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**Vision**
A connected and inclusive community where people thrive.

**Mission**
We are a highly accredited, charitable, human services organization that improves the well-being and quality of life for individuals and families in southwestern Alberta.

**Council on Accreditation**
We are proud to be accredited by the Council on Accreditation (COA) of Services for Children and Families Inc. an international, independent, non-profit accrediting organization dedicated to improving the delivery of social and health services. COA accreditation signifies that our organization has voluntarily undergone a rigorous evaluation and that our services, management, and governance, meets or exceeds research-based best practices.
A MESSAGE FROM OUR CEO

Walk the hallways of our north and south offices and you will see, first and foremost a community. This community is broad and diverse, composed of not only health care aides, nurses, counsellors, youth services and settlement practitioners, outreach workers, disability support workers and many, many others, ....but also children, families, donors, volunteers, and corporations — all dedicated to a common goal: the health and well-being of people in southwestern Alberta.

From our beginnings in 1910 to today, our hard working LFS community offers its expertise, empathy, and experience to make a meaningful difference in the lives of children and families.

Our conversation this year, and the theme of our annual report is to inspire the next generation; because caring for the emotional, mental and physical health of our children strengthens the base from which they can ignite their true passions and give purpose to the paths they choose. Our collective work and the well-being of our communities are fundamentally interconnected with their futures.

I feel passionate that every child should have the opportunity to build the life skills necessary to flourish on their path to adulthood. This year, my 6th serving as CEO, I am especially proud to celebrate the work we do serving over 3,800 children annually.

In the words of Ray L. Wilbur, Stanford University, “The potential possibilities of any child are the most intriguing and stimulating in all creation.”

It never ceases to amaze me what we can collectively accomplish through determination, passion, and a shared sense of purpose. We continually strive to make a positive impact in the lives of as many of our children as possible, through our carefully researched and evidence-based services.

Together, with our partners and supporters, we help catalyze bold ideas to strengthen our impact in such areas as innovative play therapy; base camp for newcomer children; mentorship for youth through our Community Helpers program; FASD clinics; ensuring the children we serve through our Angel Tree campaign not only receive gifts at Christmas but also service support throughout the year as needed; and so much more.

In the pages of this year’s annual report, you will meet our team members who help fuel the engine that drives our work daily. We are all proud to be on this path together and there is truly no better place to focus our efforts than helping our families and communities to raise happy, healthy, children.

Every day we hear the stories of our children and youth who battle insurmountable odds to succeed. We see resilience to the core in people so young; it makes you a stronger person just to bear witness. To walk in our hallways and experience the melodies of laughter, spirit, and joyful noise is an experience we relish every day. We wish the same for you.

Sandra Mintz, Chief Executive Officer
Building healthy communities involves people working together to transform the conditions and outcomes that matter to them. Building healthy communities is hard work, requiring frequent adjustments to emerging opportunities and challenges. It is about a social impact that initiates proper reforms, sets sensible priorities, sticks to multi-year commitments, and nurtures an environment for success.

As part of its' commitment to these values, Lethbridge Family Services (LFS) is constantly working on the high principles, practices and professionalism a Council on Accreditation re-accreditation entails. 2020 marks the organization’s year of re-accreditation involving an “in-depth self-review of our organization against best practice standards, an on-site visit by an evaluation team composed of experts, and later review and decision by the accrediting body”. (www.COA.org)

The unifying element that makes all of this possible is the entire LFS teams’ roles and responsibilities in maintaining high ethical standards, and best practices, excellence in programming, and an unsurpassed performance quality improvement system. It is progressive measures like these that explain, direct and appraise the organization’s important work for Lethbridge and southwestern Alberta.

LFS is extremely proud of its commitment and working relationship with its’ ministerial partners, funders, volunteers and supporters towards making our work for the public good, responsive, and equitable for everyone.

The transformative work LFS is doing to engage, inspire and empower continues to be a priority for its staff and the Board of Directors. These combined contributions of cross-disciplinary expertise, resilience and heartfelt passion have over the past year, allowed the organization to provide services and the prospects of a purposeful and better life to over 7,200 children, youth and adults.

