housing supports including shelters, counselling and transitional housing



**557** Indigenous individuals were connected to or accessed culturally appropriate or specific support services and programming

# United Way KFL&A Partner Agencies 2022

Through an annual review process by volunteers, United Way allocates ongoing, stable funding to its partner agencies for specific programs.

## 31 Agencies / 58 Programs

Agency	Program Name
Addiction and Mental Health Services - KFLA	Family Support Worker
	FUSE Program
	Criminal Justice Support Worker (one-time)
	Street Outreach Van (one-time)
Big Brothers Big Sisters of KFL&A	1:1 Community and Site Based Mentoring
BGC South East	After School Connections
	Youth Program
Canadian Hearing Services	General Support Services
	Hearing Care Counselling
	Employment Services
Centre for Abuse and Trauma Therapy	Client Assistance Program
Canadian National Institute for the Blind	Peer and Home Based Support
Community Navigation of Eastern Ontario - 211	211 Eastern Region
Dress for Success Kingston	Boutique and Success Centre
Elizabeth Fry Society Kingston	Women Empowerment (WE) Hub
	WRAP (Women Reintegrating After Prison)
Epilepsy South Eastern Ontario	Epilepsy Support Program
	Youth Transitional Program

Agency	Program Name
Food Sharing Project	Student Nutrition Program
Girls Inc. of Limestone, Algonquin and Lakeshore	Girls Ed Program
Independent Living Centre Kingston	Information and Support Service
Kingston Community Health Centres	EarlyOn
	Good Food Box
	Seniors' Food Box
Kingston Home Base Non-Profit Housing	Youth Services Case Management
	Lily's Place
Kingston Interval House	Emergency Shelter
	Robin's Hope Second Stage Housing
Kingston Military Family Resource Centre	Community Resource Connections
Kingston Youth Shelter	Emergency Shelter
	Transitional Housing Program
Lennox & Addington Interval House	Community Outreach Program
Lionhearts Inc.	Children's Weekend Wellness
	Emergency Warming & Drop In Centre
	Food Rescue
	Nutrition Program
Loving Spoonful	Food Access
	Community Kitchens
Maltby Centre	Youth Mental Health Access

Agency	Program Name
March of Dimes Canada	Assistive Devices Program
Outreach St. George's Kingston	Lunch By George
Pathways to Education Kingston	Pathways to Education Kingston
Resolve Counselling Services Canada	Family Counselling
	Child and Youth Counselling
	Multi-Service Immediate Walk-In Services
Ryandale Transitional Housing	Transition House
	Transition House 2
Rural Frontenac Community Services	Family Counselling Program
	Bridging the Gap for Rural Youth
Sexual Assault Centre Kingston	First Response for Youth
	Diverse Communities Program
	Reducing the Waitlist
Well Suited	Suiting Operations
Youth Diversion Program	CHANCE Mentoring Program
	Rebound
	Kairos Substance Use & Addiction Secondary School Program
	Kairos Substance Use & Addiction Elementary School Program
	Kairos Substance Use & Addiction Targeted Intervention Services

# Community Investment Fund Grants

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

## 21 Agencies / 24 Programs

Community Investment Fund	
Agency	Program Name
Canadian National Institute for the Blind	Kingston Seniors Support Programs
Dawn House Services and Housing for Women	Transitional Supportive Housing - Ridley Drive
Dress for Success Kingston	Suiting & Client Engagement
Elizabeth Fry Society Kingston	Indigenous Ceremonies
Epilepsy South Eastern Ontario	Emily's Transportation Project
United for Literacy	Championing Literacy in Kingston
Incorporated Synod of the Diocese of Ontario	Refugee Sponsor Support
Independent Living Centre Kingston	Independence in Motion: Community Lending Program
KFL&A Public Health	Dental Treatment Assistance Fund (DTAF)
Kingston Home Base Non-Profit Housing	Accessibility to Services at One Roof
	Security Cameras at Transitional and Supportive Housing
Kingston Indigenous Language Nest	Youth Connections

<b>Community Investment Fund</b>	
<b>Agency</b>	<b>Program Name</b>
Loving Spoonful	Community Harvest Expansion (Urban Agriculture)
	Wiisiinda! Community Kitchens Program
Martha's Table Community Program	Take-out and Meal Delivery
Morningstar Mission Relief Inc.	Van for Program Services Transportation
Ongwanada Hospital	Community Risk Watch
Outreach St. George's Kingston	OSGK Clothing Depot
Ryandale Transitional Housing	Repairs - Victoria St. Transition House
Sexual Assault Centre Kingston	Reducing the Waitlist Program
St. Lawrence Youth Association	Reintegration and Support
	Specialized Treatment Program for Youth with Concerning Sexual Behaviour
The Shoe Project	Improving English Writing for Newcomer Women
Tipi Moza Iron Homes	Tipi Moza Charitable Status

