



Annual Accountability Statement

April 2014 – March 2015

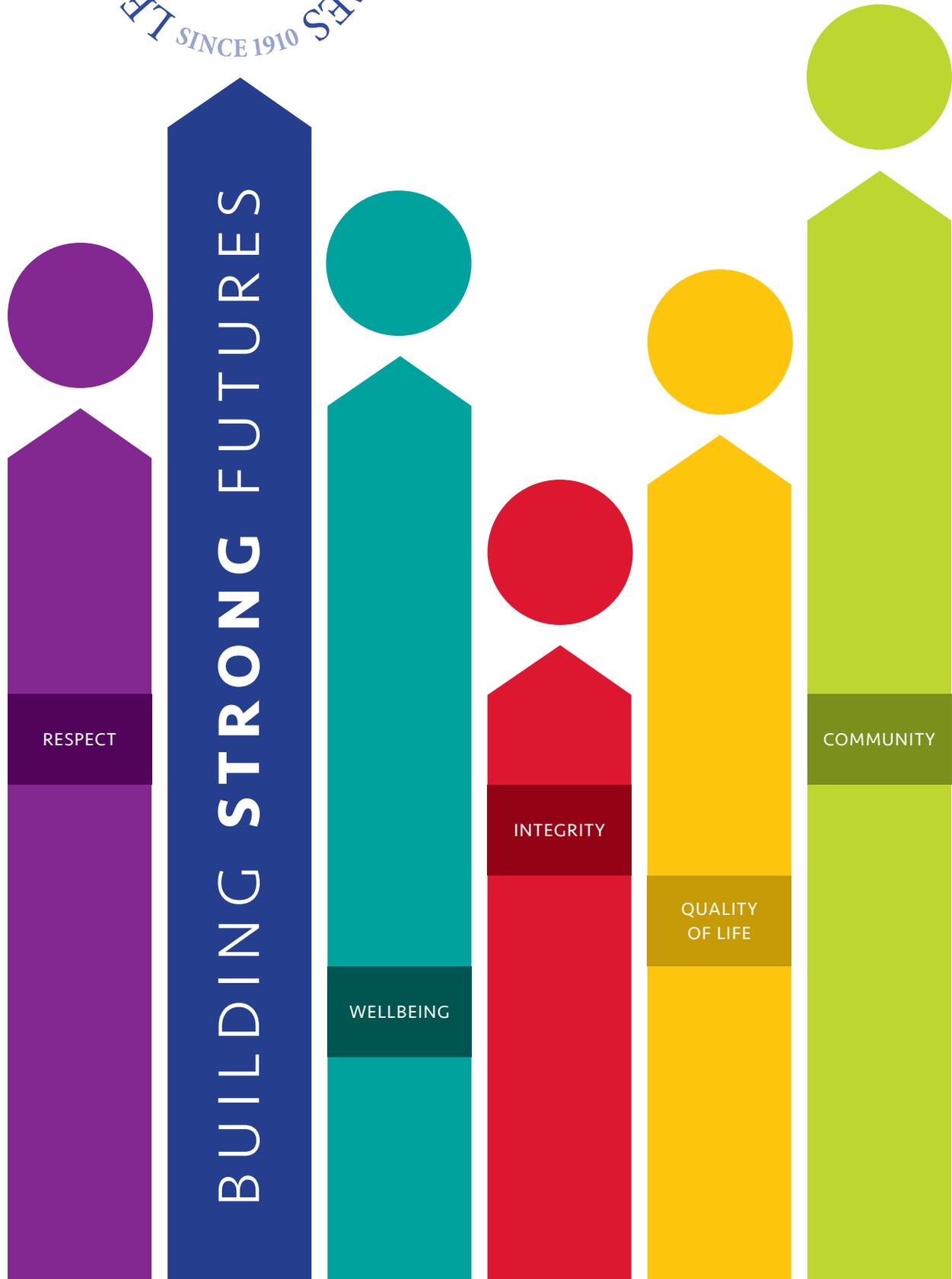


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Because
Family
– is –
Important

Vision

LFS is recognized as an established leader in the human services sector.

Philosophy

We believe that the family more than any other institution shapes the personality and the character of every person. We believe that the nature of life in society is, in a large part, determined by the quality of family life. We are committed to assisting individuals and family units to improve their functioning at home, at work and in the community.

Mission

Lethbridge Family Services (LFS) is a highly-accredited, charitable, human services organization that improves the well-being and quality of life for individuals and families in southwestern Alberta.

Values

Respect—Integrity—Compassion



The Comfort of Stability in a World of Uncertainty

In a time of tremendous change; shifting world order, powerful social movements, economic meltdowns, political upheaval, the thinking of new generations, what do you ground yourself in?

I think there is something very grounding about an organization that has successfully and significantly enhanced quality of life for individuals and families, thriving and surviving through 105 years of history. Through times of change, turmoil, and uncertainty, Lethbridge Family Services has been a constant, and a beacon of hope and support for so many who have needed it, both on a local level, and also internationally. As our numbers swelled this year to 6,800 people served, we are reminded of our much needed role in society, to be a stabilizing force, strengthening society's members and family systems.

It has been deeply humbling this past year to receive and support families fleeing civil war, extreme terrorism, and violence in their home countries. Native Canadians cannot truly comprehend the overwhelming need for stability, comfort, peace and security required by these families. We are told that Lethbridge Family Services is specifically named in volatile parts of the world as a safe and desired "place" to go, if one has the opportunity for a new life in Canada. We have become a symbol of hope for a brighter future.

This year we've seen a powerful, international social justice movement in the Fight for \$15, arrive on Alberta's doorstep, along with big change in Provincial government. This is a tidal wave of change that strongly signals the human need for security. The rate of child poverty, and single-parent poverty in Lethbridge is alarmingly high. Life is too hard for many in our local society, and we see those parents and youth struggling to build a life. We look forward to meeting the challenges of this day, with Government and business, to lift everybody up; a philosophy that strengthens all. We have been privileged this year to help strengthen youth at risk, support struggling parents, and help talented and capable people with disabilities find meaningful, satisfying, gainful employment.

Our society's large cohort of Baby Boomers, combined with a more sedentary lifestyle in general, has created a perfect storm that requires ever increasing in-home personal care, in order for people to remain in their family homes for as long as possible. It has been an honor for Lethbridge



Family Services to be invited into the homes of almost 1,100 southern Albertans, often at times of great personal vulnerability, to help keep people safe and able to live where they feel most comfortable. We know that enhancing the well-being of these many individuals not only benefits them, but also benefits the families and friends who love them, as well as keeping hospital and care facility beds more open for those who truly need them.

Just as Lethbridge Family Services strengthens community, our community has strengthened Lethbridge Family Services, this past year in particular. Beyond the service funding received from all three levels of Government, our local businesses and private individuals have generously volunteered and donated invaluable resources that have enhanced what we can do for our clients. This tells me that our community views Lethbridge Family Services as a vital part of the fabric of the community, and we are in relationship; one that has stood the test of time, since 1910.

As we plan the way forward for our second century of providing reliable, effective, and relevant societal supports, we offer our accountability to you, our supporters, through this, our Annual Accountability Report. We hope that you enjoy seeing the snapshots in time of a selection of our celebrated moments of the past year.

We thank you for your support, and for believing that strengthening individuals and families is important to us all.

Sandra Mintz, EMBA
Chief Executive Officer
Lethbridge Family Services



Welcome to Lethbridge Family Services

As the Chair of the Board of Directors, this is an agency that I am proud to be associated with. Lethbridge Family Services continually supports and improves the quality of life for southern Alberta's most vulnerable populations and I am honored to be part of that. This past year has been very exciting for the Board of Directors. We have realized new opportunities, identified growth potential, and delivered sound governance to ensure LFS will continue to be a cornerstone in delivering social services to the region.

With the mission of improving the quality of life for individuals and families in southern Alberta, the Board has focused on strategic opportunities this past year around space requirements. The operations of LFS are literally bursting at the seams in some of our sites. This has meant the Board has had to take a hard look at the future space required to continue to meet the mission of the agency. Work was undertaken this year to evaluate the addition of square footage to the operations of LFS through partnerships in co-locations plus expansion of existing space. As a Board, we are pleased to say that we can reflect on this past year and know that we have provided the flexibility and room for LFS to continue to deliver its mission for another century of service with the space it needs.