As we approach a major anniversary next year, it is fitting to look forward this year and acknowledge the role we play in inspiring our children and future generations in reaching their full potential. Indeed, I am inspired every time I walk into Lethbridge Family Services and experience authentic warmth, passion and incredible commitment. Hope lives in the hearts of the people and echoes throughout the hallways of LFS.

On behalf of the Board of Directors, it is my honour and privilege to acknowledge and commend the tremendous efforts of our LFS employees, volunteers, Leadership, and supporters for their commitment, passion, and selfless service every day toward the human and community well-being we all value and aspire to.

Thank you.

Wendy Kalkan, Chair

2018/19 BOARD OF DIRECTORS

Chair: Wendy Kalkan
Vice Chair: Doug McLaughlin
Treasurer: Michel Houenagnon

Directors: Fergus Raphael, Rachel Hopf, Christine Lee, Leslie Gardner, Barbara Edgecombe-Green
ABOUT US

Lethbridge Family Services provides highly accredited health and social services to over 7,200 individuals and families, through the professional services of more than 380 staff, and the support of committed volunteers.

DaCapo Disability Services

DaCapo is an Italian "musical" term that means to "repeat from the beginning". We assist children and adults with disabilities (developmental, FASD and brain injury) to develop skills and relationships that enhance their well-being, independence, and connectivity to the community.

Services Include: Community access services, employment services, cross-disability support services, FASD assessment and diagnostic services, community access for people in continuing care, community living and respite services.

Service Areas: Southwestern Alberta from Claresholm south to the US border and the BC border east to Bow Island.

Immigrant Services

We ensure that regardless of language or cultural barriers, people who arrive in Canada are able to use their existing skills, learn new ones, and participate actively in all aspects of Canadian life. We provide a welcoming environment where newcomers and their families can make Lethbridge their home. We offer programs and services in more than 50 languages.

Services Include: Orientation, information, a full range of settlement services, referrals to community supports, interpretation, translation, and supportive counselling for recently arrived immigrants and refugees. As well, we deliver public education to professionals and the community at large, and participate in many community outreach projects.

Counselling, Outreach and Education

We provide services to those affected by family violence, sexual assault, grief and loss, transitional issues and other health and wellness concerns. Our team provides a supportive and welcoming environment that invites nourishing, transformational experience. All services offer financial subsidies and are provided by credentials.

Services Include: Counselling services from ages 4 to end of life. Individual, couples, group and family counselling available. Our Outreach and Education team provides training, presentations, workshops and personal growth groups.

Home Services

Our Certified Health Care Aides provide in-home support to enable seniors, individuals with physical disabilities, and the acute, chronically and/or terminally ill to remain in their preferred living environment for as long as possible.

Services Include: Personal care, palliative care, respite care and specialized services supported by RN’s, LPN’s, HCA’s and administrative personnel.

Service Areas: Southwestern Alberta from Vulcan county south to the Canada-U.S. border, and from the Municipal District of Taber west to the Alberta-B.C. border.

Central: Lethbridge, Coalhurst, Coaldale, Picture Butte, Monarch, Shaughnessy;
North: Fort Macleod, Granum; and Claresholm;
West: Pincher Creek, Lundbreck, Hillcrest, Bellevue, Frank, Blairstown, and Coleman;
East: Taber, Barnwell, Enchant, Vauxhall, and Hays.
FINANCIAL SUMMARY

Fiscal year ending March 31, 2019

Our service to over 7,200 individuals and families is made possible through the contributions of our major funders, donors, foundations, and corporate supporters. Lethbridge Family Services remains steadfastly committed to strong financial stewardship and accountability.