*Collaboration*

# Agencies funded through Reaching Home

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

## 9 Agencies / 16 Programs

Reaching Home Base Funding	
Agency	Program Name
Addictions and Mental Health Service - KFLA	COVID Self-Isolation Motel
	Integrated Care Hub
	Outreach Nursing
	Youth Outreach Case Management
Dawn House Services and Housing for Women	Transitional Housing
Trellis HIV & Community Care	Integrated Care Hub Isolation Trailers
Kingston Community Legal Clinic	Eviction Prevention Program
Kingston Community Health Centres	Portable OutReach Care Hub (PORCH)
Kingston Health Sciences Centres	Detoxification Centre Program
Kingston Home Base Non-Profit Housing	Community Outreach Worker
	Housing First for Youth
	Indigenous Outreach Worker
	RISE@one4nine Transitional Housing
	Youth Services - Supportive Housing

<b>Reaching Home Base Funding</b>	
<b>Agency</b>	<b>Program Name</b>
Kingston Youth Shelter	Family Mediation Program
Resolve Counselling Services Canada	Youth Outreach Counselling

## **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.

### **4 Agencies / 5 Programs**

<b>Emergency Assistance Fund Grants</b>	
<b>Agency</b>	<b>Program Name</b>
KFL&A Public Health	Dental Treatment Assistance Fund
Kingston Community Health Centres	Operation Warm Feet
	Seniors Food Box
Lionhearts Inc.	Community Food Redistribution Warehouse (CFRW)
Southern Frontenac Community Services & Rural Frontenac Community Services	Operation Warm Feet



# United Way 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.

## 9 Agencies / 12 Programs

United Way KFL&A COVID-19 Response Fund	
Agency	Program Name
Addiction and Mental Health Services - KFLA	Grocery Gift Cards
	Integrated Care Hub - Supplies
Elizabeth Fry Society	WE Hub Event Canopy Tents
Goodway Thrift Store	Goodway Gift Certificates/Gift Cards
Kingston Home Base Non-Profit Housing	Community Street Outreach Tablets
	HEPA Filters
Martha's Table Community Program	Meal Program
	Steam Table for Meal Program
Resolve Counselling Services Canada	Legal Fees for Families Leaving Domestic Violence
	Mental Health Counselling
YMCA of Eastern Ontario - Kingston	COVID Response Staffing
Rural Frontenac Community Services	Meals on Wheels

# Funded Programs

## Addiction and Mental Health Services - KFLA

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

**Criminal Justice and Support Worker (Allocations – One Time Grant):** A position to help provide short-term case-management support to accused persons and offenders with mental illness and/or addictions who are discharged into the community directly from court. The position helps clients access community mental health and addiction services, including supportive housing.

**Family Support Worker - Family Resource Centre (Allocations):** The Family Resource Centre 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):** FUSE offers a safe space for youth ages 12 to 24 to explore their gender identity and sexual orientation while developing connections through the community. FUSE fosters connection and builds resilience for LGBT2SQ+ youth who experience vulnerabilities often resulting in social isolation.

**Street Outreach Van (Allocations – One Time Grant):** The purchase of a Street Outreach Van for the Street Outreach Team allows staff to mobilize quickly and work efficiently. It has storage of supplies to provide to clients and can also provide them with transportation.

**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.

**Outreach Nursing (Reaching Home):** Funding supports a Registered Nurse who works with the Street Outreach Team, In From the Cold Emergency Shelter and the Integrated Care Hub. Outreach services include assessments, consultations, COVID-19 testing, and basic care.

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

**Integrated Care Hub (Reaching Home):** Formerly led by Trellis HIV & Community Care, the ICH is a low-barrier drop-in centre for individuals, many of whom are homeless, living rough or at risk of homelessness. Services include access to basic needs such as meals and a rest zone, connections to housing and other community supports.

**Grocery Gift Cards (UW COVID):** Provision of grocery gift cards for the Seven Oakes program, to provide start-up food for those moving out of the encampments.

**Integrated Care Hub Supplies (UW COVID):** Clients of the Integrated Care Hub who were sleeping rough outside were provided with sleeping bags and tents.

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

## 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):**

Programming for children ages 4 to 12 years is offered at three sites: Robert Meek Community Youth Centre, West End Hub, and Rideau Heights Community Centre, as well as several rural schools. Youth receive homework assistance, get involved in healthy activities and games, participate in positive conversation, interact with positive role models, and are mentored by young people.