A Board must put a high priority on the governance of an agency. This year the Board worked in a variety of areas to ensure quality governance. Examples of the work we conducted include; approval of amended bylaws, policy updates, and strong financial strategies for the future. In addition to the governance work completed, the Board

began work on the reaccreditation process for the Council on Accreditation. This work will continue in the next year as we aim to achieve the high standards required for this type of certification again.

The work of the Board would not be possible without the commitment of the Board volunteers. I wish to express my gratitude to the high level of expertise that our volunteers bring to the governance process and their enthusiasm to help southern Albertans. I am fortunate to have led this past year an outstanding team of Board members whom show their commitment to the mission of LFS on a daily basis with their vision. Thank you to our Board members for believing in the work so passionately and for making this past year a lot of fun. I would also like to thank all of our employees, partners, funders, donors, and the community for your strong support of our agency. Without the backing of the community, LFS would not be able to deliver on the mission of improving the lives of families.

2014-2015 was an amazing year for this agency and I look forward to working with the Board in the upcoming year as we continue to meet the mission of Lethbridge Family Services. To the rest of you, thank you for believing family is important.

Wendy Kalkan
Chair, Board of Directors
Lethbridge Family Services

Agency Highlights



Mission, Vision, Philosophy & Services Provided

Mission: Lethbridge Family Services is a highly accredited, charitable, human services organization that improves the quality of life and well-being for individuals and families in southwestern Alberta.

Vision: LFS is recognized as an established leader in the human services sector.

LFS Values: Respect, Integrity, Compassion

The Lethbridge Family Services Philosophy:

We believe that the family, more than any institution, shapes the personality and character of every person. We also believe that the nature of life in society is, in a large part, determined by the quality of family life.

Every individual, regardless of circumstances, is a family member. Lethbridge Family Services is committed to assisting individuals and family units to improve their functioning at home, at work and in the community.

This is achieved by understanding and dealing adequately with situations that adversely affect their lives.

The Counselling & Education Program

This program assists individuals and families with personal, interpersonal and social relationship issues. Specialized services are available for victims of child abuse/neglect as well as victims and perpetrators of family and sexual violence. Services include:

- ▶ Counselling
- ▶ Group Therapy
- ▶ Employee Assistance Programs
- ▶ Education
- ▶ Personal Growth Groups

The DaCapo Program

This program provides services to a continuum of individuals with disabilities. Services are individualized and provided in the following domains: *(cont'd next) >*

Services Provided Cont'd

- ▶ Community Access Services
- ▶ Employment Services
- ▶ Community Living Services
- ▶ FASD Assessment & Diagnostic Clinic
- ▶ Community Access for Persons in Continuing Care
- ▶ Cross Disability Support Services

The Home Services Program

This program provides in-home support to enable seniors, individuals with physical disabilities and the chronically and terminally ill to remain in their home as long as possible at the level of optimal independence. Services include:

- ▶ Personal care
- ▶ Palliative Care
- ▶ Respite Care
- ▶ Private Care

The Immigrant Services Program

This program is designed to promote the independence of newly landed immigrants by assisting in their settlement process. Services Include:

- ▶ Information & Orientation
- ▶ Interpretation & Translation
- ▶ Support Service & Counseling
- ▶ Community Referrals
- ▶ Public Awareness & Community Initiatives
- ▶ Host Volunteer Program



Tactical Supply congratulates Western Tractor for winning the Winter Soldier Event.

Upcoming Events

September 10, 2015

Extending the Family Conference and AGM

Tickets on sale June 15th with registration deadline of September 4, 2015. Contact Melody @ (403) 327-5724 for information.

October 14, 2015

Immigrant Achievement Awards at Galt Museum

Tickets on sale September 1, 2015 with registration by October 2nd, 2015. Contact Nickolej @ (403) 320-1589 for information.

November 13, 2015 – December 18th

Angel Tree for Kids Campaign

Open invitation for community members to donate toys, host a tree. Contact Melody @ (403) 327-5724 for information.

January – March 2016

The Family Campaign

February 2016

Family Month

The Family Campaign

Angel Tree helps make Christmas happier for kids

Campaign looks to collect gifts for 2,000 children

Avenue, has helped the campaign grow for the last 10 years.

"You're giving back to the community," said Clarke. "That's what 1st Choice Savings is about, is giving back to the communities we serve in. This to me is helping children have a Merry Christmas that wouldn't otherwise be able to do so. We're very passionate about this program."

Melissa Villeneuve
LETHBRIDGE HERALD
melvilleneu@leth.chy.uswest1.com

The Lethbridge Herald, November 15, 2014

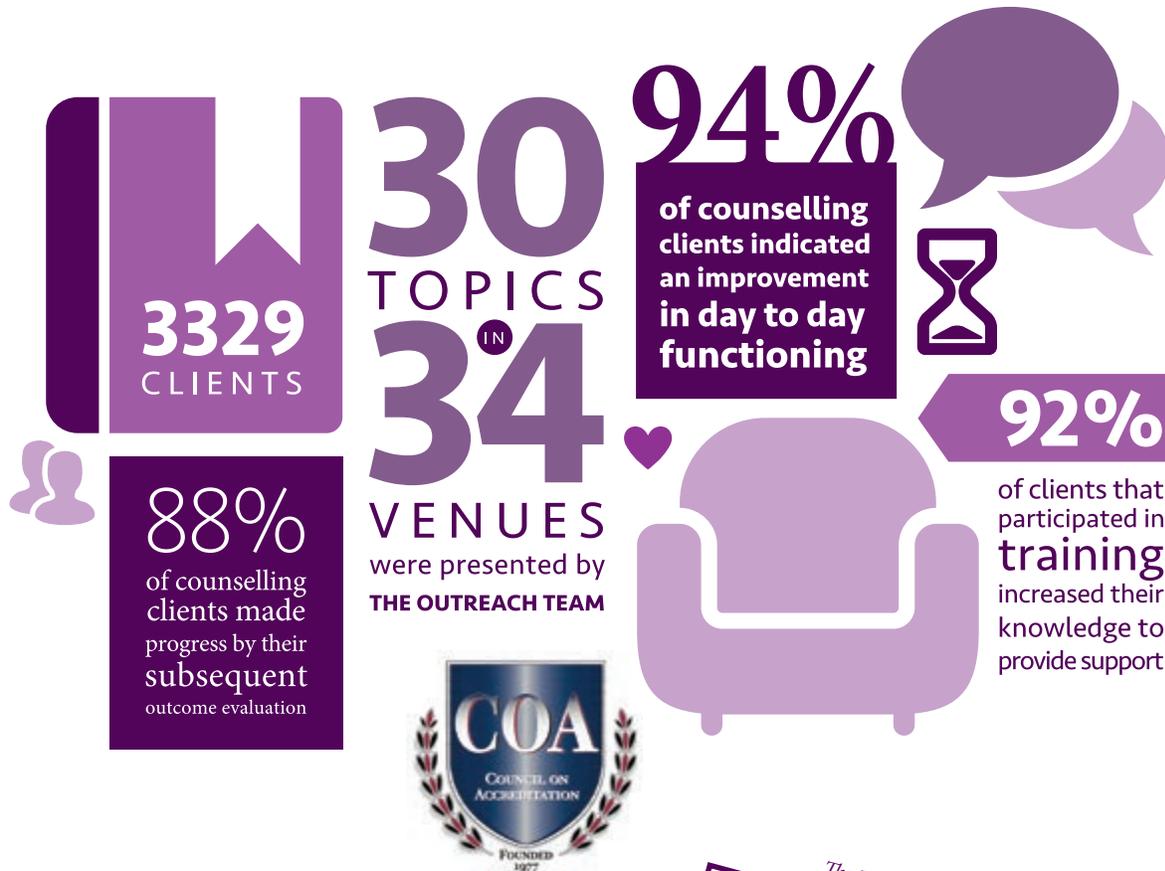
Counselling, Outreach, and Education

“ Lethbridge Family Services is a blessing to this city! My counsellor is a counsellor that gets it. She has many helpful counselling techniques and is genuinely interested in setting and reaching goals. I didn't really know how these could be possible and she helped me to improve my health and my relationships and my life, especially with EMDR, art therapy, and to follow things through to realize what was going on. (Client Testimonial) ”



Building Bridges Program at Park Lake Pintaball

COE Highlights



The Lethbridge Herald, September 11, 2014



The Lethbridge Herald, September 16, 2014



The Gift of Quilting

LFS is appreciative of the community support that is shown to our clients from a variety of organizations, individuals, and businesses. Every year our agency helps hundreds of families and individuals in our counselling department achieve better mental health and improved quality of life. LFS is fortunate to have the support of the Lethbridge Centennial Quilters Guild who understands that support comes in a myriad of ways. This is the story of a little boy who received counselling support and a special gift of encouragement.