Here is how we put your funds to work:

**SOURCES OF FUNDING**
- Government of Alberta $18,498,850
- Government of Canada $2,542,116
- City of Lethbridge $309,004
- Client Fees and Other Revenue $422,555
- Fundraising $228,381
- TOTAL $22,020,906

**DEPARTMENT EXPENDITURES**
- Home Services $13,003,133
- DaCapo Disability Services $4,637,677
- Immigrant Services $2,845,786
- Counselling, Outreach & Education $1,385,565
- TOTAL $21,872,161

**CATEGORY EXPENDITURES**
- Program Delivery $18,162,478
- Administration $2,044,851
- Building and Occupancy $1,040,048
- Amortization $223,616
- Recruitment and Education $223,617
- TOTAL $21,872,161
Did you know that we have an organization-wide Performance and Quality Improvement (PQI) system? PQI data and analytics help us to provide efficient, effective, outcome-based services, effective management practices, and achievement of strategic and program goals.

A Snapshot From Our PQI:

- **Counselling, Outreach and Education**
  - 97% of counselling clients satisfaction surveys showed they would recommend our organization to an acquaintance in need of similar help.
  - 85% of clients who completed counselling showed a significant increase in their personal wellness. [http://www.oqmeasures.com/oq-45-2/]

- **DaCapo Disability Services**
  - Clients served achieved 88.75% of their identified goals.
  - 86.5% of clients who received employment funding worked in a competitive and/or customized employment and earned at least minimum wage.
  - 89% of clients who received Community Access for People in Continuing Care rated their service as excellent.

- **Immigrant Services**
  - Clients who received Refugee Re-Settlement services reported 79% “complete satisfaction/success” with housing, language instruction, transportation, employment, education/training, recreation and health care.
  - 88% of school staff surveyed reported improved communication between families, students and the school because of our youth settlement services.
  - 100% of volunteers in our Community Connections Volunteer program reported full satisfaction with their volunteer mentorship experience (met volunteering goals, received support from program staff, ability to utilize their skills and experience).

- **Finance**
  - Year-end financial statements in compliance with Canadian Accounting Standards with no recommendations issued by the Auditor.

Suicide Awareness training was provided to all serving members and new recruits of the Lethbridge Police Service, increasing their awareness of suicide when working with the public and risk to themselves as first responders.

85% of clients who completed counselling showed a significant increase in their personal wellness. [http://www.oqmeasures.com/oq-45-2/]

97% of individuals who completed our Suicide Intervention Training experienced an increase in knowledge that will enhance their ability to support others.

97% of counselling clients satisfaction surveys showed they would recommend our organization to an acquaintance in need of similar help.

85% of clients who completed counselling showed a significant increase in their personal wellness.

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Suicide Awareness training was provided to all serving members and new recruits of the Lethbridge Police Service, increasing their awareness of suicide when working with the public and risk to themselves as first responders.
90% of clients stated that their health status has been maintained or improved since commencement of services, allowing them to remain in their own home or preferred living option.

Client feedback surveys indicated that 86% of respondents rated their services at the good to great level.

Successful Corporate Foundation grants grew by 57% from last year, with 2 quarters remaining.

Achieved a 5-year, 98% retention rate for Angel Tree toy collection business partners; with a partner growth rate of 10% annually, and campaign donor growth of 12%.

Followers on three social media platforms more than doubled, from 1.5K to 3.8K, with LFS cited as an example of best practice in social media for nonprofits.

Achieved a second gift conversion rate of 18% of donors, above industry standard (Canadian Association of Fundraising Professionals).

Helped increase funding sources and advance service, projects and intellectual property.

Supported and tracked achievement of long-term strategic and annual operational goals.

Coordinated risk assessments, reviews, and mitigation strategies.

Achieved a score of 95% on the Alberta Association for Safety Partnerships Certificate of Recognition (COR) audit.

100% of employees hired during the year received Health and Safety training.

Developed a new, competency-based, Performance Review System; which increased employee understanding of expectations; promoting high-quality feedback and strengthening organization culture.

Rolled out an expanded Onboarding Program for new employees, preceding Department and job-specific orientations; increasing consistency in info provided, and giving new employees a great overview of LFS.