**Youth Program (Allocations):** This program serves youth ages 13 to 18 years with over 20 hours of free in-person programming per week through two locations (BGC West End Hub and North End Rideau Heights Community Centre). Programs focus on themes that explore the development of self-awareness, self-management, academic success, job preparation, decision-making, positive well-being, and empowerment through active, creative, and game-based activities.

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

## Big Brothers Big Sisters

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

**1:1 Community and Site Based Mentoring (Allocations):** Big Brothers Big Sisters connects, supports, and supervises mentoring relationships between trained volunteer adult mentors and vulnerable children and youth in need of a positive role model.

During 1:1 mentorship, adult mentors and their mentees meet weekly for a minimum of one year (community-based program) or one school year (site-based program), providing the consistency young people need to develop a multitude of skills and well-being to cope with the stress of exposure to adverse childhood experiences.

- Tel: 613-544-1621
- [www.kingston.bigbrothersbigsisters.ca/](http://www.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):**

The program targets clients 16 years of age and older living in the KFL&A area who are Deaf or hard of hearing and facing multiple barriers in their pursuit of meaningful career opportunities, learning employer-recognized soft skills, and gaining access to 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):**

The program provides professional counselling, communication support and hearing care information to adults age 55+ with acquired hearing loss, young adults over the age of 19 who have other health challenges that require in-home services, and their families and caregivers, to help them manage daily activities independently.

- Tel: 1-866-518-0000 or TTY: 1-877-215-9530
- [www.chs.ca](http://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.

### Kingston Seniors Support Programs (CIF):

Helps break social isolation for seniors and older adults (54+) with sight loss while also providing opportunities to learn new skills, stay active, and connect with the community. The programs focus on empowerment of older adults to engage with their community and break down barriers for themselves and others impacted by blindness.

- Tel: 613-542-4975 or 1-800-563-2642
- [www.cnib.ca](http://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):** This 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.

People living in poverty cannot afford to attend sessions on a weekly basis which is needed, especially in the early stages of treatment, to assist them to make effective change in their life.

- Tel: 613-507-2288
- [www.centreforththerapy.ca/](http://www.centreforththerapy.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):

211 is an easy-to-remember, three-digit, non-emergency telephone number, answered by trained specialists that connect callers to a full range of community, social, government and health information for KFL&A, 24/7, 365 days a year. The service is confidential and multilingual (150 languages).

- Tel: '211' or 1-877-330-3212  
TTY: 1-877-340-1001
- [www.211ontario.ca](http://www.211ontario.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.

### Transitional Housing (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 program, including a case management plan.

### **Transitional Supportive Housing -**

**Ridley Drive (CIF):** Provides transitional housing and on-site supports for 12 women, and/or women with children. Women who live at this location have completed an intensive supportive housing program and are preparing to become fully independent.

- Tel: 613-545-1379
- [www.dawnhouse.ca](http://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 & Client Engagement (CIF):**

Provides women and non-binary individuals with an environment and supports to grow their self confidence, work skills and knowledge to assist them in finding and maintaining employment.

- Tel: 613-483-1833
- [www.kingston.dressforsuccess.org](http://www.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.

### **Women Reintegration After Prison**

**(WRAP) (Allocations):** This program serves self-identifying women in conflict with the law using a client-led program model. WRAP provides a wrap-around approach to women reintegrating into the Kingston community through advocacy, client-led trauma-informed case management and community building.

### **Women Empowerment (WE) Hub**

**(Allocations):** Provides an in-demand service for all self-identified women over the age of 18, offering a comprehensive, positive, anti-oppressive, supportive haven. It hosts a combination of strategically designed and intentional sessions for women that cohesively serve to move women through stages of poverty into meaningful, stable lives full of possibility.

**Indigenous Ceremonies (CIF):** By focusing on offering culturally appropriate and gender specific programs, workshops, and ceremonies that occur both within and around the new Tipi, programming will assist women who have been disconnected, dislocated, oppressed, discriminated against, denied dignity, traumatized, and denied access and familiarity with one's culture who come to the agency from incarceration in the Federal and Provincial justice systems.

### **WE Hub Event Canopy Tents (UW COVID):**

Purchase of permanent canopy style tent structures to use for programming during all seasons, as well as for information booths for local events and festivals.

- Tel: 613-544-1744 or 1-888-560-3379
- [www.efrykingston.ca](http://www.efrykingston.ca)

Community

## **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.

### **Youth Transitional Program (Allocations):**

Serves youth transitioning into adult care to provide a “warm handover”, as there are currently service gaps for this demographic. The program provides youth with access to counselling, education, connection to health and social services, peer support, and advocacy.