One of the donated quilts was given to a 7 year old boy during his two year counselling journey. (For sake of privacy, we will call him J). J's grandparents had become his guardians after a tragic car accident that took the life of his mother and caused some severe medical trauma for J. His grandparents were grieving the loss of their daughter and had assumed the parenting role for J and his sibling. Prior

to the accident J had become very attached to a particular stuffed animal that was destroyed in the car accident. His grandparents searched and found another that was very similar and it had become his constant companion. One of the quilts provided through Centennial Quilt Guild had a lot of the distinct color of this special stuffed companion so it was a great choice to give to J to help provide him some additional comfort. His grandparents told his LFS counsellor recently that the quilt was precious to him and at the beginning J kept it with him all the time. Now as his healing has continued, J keeps his quilt in a special place in his room when he is not snuggling with it.

J's grandparents wanted you to know that he is a very grateful child and that he was extremely appreciative of this special gift lovingly created and given to him by the Centennial Quilt Guild. Lethbridge Family Services would like to thank the quilters for believing family is important.

A Mom's Words of Thanks

“ I am just writing to you in regards to my daughters wonderful experience with your counsellor Laura T., and how much she changed my daughter's life!

We came to Lethbridge Family Services when my daughter was having a hard time with life. She wasn't going to school, she was staying out late, fighting with all of us and quite depressed. After many sessions with Laura, my daughter slowly began to change. She started to realize that there was more to life than she thought; she actually started to dress like Laura, which was a lot more conservative than she was used to. She now has self-worth and knows that she is worth a lot and that her family only wants what is best for her.

She is almost done high school now and isn't sure what she wants to do, but she wants a career that has to do with helping kids, just like Laura did with her. She has gotten involved with the Rotary club and done a lot of charity work and has travelled to Paris, and is going to Australia in the summer to represent Canada and show people how amazing Canada is!

Without Lethbridge Family Services I don't know where she would be right now! I am so thankful for everything that they did for my daughter and our family.

Best Regards,
Shannon and Family ”

Group Counselling

“ Lethbridge Family Services has a highly educated and professional counselling team with a vast array of experience. Group Counselling is one of the methods that LFS practices to help people improve their quality of life and well-being. Below is an example of the work that LFS is able to provide because of the support received from the community and all levels of government.

“Being a part of the Healing Journey group was one of the most validating experiences I've ever had. It was the

first place I've ever felt safe enough to start sharing some of the feelings and pain I've carried alone for so many years. Everything I shared was met with curiosity and compassion rather than judgment, which helped disarm the feelings of shame that surrounded my experiences. Knowing there were other women who knew exactly how I felt was a huge relief and I didn't feel crazy anymore. This group experience and the things I learned there were a significant catalyst for the change and healing I continue to work towards today. (Healing Journey Participant) ”

DaCapo Disability Services

The DaCapo department has a unique service delivery which fosters proactive, innovative results to individuals and families affected by brain injury, developmental disabilities, and/or fetal alcohol spectrum disorders. We are a professional team dedicated to empowering growth, choice, and independence. By utilizing community resources and each individual's network, we create opportunities that maximize personal potential.

DaCapo is an Italian "musical" term that means to "repeat from the beginning". The goal of the program is to increase and/or maintain independence and encourage integration

within the community. Individuals are assisted as much as possible in assuming and exercising control over their own lives and circumstances.

Every year, the DaCapo department helps individuals with developmental disabilities develop their employment and life skills to increase their level of independence. This year, the DaCapo program had another successful year and placed numerous individuals with community minded businesses. Thank you to all of our job hosts for believing everyone deserves a chance!

DaCapo Highlights



DaCapo Client, 2015



The Lethbridge Herald, September 10, 2014



Last fall, Marketing Coordinator, Melissa Belter posted an ad on the Kijiji Lethbridge website. Downtown Lethbridge Business Revitalization Zone (BRZ) was seeking to hire staff for their annual Christmas Ambassador program. Once hired, staff would walk around downtown and plug expired meters to allow holiday shoppers to shop and dine during the holiday season, without having to worry about getting a parking ticket.

Job Developer, Rosie Digout, contacted Melissa about the positions and asked if Downtown Lethbridge BRZ would be interested in partnering with DaCapo Employment Services. Resumes were submitted to Melissa and interviews were also conducted. Out of the pool, two candidates, who received supports from DaCapo Employment Services, were selected to be hired as Christmas Ambassadors. They were scheduled to work 5 days a week, 6 hours a day.

Why did Downtown Lethbridge BRZ decide to hire someone with a disability through DaCapo Employment Services? Melissa tells us “We thought that it would be a great employment opportunity to work within a team atmosphere. Our ambassador program allows our employees to get to know the downtown area and its merchants. For a position like that, we needed employees who were outgoing, friendly and liked to work outdoors. The employees we hired from the DaCapo program fit right into all of those categories.”

Melissa had no preconceptions about employing individuals with disabilities. During college, she worked with people with disabilities, and has a family member with a disability as well. She replied “I knew going into hiring, what to expect and had a better understanding of their needs as well as ours for the ambassador program. They are just like you or me; they face the same day-in and day-out challenges as the rest of us. We didn’t want to treat them any different than the rest of our ambassadors.”



DaCapo client engaged in meaningful employment

When asked about their experience of working with the DaCapo clients, Melissa noted “The past two years, working with these individuals has truly been a pleasure. They showed up on time, came to work with a smile on their face, even if the weather wasn’t something to smile about, and they worked hard.”

“Everyone deserves a chance to be meaningfully employed.” —Melissa Belter

Downtown Lethbridge BRZ feels they worked well with the DaCapo Employment Services team. Melissa tells us, “We were able to provide them with employment opportunities, at the same time, provided the city with exemplary employees who are passionate about downtown Lethbridge, just like we are at the office.”

The best advice, Downtown Lethbridge BRZ would offer employers that are interested in creating an inclusive workplace for individuals with disabilities would be: “Ask questions. Ask the DaCapo Employment Services program questions, ask the clients questions. By having an open dialog with all parties involved, the lines of communication was kept open and avoided any confusion one may have when looking to hire someone with a disability.” After all, Melissa tells us “Everyone deserves a chance to be meaningfully employed.”

The Lethbridge Herald, October 4, 2014

An untapped source for workers

People with disabilities could help address Alberta's labour shortage

We hear regularly about the labour shortage in Alberta, but there's a largely untapped potential workforce that could help address some areas of

Palliative Care with Lethbridge Family Services

What would you do if your Nana lived all alone and needed home care? In southern Alberta, you would contact Lethbridge Family Services, and through a referral from Alberta Health Services, LFS would help. As an agency, Lethbridge Family Services has provided home care to southern Albertans for many years. Due to that a unique program was developed to support people with palliative care needs. A rise for this type of care was seen by the team in the Home Services department, so they responded.

In 2003, LFS formalized a Palliative Care team which involved individuals with special interests and passion in taking care of clients that had a short life expectancy. The focus of care within the program is the relief and prevention of suffering and quality of life. Founding team members included Registered Nurses and Health Care Aides who completed a 17 module-training program developed by the Canadian Palliative Care Association and the Canadian Association of Community Care.