Achieved an employee satisfaction rating of 4.8/5.0 on our IT services.
### OUR YEAR AHEAD—PQI PRIORITIES

#### Counselling, Outreach and Education
- **90%** of counselling clients who have experienced trauma resulting from family violence/sexual violence will see a decrease in trauma symptomology.
- **10%** increase in counselling services for the family as a complete unit, to enhance harmony and decrease distress amongst its members, regardless of co-habitation status.
- **90%** of youth who participate in heartsnotparts will understand what consent is.
- **80%** of parents will report an increase in their child’s feeling identification and expression in relationships.

#### DaCapo Disability Services
- **90%** of youth who participate in #heartsnotparts will understand what consent is.
- **87%** of clients who identify volunteerism as a desired activity will participate in community volunteer activities.
- **90%** of clients with employment support funding will be working in competitive and/or customized employment and earning at least minimum wage.

#### Home Services
- **90%** of clients will be able to state that their health status has been maintained or improved since commencement of services, allowing them to remain in their own home or preferred living option.
- **At least 86%** of clients will rate their service satisfaction at the great level on the client feedback survey.

#### Immigrant Services
- **At least 85%** of Newcomer Settlement Services (NSS) participants can say that they have increased knowledge and understanding of life in Canada.
- **100%** of NSS participants will have increased their activity in local community groups and social networks.
- **100%** of active NSS participants will be able to make informed decisions about life in Canada.
- **At least 85%** of NSS participants will be able to employ English/French language instruction to help integrate into Canadian society, no longer requiring the use of interpretation/translation services.
Enhance audience segmentation and analytics to deliver the right messages to the right people.

Prepare the groundwork for a Capital Campaign in 2021.

Reduction of the number of workplace health and safety incidents by 5%.
Reduction in Workers Compensation premiums by 10% overall.
100% compliance on safety training for site-specific Joint Health and Safety Committees.

Expansion of the positions targeted for Succession Planning to support continuity of the organization.

Diversify revenue to incorporate new funding streams for services and products. (i.e. intellectual property).

Diversify revenue to incorporate new funding streams for services and products. (i.e. intellectual property).

Increase revenue by 3%.
Actual-to-budget variance of expenses within 5%.

Completion of IT security penetration testing with a low-risk rating outcome.
Email services moved to Office 365 with advanced threat protection, improving overall email security.

Reduction in Workers Compensation premiums by 10% overall.
100% compliance on safety training for site-specific Joint Health and Safety Committees.

Completion of IT security penetration testing with a low-risk rating outcome.
Email services moved to Office 365 with advanced threat protection, improving overall email security.

Expansion of the positions targeted for Succession Planning to support continuity of the organization.

Increase revenue by 3%.
Actual-to-budget variance of expenses within 5%.
A View of Our Year

DACAPPO DISABILITY SERVICES

356 Total clients served
119,170 Client service hours
15 FASD Community education sessions delivered
12 Multi—disciplinary community professionals on our FASD clinical team
3.7K Volunteer hours our clients provided to our community

HOME SERVICES

460.2K Direct client service hours
1,261 Daily service hours
27 Communities in southwestern Alberta received in-home support
43.4K Total client visits per month
1.4M Kilometres travelled
24 hours a day, 365 days a year, of essential public service

IN OUR COMMUNITY

7,200 individuals served annually by our staff of 380+ people
3,800 Children and youth (0-18 years old) served annually
543 Volunteers contributed 5,286 hours supporting LFS programs

Annual Fundraising efforts increased by 15% including individual and corporate donors/sponsors

3.8K Combined followers on Facebook, Twitter, and Instagram with 24.4K visits to our website

New! Association of Alberta Sexual Assault Services - First Responder Sexual Assault and Abuse Training
COUNSELLING, OUTREACH AND EDUCATION

25% Counselling clients who are children

25 Years delivering *Healing Journey* - a therapeutic group for men or women who have experienced childhood abuse and have been diagnosed with mental health illness

22 Suicide Intervention Trainings

3 High school classes completed the #heartsnotparts program

IMMIGRANT SERVICES

989 Total newcomers served

110 Volunteers contributed 2,781 hours to our *Community Connections Volunteer* program

30 Organizations including 3 levels of government, 2 school boards involved with our Lethbridge Local Immigration Partnership

7,638 Hours of interpretation and translation services provided
1910: Official anniversary date of Lethbridge Family Services (LFS). From the Women’s Relief Society, the Lethbridge Nursing Mission was formed. In 1955, Lethbridge Nursing Mission changed their name to the Lethbridge Welfare Mission. The organization merged with Catholic Family Services to become Lethbridge Family Services in 1967.