### **Emily's Transportation Project (CIF):**

Provides access to transportation for persons affected by Epilepsy and Seizure Disorders within the City of Kingston and Southeast Region, including rural areas of the catchment. The program assists people with travel to medical appointments and required services through partnerships with public transit, taxi services and other means including prepaid gas cards for caregivers to assist with attendance for appointments, or to acquire needed supplies, and more.

- Tel: 613-542-6222 or 1-866-EPILEPSY (374-5377)
- [www.epilepsyresource.org](http://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):**

Student Nutrition Programs (SNPs) offer food in every publicly funded elementary and secondary school within KFL&A. School coordinators receive weekly shipments from the Food Sharing Project and prepare nutritious breakfasts, snacks, and/or lunches on a daily basis that are accessible to all students.

- Tel: 613-530-3514
- [www.foodsharingproject.org](http://www.foodsharingproject.org)

## **Girls Inc. Limestone, Algonquin and Lakeshore**

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

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

*Local*

## Goodway Thrift Store

A community collaboration thrift store where all proceeds stay in Kingston, with an aim to make a lasting impact on the community through community involvement, economic participation, and a reduction of the barriers to employment and education.

### **Goodway Certificates (UW COVID):**

Designated donation for Goodway gift certificates to be distributed through Street Outreach programs and Fire & Rescue.

- Tel: 613-817-1213
- [www.thegoodway.ca](http://www.thegoodway.ca)

## Incorporated Synod of the Diocese of Ontario

Through investing in ministry, mission driven stewardship, and serving communities to reach their vision of being connected and engaged with the world.

**Refugee Sponsor Support (CIF):** Diocese of Ontario Refugee Support (DOORS) focuses on the sponsorship of refugees as well as advocating for refugees. They aim to support individuals within the community to privately sponsor their friends and family members who remain as refugees outside of their homeland.

- Tel: 613-544-4774
- [www.ontario.anglican.ca](http://www.ontario.anglican.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 for people with disabilities who are seeking information, assistance in using that information, and ongoing support in effective use of services across the community. One-on-one support is provided to navigate social, physical, and institutional barriers.

**Independence in Motion: Community Lending Program (CIF):** Helps people access assistive devices and equipment such as wheelchairs, walkers, shower chairs, and bed rails that enable people with disabilities to live safely and independently in their homes and participate in the community.

- Tel: 613-542-8353
- [www.ilckington.com](http://www.ilckington.com)

## KFL&A Public Health

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

### **Dental Treatment Assistance**

#### **Fund (DTAF) (Emergency & CIF):**

Provides KFL&A residents (18+) with limited funding (max \$200 per person/year) towards the cost of emergency dental treatment for the relief of pain, infection and/or trauma for individuals who have no dental insurance and declare a financial need.

- Tel: 613-549-1232 or 1-800-267-7875
- [www.kflaph.ca](http://www.kflaph.ca)

*Action*

## 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):** Ensures that children aged 0-6 years get the best start in life. This is achieved by offering parents and caregivers free, drop-in early learning programs across twelve programming sites. Caregivers and parents attend early learning groups to learn and play with their children, meet new people, and get advice on child development.

**Good Food Box (Allocations):** The Good Food Box (GFB) is an affordable food access program that provides food boxes to low income individuals and families. It is available to everyone in the community with twenty-nine host sites from Kingston to Napanee to Denbigh and two packing sites. United Way funding provides for free food boxes to those unable to pay.

**Seniors Food Box (Allocations & 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 by providing them with a box of healthy food.

**Operation Warm Feet (Emergency):** Warm winter boots are purchased and distributed to children and youth in need throughout Kingston and Lennox & Addington County.

### **Student Food Boxes (Emergency):**

The program provides low-income students, both at Queen's University and St. Lawrence College, with a free box of fresh produce and dry staple items to help alleviate food insecurity.

### **Portable OutReach Care Hub (PORCH) (Reaching Home):**

This program offers outreach services, counselling and select physical and mental health services in partnership with a variety of community partners/providers, via a retrofitted recreational vehicle to reduce barriers and improve access for people in the community.

- Tel: 613-542-2949
- [www.kchc.ca](http://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
- [www.kcllc.ca](http://www.kcllc.ca)

*Belonging*



## Kingston Health Sciences Centre

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

**Detoxification Centre Program (Reaching Home):** The program provides a supportive, short-term residential environment for clients who are struggling with first steps of substance withdrawal. Included in this support is the provision of individually packaged meals and calling cards for people to connect and/or stay connected with loved ones and community services.

- Tel: 613-548-3232
- [www.kingstonhsc.ca/](http://www.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.

**Lily's Place (Allocations):** A 19-bed shelter specifically for families in need of housing in Kingston. Staff provide on-going support and information to assist clients with obtaining permanent housing and referrals to other agencies.