One such individual, Debi Kinahan, developed a special commemorative pin for the Palliative Care members to wear upon graduation from the program. The pin has a picture of a hand and tear. It serves to remind team members of the reason why they are involved in the individual's life; to blend

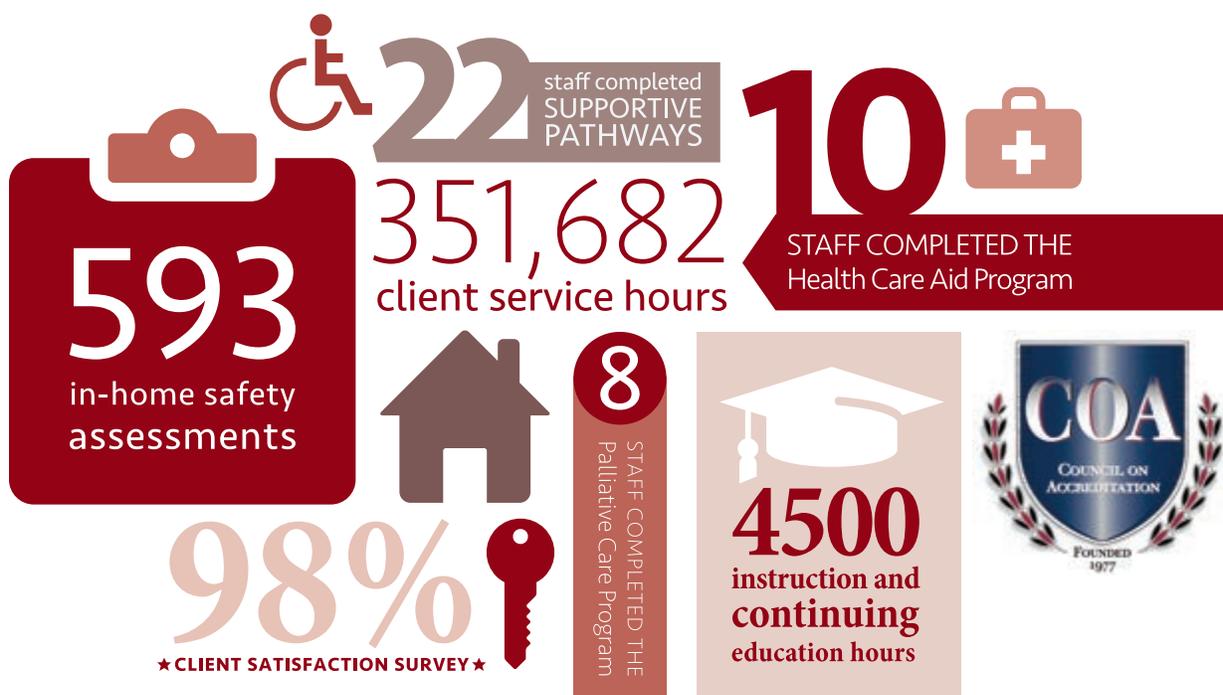
compassion and empathy with professional knowledge and skill. As a founding member of this team, Debi understood the importance of the work the team was involved in and the trust instilled in the team by their clients. This trust came full circle because Debi soon required palliative care herself. She now requested that the team she helped build provide her the care and knowledge while faced with her own mortality. She was a shining example of an individual who made a difference in the lives of southern Albertans and was committed to improving the quality of life for individuals and families.



The team that Debi helped found continues to deliver palliative care services to southern Albertans. Team members understand that in addition to well-developed bedside nursing skills, a caregiver must also have common sense, compassion, patience, maturity, professionalism, a sense of humor, flexibility, and the

ability to be a good listener. As an agency, LFS would like to congratulate the 13 individuals from the Home Services team that completed the Palliative Care course in 2014 and are now added to the rank of palliative professionals that believe family is important.

Home Services Highlights



Immigrant Services

Building a strong future in a new country can be a daunting task. Can you imagine if you moved to a new country where you did not speak the language, understand the laws, or know about the customs? Newcomers including refugees and immigrants face these circumstances when they move to Canada. This is why the work of the Immigrant Services program at Lethbridge Family Services is so important. As an agency, Lethbridge Family Services has been providing support to the newcomer population for over a decade through the Immigrant Services program. Through settlement programs for youth, families, and seniors, the community of Lethbridge is able to welcome these newcomers to southern Alberta while helping build an inclusive community.

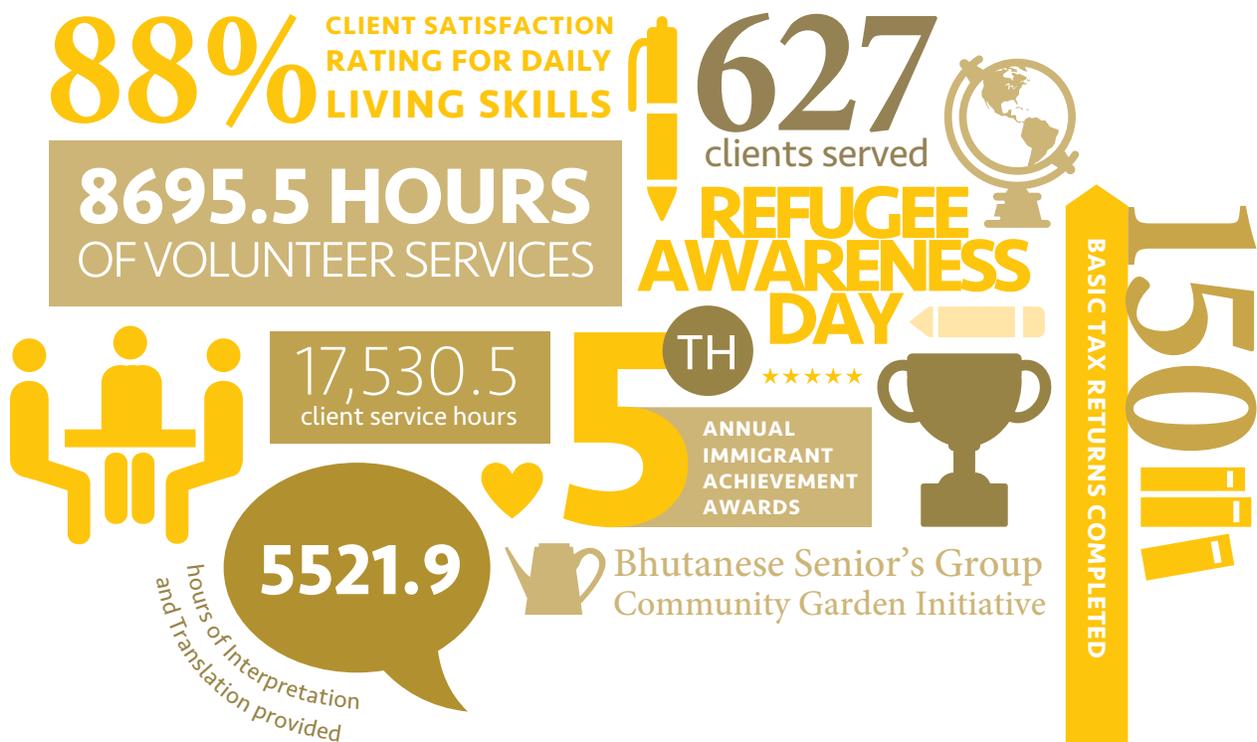
Once the newcomers are settled, the Immigrant Services team continues to help them settle into their new community by connecting them with community volunteers who introduce them to their social networks. They are also assisted with translation and interpretation of documents they need to live in Canada. Plus, there is a camp for their children to learn more about Canadian culture. Through these programs and all of the others that the Immigrant

Services provides, newcomers are able to dream about all of the possibilities that Canada has to offer. They can start building their own strong future.

Can you imagine moving to a country where you did not speak the language, understand the laws, or know about the customs?

Strong community support for this program is imperative as volunteers are needed to become community connections. The Brothers and Sisters in English Camp benefits the children of the newcomers as well as their whole family. If you are interested in helping out, please contact Immigrant Services for more information on how you can build a strong and inclusive future for the newcomers we welcome to southern Alberta.

Immigrant Services Highlights



Immigrant Achievement Awards (IAA)

One of the ways in which LFS showcases the settlement success of newcomers to Canada is by hosting the annual Immigrant Achievement Awards.