1911 Alberta’s Hospital Ponoka opens: also known as Alberta Mental Hospital, Alberta Hospital for the Insane, Provincial Mental Health Hospital, Ponoka Mental Hospital, and Ponoka Insane Asylum—which became the primary mental health institution in the province.

1916 Lunatics’ Estates Act is passed in Alberta

1918 Canada National Committee for Mental Hygiene (CNCMH) is established

1919 Alberta passes an “Act respecting Mentally Defective Persons”

1923 Provincial Training School for Mental Defectives (PTS) in Red Deer, is operated as an institution for mentally disabled children and adults between 1923 and 1977, at which time it was renamed the Michener Centre

1924 Alberta renames the Insanity Act to the Mental Diseases Act.

1930 Canadian Medical Association journal publishes “Sterilization for Human Betterment”

1937 Alberta passes first amendment to the Sexual Sterilization Act

1958 Canadian Association of Community Living (CACL) is established

1960 Alberta becomes a Canadian leader in replacing institutional care with community based services for people with disabilities

1975 The Declaration on the Rights of Disabled Persons was a declaration of the General Assembly of the United Nations, made on 9 December 1975

1981 This year was proclaimed the International Year of Disabled Persons (IYDP) by the United Nations

1986 The DaCapo program began with 17 individuals served in a day program format

1990’s The nineties saw the expansion of DaCapo to include services for seniors with developmental disabilities, individuals with brain injuries and vocational and residential services

1991 Canadian Government announces a 5-year strategy for the integration of Persons with Disabilities

1997 Law Commissions of Canada investigation on abuse in children’s institutions

1997 Opportunities fund for persons with disabilities created in Canada

2006 The Alberta Association for Community Living (AACL) releases the book “Hear my Voice”

2006 DaCapo is awarded the contract for Cross Disability Support Services

2006 DaCapo adds the Community Access for Persons in Continuing Care program

2010 DaCapo adds a FASD Diagnostic and Assessment Clinic

2015 Garden for Growth is built for DaCapo clients

2019 Major renovation begins in LFS North office on the DaCapo Accessibility and Kitchen Upgrades Project

Past and Present Perceptions Towards Disability
Nearly 14 percent of the Canadian population, almost four million Canadians, live with physical, sensory and cognitive impairments - supported by more than 2.3 million families in Canada who provide day-to-day support for these family members. The history of people living with a disability has been long, sometimes challenging, and in the past two decades, very hopeful.

Multiple social movements in the latter half of the 20th century have brought about change for barrier-free policies and legislation for people with disabilities, mainly in the areas of employment, transportation, education and housing. Advocate groups like the Council of Canadians with Disabilities, have helped shape and influence our thinking about people with disabilities. Alberta alone evolved from the Lunatics’ Estates Act in 1916, horrific institutionalization and sterilization (1911 – 1950’s) to becoming a Canadian leader in replacing institutional care with community-based services for people with disabilities.

Our Department is a leader in innovative practices like cross-disability support services, a multi-disciplinary FASD diagnostic and assessment clinic, employment services, adaptive gardening for gardeners with disabilities, and in 2019, we began a major 3-phase renovation: the DaCapo Accessibility and Kitchen Upgrades project.

"An inclusive and accessible Canada reflects our greatest values as a nation." (www.ccdonline.ca) Our vision statement “a connected and inclusive community where people thrive,” echoes this sentiment exactly. As such, we are continually working to dispel myths, help educate and involve our community by ensuring that people with disabilities have the same opportunities as everyone; the same benefits, wage, aids, personal supports, and environmental accommodations, which support a fulsome life.