**Youth Services - Program Coordinator for Supportive Housing (Allocations & Reaching Home):** The coordinator is responsible for overseeing daily operations of youth supportive housing, a program where youth clients live on site while having access to staff support. This position helps support 29 supportive housing units for youth in KFL&A.

**Accessibility to Services at One Roof (CIF):** Small capital renovations to support accessible program delivery for at-risk youth at One Roof Youth Hub.

**Security Cameras for Transitional and Supportive Housing (CIF):** Installation of cameras to increase safety and security measures for 39 individuals at the Joseph Street Transitional and Supportive Housing locations.

**Community Outreach Worker (Reaching Home):** As part of the Street Outreach Team, the Community Outreach Worker supports homeless individuals who are living rough by providing access to basic needs and connection to services.

**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, with an emphasis on connecting them to appropriate and culturally relevant services and supports.

**RISE@one4nine Transitional Housing (Reaching Home):** Support is provided to youth residents of the transitional housing program through case management including individualized plans, risk management and crisis planning, so they can maintain housing.

### **Community Street Outreach Team**

**(UW COVID):** Purchase of tablets to assist the street outreach team to more efficiently and effectively do their job, and connect people to the system and services.

**HEPA Filters (UW COVID):** Purchase of HEPA filters for seven locations where staff and clients are together in limited space.

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

### **Kingston Indigenous Language Nest**

Aims to lift each other up through peace, strength, and a collective mind to continue to support other Indigenous-led community initiatives as well as create a space of openness and acceptance for all who wish to learn.

**Youth Connections (CIF):** This project involves two objectives: The re-generation of the agency website to provide a user-friendly, centralized platform for Indigenous languages and the development of a language-based, culturally centered 8 month KILN Youth Connections program for youth aged 12-19. Early-years language programming remains a key focus of language revitalization, and one in which KILN is actively engaged in through their partnership with Kahwá:tsire Indigenous-Led Child & Family Programs.

- <https://kingstonindigenouslanguage.ca>

### **Kingston Interval House**

Supports women and children experiencing violence and working collaboratively with the community to end violence against women and children.

### **Emergency Shelter (Allocations):**

Provides emergency shelter to women and children leaving abusive relationships. The emergency shelter provides a 24-hour crises line, safety planning, counselling support and general information.

### **Robin's Hope Transition House**

**(Allocations):** A Second-Stage Transitional Housing unit with 18 one and two bedroom rent-geared-to-income, supportive housing units for women and children who are leaving the Interval House emergency shelter.

At Robin's Hope, women gain skills enabling them to move into the community to permanent housing. This helps bridge the gap between emergency shelter and finding affordable housing.

- Tel: 613-546-1833
- Crisis Line: 613-546-1777 or 1-800-267-9445 TTY: 613-546-4461
- [www.kingstonintervalhouse.com](http://www.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):** This program partners with community agencies to provide counselling for military families that may not be covered by federal funds for various reasons, or the client may prefer to access community programs. Many sessions relate to providing support for PTSD or other challenges faced by military personnel and their families.

- Tel: 613-541-5010 ext. 5195
- [www.kmfrc.com](http://www.kmfrc.com)

## Kingston Youth Shelter

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

### **Emergency Shelter (Allocations):**

Provides youth between the ages of 16-24 years who are unhoused, with a safe and supportive Emergency Shelter. In addition to shelter, the agency provides food, counselling and referral services.

### **Transitional Housing Program (Allocations):**

This Transitional Housing Program for youth ages 16-24, is based around short and long-term client-centered goal setting, with an emphasis on building the skills necessary to become successfully independent.

### **Family Mediation Program**

**(Reaching Home):** A Homelessness Prevention Program that provides support to youth and families experiencing conflict, primarily providing mediation and short-term intervention to help youth retain housing.

- Tel: 613-549-4236
- [www.kingstonyouthshelter.com](http://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.

The program supports many clients who live in rural areas by removing the barrier of travel to access services.

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

## Lionhearts Inc.

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

### **Children's Weekend Wellness (Allocations):**

Provides nutritious food, specifically on weekends, for children identified by teachers as experiencing food insecurity. Packages of food are provided each Friday throughout the school year for children and their family.

### **Concession Street Warming and Drop-In Centre (Allocations):**

The Warming and Drop-In Centre, located at 218 Concession Street, provides support to those who are housing and/or food insecure and lack a connection to community. The centre is operated in partnership with Kingston Home Base Housing to provide overnight shelter and supports, and Lionhearts Inc. for meal services, as well as daytime programming.