IAA Awards

On October 1st, Immigrant Services shone a spotlight on inclusivity and diversity within the city by celebrating the 5th annual Immigrant Achievement Awards. Nominations were accepted from August through September and winners were chosen by a panel of community members. They were then honored at the gala awards ceremony which featured ethnic dancing, award presentations and prizes. The winners in each category were;

Outstanding Youth Achievement Award sponsored by Servus Credit Union: **Pramond Regmi**

Arts and Culture Award sponsored by Paramount Printers: **Karolyn Harker**

Community Service Award: **Kamal Dahal**

Business Awards sponsored by RBC: **Regent Restaurant (Wayne and Rhonda Kwan)**

Distinguished Professional Award: **Dr. Jacob Adserballe**

Organizational Diversity Award sponsored by RBC: **Colleen Valin**

Congratulations to the 2014 Immigrant Achievement Award winners and all of the nominees!



The Lethbridge Herald, May 13, 2014



The Lethbridge Herald, June 21, 2014



The Lethbridge Herald

Administration

Have you ever thought of trying to fly a plane without an Air Traffic Controller? At Lethbridge Family Services, the Central Administration department is the local Air Traffic Controller who helps guide the programs and agency by managing the agency financials, human resources, and resources. This is quite a task as LFS has a budget of over \$17 million dollars and a staff complement of 350 plus individuals. In addition to this, administration works closely with the volunteer Board of Directors to ensure the strategic direction for the agency is moving forward.

This department is essential in providing support for the most vulnerable populations in southern Alberta as it is responsible for ensuring our front line workers have the tools and supports they need to deliver on the mission of LFS. One of the highlights for 2014-2015 was the addition of a separate Information Technology specialist to help

coordinate the three locations of LFS. This individual will help ensure LFS is utilizing technology to its full potential and also integrate the three sites of LFS for increased capacity in program delivery.



LFS recruiting employees at local job fair

Administration Highlights



Moved to
Electronic
FUNDS
TRANSFER
banking for
efficiency



UPGRADED
Agency Furniture and
painted at Main location



Developed
an Agency Information
Technology Portfolio



**EMPLOYEE
CELEBRATED**
30
YEARS WITH
THE AGENCY



Managed
\$17million+
budget



- DEVELOPED -
**GENERATIONS IN
THE WORKPLACE
SESSIONS**

MANAGED 30+ CONTRACTS



Long term Service Awards

Lethbridge Family Services has been providing support to southern Alberta since 1910. This would not be possible without the dedication and hard work of the staff. As an agency, LFS is pleased to have many long standing employees that continually strive to meet the mission and mandate of the agency. Thank you to all of our staff for

- 30 Years:** Llynn R
- 29 Years:** Tami K., Silke S., Priscilla H.
- 28 years:** Patricia W.
- 27 years:** Dianne K.
- 26 years:** Tracey T.
- 24 years:** Florence M.
- 21 years:** Michelle G.
- 20 years:** Janice S., Jayne C.
- 19 years:** Georgina F.
- 18 years:** Claire C., Cheryl H., Deborah H., Pamela P., Karen C.
- 16 years:** Audrey S., Brenda B.
- 15 years:** Priscilla P., Bozana S., Patricia K., Sheila L., Colleen K, Sarah A., Barbara P.
- 14 years:** Irene O., Karen H., Lexie R., Barbara C., Pat L., Mary-Lyn B., Sally S., Iris M., John T., Petrina H., Jackie C.
- 13 years:** Donna R., Brenda M., Jacqueline R., Tom B., Kim M., Jo Ann O., Patricia D., Rajinder S., Ileana O., Marla H., Kennedy R., Kim C., Tammy M., Tracy R., Diane B., Patty P., Debra S., Betty S.

another year of exceptional service for our clients and for believing family is important. A special acknowledgement to the staff that have been with the agency over five years and committed their working lives to improving the lives of others. **Congratulations.**

- 12 years:** Brenda R. Judy S., Marie W., Mary B., Rick H., Sophia S, Laura C., Joe G., Dianne D., Allyn N.
- 11 years:** Belinda P, Victoria S., Ruth H., Erin P., Melissa T., Girma T.
- 10 years:** Chantal L., Micheal W., Kim M., Anita A., Noella G., Virene F, Geri L.
- 9 years:** MaryAnn W., Audrey M., Lisa L., Najib M., Janey C, Lois G., Jeremy N., Sonny Z., Tanya J.
- 8 years:** Sonja C., Shalane H., Laila M., Linda E., Shannon R., Jennifer G., Melissa Y., Michele C., Adriana A.
- 7 years:** Kara R., Cheryl K., Krist T., Ayo A., Robbie M., Collen T, Candyce H., Fayla V., Denise B., Jode M., Lummie B., Ramona T., Lynette T., Henry B.,
- 6 years:** Brandalyn R, Shannon B., Leigh-Ann M., Debi W, Robin F., Nickolej V. , Claire B., Linda S., Sherri M., Gary G., Aleitha W., Jason S., Teresa R., Patricia H., Cindy C., Natasha H., Ashley C., Pamela C., Christine F, Heather H., Jackie T., Kathy L.
- 5 years:** Michelle K., Brad Z., Aleesa N., Beverley R., Trevor B., Christine D., Luda B., Yevgen F, Tammy K., Jeneva M., Dixie M., Carmen G., Tonya A., Tribikram R., Robin R.



Gary G. receiving service award



Aleitha W. receiving service award

Building a strong family takes a whole community. This past year was a testament to that. Southern Alberta is a strong and generous community as the Advancement & Community Relations department had amazing support for the various new initiatives and projects that were undertaken. These ranged from holding community barbeques to paintball challenges in the cold.

The biggest undertaking was the creation and implementation of Family Month. A month long campaign with major partners The Movie Mill, Two Guys and A Pizza, and Gas King kicked off on February 2nd and it was a jam packed month. With a strong focus on spending time with the family the whole month, individuals were encouraged to take in a movie, go for a pizza, or take a road trip with their family. Just get to know your family again. Plus, the partners were asking for donations or providing proceeds of sales to help support family programs at LFS. Thank you to everyone in southern Alberta whom focused on family during February and helped make this month and initiative a great addition to LFS.

In addition to focusing on family, the Advancement department got to learn in a very hands on fashion about the Angel Tree for Kids Campaign. Sponsored by 1st Choice Savings and CTV, this campaign helped 1609 kids have a brighter holiday season due to the huge community support of 40 tree locations and over \$100,000 in donations. The amount of volunteer hours that were spent wrapping, picking, and delivering the gifts for these

children was amazing. Thank you so much to all who made Christmas morning brighter for some of our less fortunate children in southern Alberta.

Another highlight of the year was the Building the Family Raffle. As LFS's first ever raffle, this was another great opportunity to partner with the community. ScotiaBank South came on board with their Brighter Future Grant and matched the funds that were raised through the raffle. The winner of the raffle, received a trip for four to Disneyland or the equivalent travel voucher. A very happy man named Dean Mykytiw won the raffle and was planning a tropical vacation with the voucher. A special thanks to the team from ScotiaBank South for hopping on board and helping LFS sell tickets. They were amazing supporters and definitely got into the swing of things with Disneyland themed decorations at the branch, costumes, and treats. Thanks for believing family is important.

Southern Alberta is a strong and generous community.

Lethbridge Family Services is able to help thousands of individuals every year because of the strong support we receive from the community. Thank you to all our donors, funders, businesses, and organizations whom partner with us and who believe family is important. You make a difference in the lives of southern Albertans.

Advancement Highlights

Building the Family Raffle

\$178K+
in additional grants secured

11
HELD NEW EVENTS
INCLUDING FAMILY MONTH

116
CORPORATE DONORS

\$55K+
in donations received

DONOR
Appreciation
& Open House

HELD WINTER SOLDIER PAINTBALL TOURNAMENT

Friends of the Family Award

Every year, LFS identifies two individuals, businesses, or agencies that have worked with the agency to improve the quality of life for individuals and families. Congratulations to the 2014 recipients; Stokes Pharmacy and The Ensuite by Emco.