Each year on December 3, we acknowledge and celebrate the United Nations International Day of Persons with Disabilities, raising awareness of disability issues among policy makers and the wider public. This year, join us.

"On this International Day, let us reaffirm our commitment to work together for a better world that is inclusive, equitable and sustainable for everyone, where the rights of people with disabilities are fully realized."
— António Guterres
UN Secretary-General
HOME SERVICES

When it is a Child’s Turn to Take Care of Mom or Dad

My father’s childhood memories exist in the 1940s, after the Great Depression, during World War II. He is of the Greatest Generation. His speeches were the art of eloquence at family gatherings; he helped care for our children when we went to work; he is loving; he is kind, and he is beginning to forget. As a child of an aging parent, one of my biggest priorities is seeking the kind of care that will make my father most comfortable and happy, near his friends, and emotionally satisfied.

If you are caring for aging parents, you are not alone. More than eight million Canadians provide some form of caregiving to parents, relatives or family friends, most of those seniors; and the number of seniors requiring care is set to double over the next 15 years. (*Statistics Canada. 2012. “Portrait of Caregivers”)

Children and grandchildren are now the caregivers of their loved ones, and at Lethbridge Family Services (LFS), we help ease this difficult transition and the duties involved in this care, gracefully. We provide service in 27 south western Alberta communities with a caring and supportive staff of 180 health care aides, LPN’s, RN’s and administration.

Over the past two years, we have digitalized our client records, provided our health care aides with mobile phones to ensure rapid communications, and adopted a new scheduling system called Work Force Edge, optimizing scheduling, deployment and schedule planning.

By keeping up with trends, demographic statistics, and the latest advances in home-care supports, our clients can feel secure about the services they receive.

“Gratitude, tenderness, and grace are important in the care-giving process, and nothing is more important to me than giving my father laughter, joy, and comfort during his mature years. My father wants to stay at home as long as possible, in the only home he knows well, surrounded by those who love him.”

Sometimes, a child becomes a caregiver for an aging parent quite suddenly and at LFS, we help this relationship become a privilege and not a burden. Family well-being is a foundational priority, well-supported by our Home Services Department.
Our Youth Settlement Team
On the Journey They Share with our Newcomer Children

“When I meet newcomer families for the first time, the first and main thing they share is that they came here so that their children will have a chance to get the education and safety they deserve. To be part of that journey alongside newcomer families and children is such a privilege. As an educator and social services provider, I learn a lot from their experiences, and am honoured to help welcome newcomer children and youth to our community.”
Kristina Larkin, B.Ed., B.A., Program Manager, Youth Settlement Services

“The heart of the matter when working with newcomer kiddos is safety. When we are safe, we can then grow and become our best selves. I am so lucky that I get to help create safe spaces for kids to have meaningful experiences within. The moments of true joy I get to witness make the future seem very bright.”
- Megan Fester, HB, BSW, RSW, Settlement Practitioner

“Where are we going? We’re going around the globe and back again. We’re creating a society that in the future will understand and appreciate one another regardless of where they have been, what they believe in, and what they look like. We’re preparing the city for a cultural revolution full of appreciation, understanding, equity, and love. We’re going forward and there’s no looking back.”
Shelby Zubak, B.SC., Settlement Practitioner

“Everything we do matters to the children we work with every day. They want to engage in the new world they find themselves in. I really feel like we make a big difference……and making a difference in the life of even one child means you made it all. It’s life-changing for all of us at LFS!”
- Chol Deng, B.P.A., CJ, CYC, Settlement Practitioner

“Do not despise a humble beginning; for a million miles journey starts from a simple step toward the right direction” - Anonymous

“My personal experience taught me that finding your voice in life is a key ingredient toward a successful expression of who you are as a human being, with a given potential. With the right-minded people around you and a purpose to accomplish at hand, your voice is a gateway to greatness in your own merit.