### **Food Rescue Program (Allocations):**

Collects and sorts large amounts of donated food from multiple corporate partners and distributes manageable quantities of the food, daily, to frontline agencies for their meal programs and clients.

**Nutrition Program (Allocations):**

Provides prepared meals free of charge to assist community agencies by complementing their food programs. Meals are prepared by trained chefs and kitchen managers. The program assists with meal planning, nutritional requirements, and instruction in the preparation of food to both agencies and individuals.

**Community Food Redistribution Warehouse (CFRW) (Emergency):**

Funding supported the establishment of the CFRW and ongoing costs for coordination and distribution of food in collaboration with other community organizations. The goal of the initiative is to maximize collection, storage and distribution of food, resulting in increased access to better food for residents in need, and the ability to recover more food and reduce food waste in our community.

- Tel: 613-539-3735
- [www.lionhearts.ca](http://www.lionhearts.ca)

**Loving Spoonful**

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

**Urban Agriculture (Allocations):** This program aims to increase the community's capacity for urban agriculture by expanding the popular Community Gardens Network, including starting more community gardens and creating a common market garden.

**Community Kitchens (Allocations):** Brings children, youth, and adults together to cook and prepare good food. They simultaneously learn about food systems, food issues, healthy food, and basic food skills. It blends communal cooking and eating to enhance and build on positive social outcomes like reduced social isolation, community, and access to nutritious food.

**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.

**Community Harvest Expansion (Urban Agriculture) (CIF):**

The program grows vegetables locally at various urban farm locations and works to enhance access to fresh, agro-ecologically grown food for marginalized communities in Kingston. A key priority of these gardens is not only to produce food for donation but to equip community members with food production skills.

**Wiisiinda! Community Kitchens**

**Program (CIF):** A collaborative partnership between Loving Spoonful and Tipi Moza, this program combines cooking and food literacy skills, as well as food knowledge that emphasizes traditional and cultural foods, all while building community and solidifying connections with program supports, other clients of Tipi Moza, and Knowledge Keepers.

- Tel: 613-507-8848
- [www.lovingspoonful.org](http://www.lovingspoonful.org)

**Maltby Centre**

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

**Youth Mental Health Access (Allocations):**

Provides a single session of counselling support for transitional-aged youth ages 18-24. This service is targeted to youth who may be struggling with mild to moderate mental health issues and may be undiagnosed or ineligible for other services.

Fifty percent of clients have their needs met with this single session; while others may need more direct intervention.

- Tel: 613-546-8535 or 1-844-855-8340
- [www.maltbycentre.ca](http://www.maltbycentre.ca)

## March of Dimes Canada

Provides support to individuals with physical disabilities.

### **Assistive Devices Program (Allocations):**

Serves adults and seniors who are in financial need and have a permanent physical disability. The program helps to purchase, repair, and maintain a wide variety of mobility or assistive equipment that increase their mobility and independence. It 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 or 1-888-686-0663
- [www.marchofdimes.ca](http://www.marchofdimes.ca)

## Martha's Table Community Program

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

### **Takeout and Meal Delivery (CIF):**

To purchase food and related supplies for takeout and delivered meals. In addition, funds were provided for six raised garden beds to grow nutritious and culturally appropriate food for the meal program.

### **Meal Program (UW COVID):**

Funding assisted with food costs, supplies, and containers to meet the increased need of the meal program during COVID.

### **Steam Table for Meal Program**

**(UW COVID):** Purchase of a steam table to ensure that food prepared for take out and delivery through the meal program is kept at a safe temperature.

- Tel: 613-546-0320
- [www.marthastable.ca](http://www.marthastable.ca)

## Morningstar Mission Relief Inc.

Located in Napanee, Morningstar's mission is to build community connections and support for community members who are vulnerable due to poverty, mental illness, addictions, age and loneliness. Programming focuses primarily on addressing food insecurity.

### **Van for Program Services Transportation**

**(CIF):** The purchase of a van to support sustainability of the agency's meal program including food distribution; county-wide meal distribution; food transport between prep and distribution locations; pick-up of raw materials/local purchases and gifts of products.

- Tel: 613-354-6355

## Ongwanada

Ongwanada is dedicated to supporting people with developmental disabilities, with a particular focus on those with complex needs and their families so that they can lead full lives, effectively supported in their communities.

*Dignity*

**Community Risk Watch (CIF):**

Kingston-Frontenac Community Risk Watch is a collaborative, integrated multi-agency team striving to build safer and healthier communities through rapid mobilization of resources and service connections to meet the immediate needs of individuals and families experiencing acutely elevated levels of risk.