- ▶ Stokes Pharmacy was nominated because they go the extra mile to assist clients of LFS with their prescription needs. The staff is patient and kind plus takes extra time to explain to our newcomers about their medications.
- ▶ The Ensuite by Emco was nominated for their Tubs with Toys initiative. Every year, they have helped support numerous Christmas campaigns by gathering donated toys and distributing them to the people that need a brighter Christmas morning.



The Ensuite by Emco Award Acceptance

Donor Listing

Building a strong future for southern Alberta and Lethbridge Family Services takes a group of committed individuals, organizations, and businesses. LFS is proud to have strong community support to help fund the work the agency does to help thousands of individuals and families every year. Thank you to our funders, community minded businesses, and donors for believing family is important.

Funder List

Government of Alberta, Departments: Health, Human Services, Jobs / Skills / Labour, Justice

Government of Canada—Citizenship and Immigration

Alberta Health Services

Grants

Government of Alberta—CFEP Grant

City of Lethbridge—Capital Improvement Grant

Family of Community Support Services—Government of Alberta and City of Lethbridge Funding

Ricky RYP Foundation

Canada Post Foundation

Western Communities Foundation

DuPont—Pioneer

Socially Responsible Businesses

1st Choice Savings & Credit Union Ltd.

1st Technical Systems Inc.

Alberta Ltd./Wesbridge Const.

Alberta Ltd.—Comfort Inn Lethbridge

ABC Heating & Cooling

Asyma Solutions

Bank of Montreal

BDO Financial Services

Bromwich & Smith Inc.

Brown's Social House

Bryon P. Puhl Professional Corp.

C.U.P.E. Local 2843

C.U.P.E. Local 70

Cam Air Refrigeration & Heating Ltd.

Canadian Security Systems Ltd.

Catwalk Salon Spa Inc.

Charlton & Hill Ltd.

Chinook Country Tourist Association

CIBC

City of Lethbridge—Urban Forestry

College Ford Lincoln Ltd.

Cora's

David's Tea

Desk n' File Office Furniture Inc.

D-V Massey & Associates

Eco Agents Real Estate Inc.

EMCO Corporation

Evergreen Driving Range Inc.

Finning Canada Inc.

Galko Homes (364639 Alberta Ltd.)

Gary Clarke Enterprises Ltd.

Gas King Oil Co. Ltd.

Gateway Safety Services Ltd.

Gibbs Insurance Services Inc.

Grant & Dumonceau Real Estate

Green's Pop Shop Ltd.

Health Care/RC Diocese of Calgary

Hire Standard

(cont'd next) >

Donor Listing Cont'd

Hudson's Canadian Tap House
ISL Engineering and Land Services Ltd.
Junk Away
Just Call Marketing & Graphics Inc.
Kapow Ltd., Comics, Cards & Games
KPMG
Lafarge Canada Inc.
Lethbridge Custom Blinds
Lethbridge Flooring
Lethbridge Housing Authority
Lethbridge Lodge
Lethbridge Tactical Supply
Logic Lumber (Leth) Ltd.
Lone Pine Marketing
Manji Management Ltd.
Maple Leaf Foods Inc.
Microage Computer Center
Mike Spencer Geometrics Ltd.
Nummer en Rentals Ltd.
Omega Flooring Ltd.
Osho's
Paramount Printers
Park Lake Paint Ball
Precon
R. Nakaagama Co. Japanese Food & Giftware
Rocking Heart Ranch Ltd.
Royal Bank of Canada
Schwartz Reliance Insurance & Registry
Scotiabank
Sears Home Store
Servus Credit Union
Sisters Pub & Grill
Southern Interior Solutions Inc.
Spring Rolls Restaurant
State & Main
Stingam Denecky LLP
Sun Life Financial (Laurie Kenna & Associates)
Sun Life Service Center
Telegraph Tap House

The Campus Coffee Company
The Engravers
The Jasmine Tea Room
The Movie Mill Inc.
The Rose Garden Flower Shop
The University of Lethbridge Bookstore
Thermax Refrigeration & Heating Ltd.
Tony Roma's
Total Automotive Ltd.
Two Guys & a Pizza Place Ltd.
UFA Employees
UFA Staff Association
Umami Shop
Universal Group & Life Benefits
Urban Grocer
Van Houtte Coffee Services
Walco Construction Ltd.
Wards Rentals
Western Canada Welding Products Ltd.
Western Tractor Company Inc.
Women's Volleyball Team
Zero Gravity Cranes & Rigging

Community Minded Individuals

Richard Amery
Nicole Amundrud
Leanne Anderson
John & Wendy Arnold
Bobbi Bachman
Moreen Barnar
Yvonne Barthel
Paige Batorski
Jeanne Beaty
June Belain
Brenda & Lindsay Bell
Stuart Boltezar
Donna Bort
Braudi Boser
Dan Bosters



Bessie Bourne
Garald Bowie
Keaton Grbavac
Kenneth & Wendy Brown
Gage Burgess
Steve & Amy Burgoyne
Kylie Burke
Joe Bydevaate
Shannon Calderwood
June Cameron
Chase Campbell
Joel Carpenter
Kaella Carr
Colin Catonio
Sean Chapman
Mark DeBlois
Tim Deerborn
Brissa DeHoyos
Michael & Michelle Dimnik

Donor Listing Cont'd

Andrew Dyck
David Eaglesham
Denis Fauth
Kyle Fuhinana
Teresa Gardner
James & Angel Garner
Jody Gentek
Gary Giesbrecht
Lois Gilchrist
Henri Girouard
Margaret Gowlland
Alexis Gregg
Kevin & Lori Gross
Kyle Gross
Doreen Gyorkos
Kendal Hachkowski
James Hadfield
Vince Harrington
Henry Heinen
Terry & Sydonie Helgeson
Vaughan & Marilyn Hembroff
Deb Henry
Neil Herbst
Vincent Hervet
Doug Hewko
Steve Hirlehey
John Holland
Owen & Jean Holmes
Charles & Elizabeth Holtom
Riley Honess
John Hoopfer
Dale & Tammy Isherwood
David & Shirley Jensen
Wayne & Debbie Jensen
Dean & Lee Anne Jetten
Lorraine Johnson
Darcy Jordan
Vicki Kambeitz
Margaret Kanashiro
Keven Keith

Tami & Steve Keiver
Lorelei Kempenaar
J. J. Kereliuk
Ryan Klienfeld
Rachael Knelson
Steve & Lorrie Kothig
Chris & Dianne Kotkas
Darren Kronlund
Jane Kurina
Andrew Landsiedel
Lou Lavorato
Marc LeBlanc
Christine Lee
Stan Lee
Shuyuan Li
Brenden Lindgren
Rita Lodermeier
Barry & Joanne Lorencz
Judy Lumley
Sandy & Bernadette Lyons
Doug MacLeod
Stuart MacWilliam
Darcy McDonald
Lane McGale
Gail McKenzie
Doug McLaughlin
Tom & Luella McNabb
Jim Merchant
Carol Merkle
Joe Meszaros
Jason Meyers
Marko Micovic
Colin Miller
Loretta Milos
Hazel Mitchell
Iris & John Mitchell
Deborah Morgan
Lil Muise
Elaine Nakonechny
Ed Nedza

Lee Neville
Sherry Neville
Cheryl Nickel
Lauren Nummi
Ben Paley
Jean & Donna Palmer
John Peters
Paul & Patti Pharo
J. Pietras
Peter Portlock
Ashley Renee
Luke Richardson
Michael Rideout
Debert Rivera
David & Dory Rossiter
Ray Routhier
Patricia Russell
Trevor & Terri Saunders
Kate Schiller
Kurt Schlachter
Kyle & Chelsey Schofield
Cheryl Schulz
Nathan Sharpe
Logan Shaver
Tyler Siwy
Jacky Skiba
Chris Spearman
Trevor & Sharon Sproule
Francis & Carolyn Stang
Ryan Stevenson
Sherry Straka
AJ Struyk
Marcia Takacs
Jacki Tarr Nagy
(cont'd next) >



Donor Listing Cont'd

Derek Taylor
Duane & Joanne Thompson
Ralph & Myrtle Tiedemann
Ann Tollestrup
Belinda Tomiyama
Kenny Tran
Randy Tremel
Henry Ulrich

Jason Valgardson
Marco Vallee
Glenn & Janice Varzari
Tony Viani
Terry Vogt
Bill Warn
Keith & Carol Wensmann
Perry Wensmann

Leanne White
Anita Wickersham
Brad Wishnevski
Ryan Zandee
Jackie & Morris Zeinstra
Ralph Zentner
Denise Zonta
Shaunna Zonta

Interagency Collaboration

Lethbridge Family Services understands the importance of collaborating with other agencies, organizations, and committees to ensure the social needs of Southern Alberta are taken care of. As the largest private charitable social services provider, LFS is proud to partner to build a stronger community. With over forty partnerships, LFS continues to listen and evaluate the need for additional programs and services for the vulnerable populations of southern Alberta. Thank you to all of the committee members that have given so much to improve the quality of life and well-being of others.