- Tel: 613-548-4417
- [www.ongwanada.com](http://www.ongwanada.com)

**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):** Lunch By George operates in downtown Kingston during the week from 11:00-11:45am each morning and is open 50 weeks of the year. During this time, clients receive a take out lunch box which includes a snack, fruit, and a hot meal.

**OSGK Clothing Depot (CIF):**

A clothing depot for disadvantaged citizens in downtown Kingston. The program complements donations that are received by purchasing and distributing carefully selected and useful items required by their clients, and also provides some back up for emergency situations.

- Tel: 613-548-4617 ext. 30
- [www.lunchbygeorge.ca](http://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):** Program supports youth living in the Rideau Heights and Inner Harbour communities of Kingston to stay in school and move on to post-secondary education or their chosen career path. When students participate fully in the program while attending school, they receive financial incentives in the form of lunch vouchers or grocery gift cards.

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

**Resolve Counselling Services Canada**

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

**Child and Youth Counselling**

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

**Individual and Family Counselling**

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

**Multi-Service Immediate Walk-In**

**(Allocations):** This program provides immediate services to individuals seeking mental health supports and programming offered by Resolve while reducing wait times for counselling services.

Individuals have access to the following programs: Family Counselling; Child and Youth Counselling; Credit Counselling; Women's Counselling (safety planning and immediate support services); Family Court Support for survivors of Intimate Partner Violence; Adult Protection Services; Brief Services and System Navigation for those with Developmental Disabilities; and Partnering Agency Referrals.

**Youth Outreach Counselling (Reaching Home):** Outreach counselling supports youth, many of whom are homeless or at risk of homelessness, to improve their emotional and psychological health and well-being.

Legal Fees for Families Leaving Domestic Violence (UW COVID): Legal fees for a family leaving domestic violence.

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

## **Rural Frontenac Community Services**

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

**Bridging the Gap for Rural Youth (Allocations):** Program supports vulnerable youth to make healthy life choices, increase youth opportunities by removing barriers, and foster effective community linkages during and after the pandemic. The program supports youth to engage in a variety of social, emotional, and physical activities to help empower them to meet their unique needs and circumstances.

## **Family Counselling Program (Allocations):**

Program provides counselling on family and individual issues including financial, relationship, addiction, grief, and self-esteem issues. North Frontenac is an under-serviced area, and few other agencies support this area due to geographic distance from Kingston.

- Tel: 613-279-3151 or 1-855-279-2052
- [www.rfcs.ca](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 in the near future. Clients contract to live in Ryandale House for a period of six months, renewable for an additional six months.

### **Transition House 2 (Allocations):**

Intended for clients who have reached a level of maturity that allows them to live with more independence. Residents will continue developing skills to be successful moving on to independent living.

### **Repairs - Victoria St. Transition House (CIF):**

For basic maintenance and repairs necessary to ensure rooms are at a safe, hygienic, and useable standard.

- Tel: 613-548-8466
- [www.ryandale.ca](http://www.ryandale.ca)

## Sexual Assault Centre Kingston

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

### **Diverse Communities (Allocations):**

Intended to address the service gaps for underserved communities (i.e. women, non-binary persons, people of colour, newcomers, etc.). United Way funds a staff position to reduce barriers to these communities seeking services and allow them to access safe, culturally appropriate services.

### **First Response for Youth (Allocations):**

Provides 1:1 counselling to youth ages 12-19 years of all genders who have experienced sexual violence. It prioritizes rapid response to recent sexual assaults and youth in crisis. Counselling takes place in schools and alternative education programs.

### **Reducing the Waitlist (Allocations**

**One-Time & CIF):** Aims to address the growing demand for services from the agency, and ensure that all survivors maintain access to essential support services within a rapid timeline. The goal is to ensure that clients are connected with a counsellor within three weeks or less, and remove the waitlist.

- Tel: 613-545-0762
- Crisis Line: 1-877-544-6424
- [www.sackingston.com](http://www.sackingston.com)

## South Frontenac Community Services

Provides services to seniors, physically disabled adults, and low-income families in South Frontenac.

### **Operation Warm Feet (Emergency):**

Warm winter boots are purchased and distributed to children and youth in need throughout Frontenac County.

- Tel: 613-376-6477
- [www.sfcsc.ca](http://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.

### **Reintegration and Support (CIF):**

Addresses homelessness with youth by supporting youth who are in conflict with the law, and involved, vulnerable or predisposed to human trafficking. Youth are supported to reintegrate back into the local community by addressing and supporting educational and employment needs.

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

A community-based specialized treatment program for youth ages 12-24 who demonstrate significant sexual behaviour problems, concerning sexualized behaviour, and/or who have offended sexually. The community currently has a lack of accessible, free, low wait treatment options for youth. This program enhances local mental health services and reduces the risk of inappropriate sexualized behaviour and sexual assault.