Service Providers Organizations:

Alberta Association of Immigrant
Serving Agencies
Alberta Association of Services for
Children and Families
Alberta Community Care Association
Beyond Your Front Door
Coalition of Municipalities Against
Racism and Discrimination
(Lethbridge Chapter)
Community Developmental
Assets Committee
Community Interagency Suicide
Prevention Council (CISP)

Community Substance
Abuse Awareness Resource
Team (CSART)
Domestic Violence Action Team
Economic Development Lethbridge
FASD Education Advisory Committee
FASD International (FASD)
Human Resource Management
Association of Lethbridge
Impact Working Group
Inclusion Series—Unitas
International Association of
Administrative Professionals
(Lethbridge Chapter)
Lethbridge AIDS & Hepatitis C
Connection
Lethbridge Chamber of Commerce
Lethbridge College Disabilities and
Community Rehabilitation
Lethbridge College Business
Administration Advisory Council
Lethbridge Elder Abuse
Resource Network
Lethbridge Lifelong Learning
Association (Adult Education
Council)
Lethbridge YWCA
Managers of Volunteer Resources
Mental Health Promotional
Committee of Southern Alberta

NESA Advisory Council
PCN Family Care Clinic
Working Group
Parents as Teachers
Pangaea Diversity Café
Provincial Contract Advisory
Committee
Rotary Club of Lethbridge—
Urban Spirits
Sexual Violence Action
Committee (SVAC)
Social Action in Housing
SHIA Leaders Council
Social Work Professional
Development Partnership
Southern Alberta Ethnic Association
South Alberta FASD Network
Leadership Committee
South Region Parents As Teachers
South Region Service Provider
Council (SRSPC)
Senior Health -South Zone Partners
Taber Community action and
Prevention Society (TCAPS)
Team Lethbridge
Young Women's Christian
Association (YWCA)
Youth Advisory Council

Board of Directors

Board Chair: Wendy Kalkan

Board Vice-Chair: Colin Catonio

Chief Executive Officer: Sandra Mintz

Treasurer: Christine Lee

Directors: Michel Houenagnon, Gail McKenzie, Richard Perlow, Dan Stepanic, Doug Wells, Rita Castellano, Doug McLaughlin



Board of Directors, 2015. Missing: Michel Houenagnon, Richard Perlow, Doug Wells, Christine Lee

Volunteers

In addition to our dedicated Board of Directors, Lethbridge Family Services relies on numerous community volunteers to help support all of our programs. We would like to thank the following individuals for believing family is important and helping us make a difference in the lives of southern Albertans.



Volunteers in the Community

Justine Rice	Barb Abe	Sandy H.	Harjit D.	Leslie P.
Dory Rossiter	Robert Oliver	Barbara P.	Lisa L.	Malti P.
Denise Clarke	Patrick Bilyk	Michelle M.	Heather G.	Michelle N.
Callista C.	Nancy Eng	Christina L.	Joanne S.	Nathan W.
Brigitte Palmer	Meghan Mulhivil;	Les V.	Jean E.	Paulo O.
Cathleen Couch	Lori Whillans	Darcie S.	Gerri F.	Ramon R.
Carla Nieboer	Lance Toly	Maritza S.	Joanna F.	Robert C.
Tammy Maki	Chelsey Schofield	David M.	Mike	Sandra J.
Rebecca Gurr	Cathy Romanchuk	Carol D.	Johannah W.	Sherrill S.
Gail Ell	Jennifer Broad	Doug O.	Kelly M.	Tara A.
Denise Clarke	Darrel Koskewich	Lil R.	John B.	Teri P.
Lynn Berg	Chad Romeril	Edith A.	Indira	Yudith S.
Lacy-J Kress	Agenes O.	Rodney B.	Kamal D.	Zackary H.
Bev Sivertson	Natashsha F.	Gavin M.	Joe W.	Zakari M.
Jackie Ress	Anthony V. Maneesh	Shirley	Karmen W.	
Sondra Puckett	Asma B.	George N.	Lucille P.	
Brent Norton	Shelly Balwant D.	Cheryl	Kim B.	



We strongly believe that the health and safety of all individuals that come in contact with Lethbridge Family Services is of the utmost importance and helps to contribute to their overall quality of life. That is why Lethbridge Family Services formed a centralized Health and Wellness committee ten years ago that is still going strong today. The work plan for the upcoming year includes initiatives such as training for our staff on handling workplace violence, an agency health challenge, developing a safety refresher course to complement our initial agency safety training, and an annual audit of our safety program. We will continue to inspect all work sites for hazards, respond to all safety concerns, analyze causes of incidents to prevent recurrence, and to look for solutions to difficult health and safety concerns.

Health and safety has also become fun for everyone and is embedded in the overall culture of our organization!

Initiatives that occurred over the past year included:

- ▶ Scored a 99% on our external audit of our health & wellness program done by Alberta Association of Safety Partnerships.
- ▶ Challenged our staff to an LFS Walkabout in Waterton encouraging them to hike the various trails in Waterton Lakes National park.
- ▶ Safety week in October, which provided several challenges to our staff to help enhance safety awareness.
- ▶ Held a Workers Compensation refresher course for supervisors.
- ▶ Raised funds and had staff participation in the Steps for Life walk supporting families of workplace tragedies.



Health and Wellness winner Micheal with CEO Sandra and Committee Chair, Sonny



Professional Development

The Lethbridge Herald, March 30, 2015



The Lethbridge Herald, February 4, 2015



Lethbridge Family Services is committed to evidence-based best practice in the areas of service delivery, management and governance. Accordingly, LFS has voluntarily chosen to be accredited with one of North America's most rigorous accrediting bodies, the Council on Accreditation of Services for Children and Families Inc. This particular accreditation status provides an exceptional level of assurance to clients, families, funders, staff, government and the community at large that LFS meets rigorous standards of excellence, grounded in ongoing research on best practice. LFS is the only Agency in southern Alberta that has achieved this stringent level of accreditation.

About COA

The Council on Accreditation (COA) is an international, independent, nonprofit, child- and family-service and behavioral healthcare accrediting organization. It was founded in 1977 by the Child Welfare League of America and Family Service America (now the Alliance for Children and Families). Originally known as an accrediting body for family and children's agencies, COA currently accredits 50 different service areas and over 125 types of programs.

In addition to standards for private social service and behavioral health care organizations, COA has developed separate accreditation programs for public agencies, Canadian organizations, military family readiness programs, international adoption programs, and early childhood education, after school, and youth development programs.

Currently, COA accredits or is in the process of accrediting more than 2,000 private and public organizations or programs that serve more than 7 million individuals and families in the United States, Canada, Bermuda, Belgium, Cuba, Germany, Italy, Japan, Puerto Rico, South Korea, the Philippines and the United Kingdom. The accreditation process is designed to meet the needs of diverse organizations--voluntary, public and proprietary, local and statewide, large and small.

COA accreditation is an objective and reliable verification that organizations and programs qualify for the confidence and support of their stakeholders. The COA accreditation process involves a detailed review and analysis of an organization or program's administrative functions and service delivery practices. All are measured against international standards of best practice. These standards emphasize services that are accessible, appropriate, based in the community, coordinated, culturally competent, evidence-based, individualized, outcomes-oriented, provided by a skilled and supported workforce, respectful

of individual rights, strengths-based, supportive of partnership, child and family focused, treat all people with dignity, involve family and provider collaboration, and address child outcomes. As such, consumers, board members, funders, regulators and staff can have confidence in the credibility, integrity and achievement of the organization or program.

The COA accreditation process involves a detailed review and analysis of an organization or program's administrative functions and service delivery practices.

To achieve COA accreditation, an organization or program first provides written evidence of compliance with the applicable standards. Thereafter, a group of specially trained volunteer Site Reviewers confirms adherence to these standards during a series of on-site interviews with the organization's trustees, staff and clients. Based on their findings, COA's Pre-Commission Review Committee or Accreditation Commission then determines whether an organization or program has successfully met the criteria for accreditation.

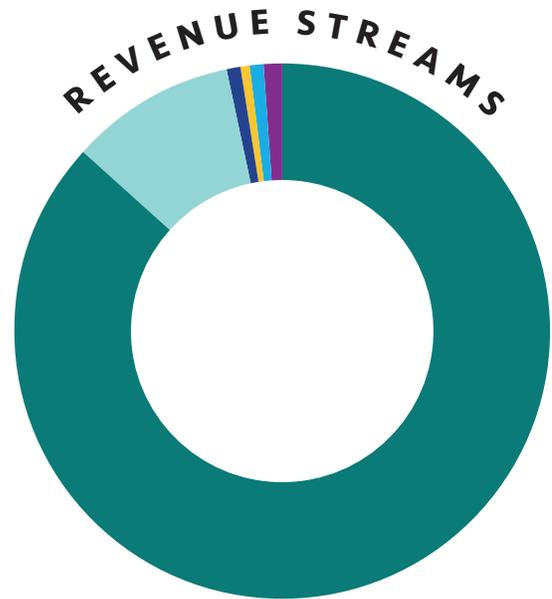


www.coanet.org

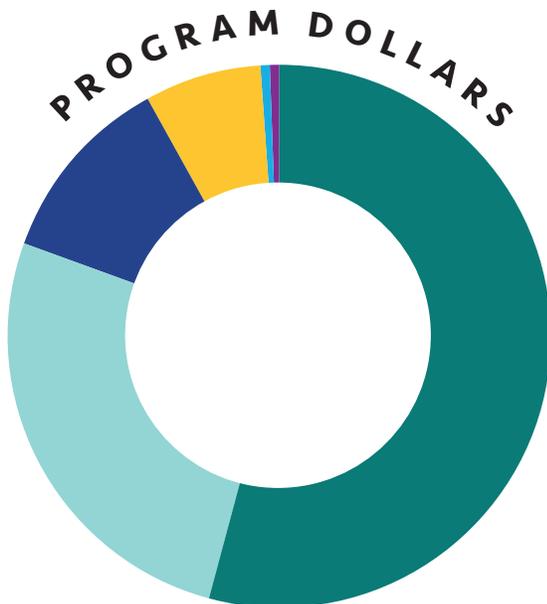
Financial Highlights

As the largest social services charity in southern Alberta which helps thousands of individuals every year, LFS operates with a substantial budget.

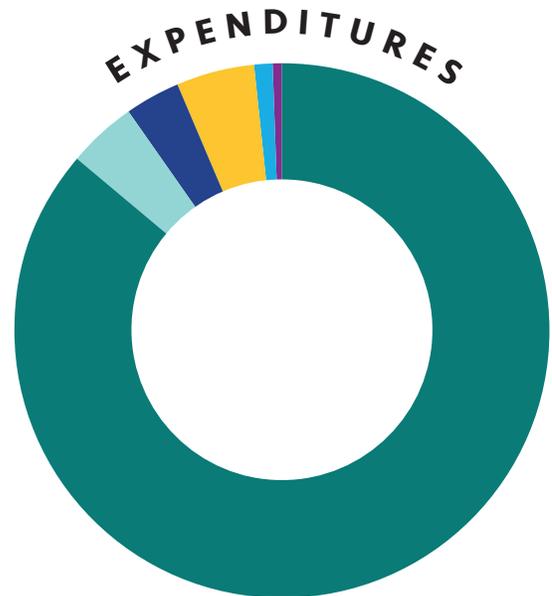
In 2014-2015, the annual budget was just over \$17million dollars. A majority of funding for essential social services including home care, settlement, counselling, and supporting individuals with development disabilities is contracted to LFS through all levels of government. In addition to government contracts, LFS is fortunate to have strong support from southern Alberta and receives private grants, donations, and fees for services. Due to the nature of the support that LFS provides to the vulnerable populations throughout southern Alberta. Expenses include; transportation/mileage, building rent at three locations, and a variety of materials and supplies. The large majority of expenditures are related to program delivery as can be seen from the graphs below.



- ▶ Provincial Government—86.68%
- ▶ Federal Government—9.98%
- ▶ Municipal Government—1.10%
- ▶ Private Grants—0.51%
- ▶ Fees for Service—0.82%
- ▶ Fundraising—0.90%



- ▶ Home Services—54.30%
- ▶ DaCapo—26.48%
- ▶ Immigrant Services—11.32%
- ▶ Psychological Services*—6.96%
- ▶ Advancement—0.57%
- ▶ Administration—0.37%



- ▶ Program Delivery—86.25%
- ▶ Building Occupancy—4.22%
- ▶ Transportation—3.25%
- ▶ Materials & Supplies—4.77%
- ▶ Program Costs—1.01%
- ▶ Recruitment/Education—0.49%

*Counselling, Outreach and Education

Building Strong Futures

If you would like to help over 6,800 southern Albertans every year improve their quality of life and well-being, please consider choosing Lethbridge Family Services as one of your charities of choice. There are numerous ways in which you can give as outlined on the form below. Please take a minute and choose your method of building a stronger southern Alberta.

Your support and help is needed to continue the support that Lethbridge Family Services provides for over 6,800 vulnerable southern Albertans every year. Please consider supporting our agency through the selection of one of these giving options. (Please indicate which one you would prefer):

Monthly Giving Allowance:

Help even more families by providing a monthly donation to Lethbridge Family Services. Your credit card will be processed the first Tuesday of every month. An annual donation receipt will be sent out by January 15th of every year for your yearly contributions.

Monthly Donation Amount: \$ _____

Type of Credit Card (*please circle one*): Visa M/C Amex

Credit Card Number: _____

Expiry Date (mm/yyyy): ____/____ CVV Number: ____

Name on Card: _____

Authorized Signature: _____

Annual Giving:

Show your support by donating once a year to Lethbridge Family Services. Donation amounts will be processed the first Tuesday of March. A tax receipt will be issued by March 31st of every year for your annual donation.

Annual Donation Amount: \$ _____

Type of Credit Card (*please circle one*): Visa M/C Amex

Credit Card Number: _____

Expiry Date (mm/yyyy): ____/____ CVV Number: ____

Name on Card: _____

Authorized Signature: _____

Endowment Fund:

Help ensure sustainability for Lethbridge Family Services and our clients by contributing to our endowment fund. This fund is held in trust by the Community Foundation and is invested to provide tax benefits to the donor. Individuals may contribute to the fund and options can be discussed with the Director of Advancement and Community Relations.

Planned Giving:

Show your long-term commitment to supporting individuals and families through a Planned Gift in your estate. A variety of options exist and can be discussed with the Director of Advancement and Community Relations, your lawyer, and/or your financial planner.

Thank you for considering a partnership and commitment to Lethbridge Family Services. Your support will help improve the lives and well-being of thousands of southern Albertans.

Main Office:

Administration, Psychological Services, DaCapo

1107 – 2nd A Avenue North, Lethbridge, AB T1H 0E6

Phone: (403) 327-5724 Fax: (403) 329-4924

Immigrant Services:

703 - 2nd Avenue South, Lethbridge, AB T1J 0C4

Phone: (403) 320-1589 Fax: (403) 317-7654

Home Services:

#106, 1410 Mayor Magrath Drive South, Lethbridge, AB T1K 2R3

Phone: (403) 317-4624 Fax: (403) 317-4634

www.**lfsfamily**.ca

 Lethbridge-Family-Services

 lfsfam

 Lethbridge Family Services



GET IN TOUCH