- Tel: 613-542-9634 ext. 222
- [www.slya.ca](http://www.slya.ca)

## The Shoe Project

Advances education by providing programs, courses, workshops and seminars to immigrant and refugee women to develop skills as well as to educate the public on the problems faced by immigrant and refugee women in Canada.

Improving English Writing for Newcomer Women (CIF): A 10-week writing workshop for 12 immigrant and refugee women, including mentoring in a variety of areas to create a performance around a pair of shoes that metaphor each woman's immigration journey.



The performance is rewarding for the women, but also becomes a platform for the public to hear the overlooked voices from the female newcomers.

- [www.theshoeproject.online/](http://www.theshoeproject.online/)

### **Tipi Moza (Iron Homes)**

Provides community-focused programming focused on building strong kids and strong families.

#### **Tipi Moza Charitable Status (CIF):**

Charitable status will allow the agency to reduce the number of homeless Indigenous individuals in our community, better support families, and create necessary opportunities to/for Indigenous individuals who have experienced colonization and assimilation to connect with Indigenous culture.

- Tel: 613-547-1134
- [www.tipimoza.com](http://www.tipimoza.com)

### **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.

**Integrated Care Hub (ICH) Isolation Trailers (Reaching Home):** Provision of trailers where those experiencing homelessness can be sheltered while needing to isolate with COVID-19.

- Tel: 613-545-3698
- [www.trellishiv.ca](http://www.trellishiv.ca)

### **United for Literacy**

Works with volunteers and community partners to give people the skills and confidence they need to reach their potential through literacy.

#### **Championing Literacy In Kingston (CIF):**

Program activities include individual and small group tutoring through after-school programs designed to promote literacy and numeracy in a fun and inclusive environment. Children at risk of falling behind will work with the agency's trained volunteer literacy tutors and staff to improve their skills and build their confidence.

- Tel: 1-800-555-6523
- [www.unitedforliteracy.ca](http://www.unitedforliteracy.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 Operations (Allocations):**

Provides appropriate work wear/attire to men in need for various occasions (i.e. interviews, work) as well as work boots, safety glasses, etc. which are often conditions for employment.

- Tel: 613-328-4530

### **YMCA of Eastern Ontario – Kingston:**

Offers programs that help Canadians become more physically fit, better connected to their communities, and equipped with the skills needed to achieve success in work and life. The agency provides vital community services that are having a positive impact on some of Canada's most pressing social issues from chronic disease to social isolation, poverty, inequality and more.

**COVID Response Staffing (UW COVID):**

This one-time grant was used towards costs incurred by YMCA for providing staff to assist Addiction & Mental Health Services with the COVID response for individuals who needed to isolate.

- Tel: 613-546-2647
- [www.eo.ymca.ca](http://www.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):**

This is a prevention program that matches high needs youth with adult volunteer mentors who work intensively with youth to accomplish specific goals directly linked to their own situation within a time limited relationship (usually 6 months).

**Intersections (Allocations):** An early intervention program for children and youth who are at risk of becoming justice or child welfare involved and provides supports to their families as needed.

**Kairos Substance Use & Addiction Targeted Intervention Services**

**(Allocations):** Program offers a series of 7 in-class workshops throughout the school year, targeting students in grades 6-8 who have been identified as high risk to engage in substance use or who have family members who are struggling with substance use. Students develop strong coping skills, build resilience, and increase knowledge of supports.

**Kairos Substance Use & Addiction Elementary School Program (Allocations):**

Provides counselling supports through outreach in elementary schools to support young people from grades 2-8 who are experiencing substance use related issues, either theirs or a family member. This service also works very closely with community partners for service coordination and referral.

**Kairos Substance Use & Addiction Secondary School Program (Allocations):**

Provides counselling supports and specializes in treatment for youth who are experiencing any level of substance abuse, personally or with a family member. The program supports young people from grades 9-12 through outreach in secondary schools. In addition, Kairos staff attend group homes, learning centres, alternative education programs, and One Roof Youth Hub to reach more street engaged youth. Outreach is also provided to our rural communities and often require staff to make house calls in the area where transportation issues are particularly critical.

**Rebound (Allocations):** A 10-week cognitive skills program for youth aged 12 to 17 that offers youth the opportunity to learn important life skills. The purpose of Rebound is to help youth who are at risk and who are motivated to make positive changes in their lives. Activities inspire positive experiences and active participation.

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

*Changing lives*

 **United we are stronger.**   
Coming together means  
we can spread even more  
local love.

# Stronger Together

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Charitable Registration Number: 125978270RR0001  
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**United Way**  
Kingston, Frontenac,  
Lennox and Addington