Working with newcomer children has been a life-impacting experience and I have come to appreciate that. Every little bit of support we offer to our newcomer families counts toward a prosperous and welcoming Canada we love!” - Sisay A. Yimenu, B.Sc., Settlement Practitioner

“Every day I do the work I was meant for; the work that I love: teaching newcomer children to reframe their thinking towards victory and not defeat. This year, something amazing happened that will change the life trajectory of one child who will, in turn, change it for many more. An exemplary newcomer child was selected to attend the Tim Hortons Leadership Development summer program where this individual will develop life-long leadership skills, teamwork and independence. This is such a positive step!
- Michael Ward, B.A., BSW, RSW, Settlement Practitioner
Communicating with another person about feelings, emotions, and difficult experiences can easily be scary and overwhelming. Now, imagine if that person was a child.

In our Counselling, Outreach and Education department, we serve a client population of over 25% children (4 – 18 years old), who have experienced trauma. For this reason, it became imperative to offer the expertise of Counsellors who apply play therapy techniques in their work.

Because children’s language development lags behind their cognitive development, they communicate their awareness of what is happening in their world through their play. In play therapy, toys are viewed as the child’s words and play as the child’s language—a language of activity.

Rebecca, BA. Psych., MACP, Registered Provisional Psychologist, Counsellor, shares her experiences of working with children: “Toys can serve as a child’s words to help them express their feelings which may be too difficult for them to otherwise communicate. The play therapy room can become a safe place for children to express themselves.”

It is extremely important to meet the needs of each child who has experienced trauma. So, play therapy techniques allow our counsellors to help the child to develop coping mechanisms while “titrating the dosage” of trauma exposure.

Cyndi, M.Ed., RSW., Clinical Supervisor, says “by introducing direct measures into play therapy (like working with sand trays to recreate a situation, and then allowing movement and shifting of characters to create protection from that trauma) can help a child discover an alternative way of coping”.

After a few sessions, our counsellors will meet with the child’s caregiver and provide information on how to best support their child/teen outside of therapy sessions.

“When done well”, says Cyndi, “play therapy allows children to identify and resolve challenging issues, enhance their confidence and build resiliency. Everything we do to help this generation of children shape their own paths, will help everyone’s future”.

“Using toys as their medium to communicate is how children make sense of the world around them.”—Elaine, MSW, RSW, Counsellor at LFS.
The Community Helpers Program, a provincial initiative that began in 2007, is a suicide prevention program targeting youth and young adults, 12 – 30 years old. Our Outreach and Education team has been facilitating the Community Helpers program in southern Alberta since 2010. The goal of Community Helpers is to develop safe and effective strategies for youth supporting their peers by; increasing awareness, decreasing stigma concerning issues affecting youth and emphasizing help-seeking.

Did you know that only 1% of youth will talk to a professional first when they need to talk? So, who are they talking to? Youth talk to other youth, their peers. (Youth Net/Réseau Ado, 2005 as cited in Community Helpers Program Coordinator’s Guide, 2008)

This program is unique in that youth nominate their peers to take part in the Community Helpers program. For example, in one high school, our Outreach and Education team would survey all grade 9 students, and ask them to list two friends who would be their “go-to” person(s).

Nominated youth are then invited to a two-day Community Helpers session where they will learn how to listen effectively, how to access resources and increase their knowledge on topics such as; healthy relationships, addictions, suicide, self-care, mental health and more.

Our Outreach and Education team provides a learning environment through discussion, experiential activities and building healthy connections to community and school resources.

The program assists youth in becoming better equipped to engage with their peers when they are concerned, how to provide support, when to seek further support (i.e. an adult) as well as to enhance their self-care practices.
Thank You to Our Supporters

We are very grateful to all our funders, individual donors, businesses, foundations, and sponsors who work collaboratively with us to support our mission. Please know that you are making a difference in the lives of many children, youth, and families. Thank you for caring. Thank you for giving.

FUNDERS

Government of Canada
- Immigration, Refugees & Citizenship Canada
- Western Economic Diversification Canada

Government of Alberta
- Alberta Health Services, southwest zone (AHS)
- AHS - Addictions & Mental Health
- AHS - Community Helpers
- AHS - Family Health Home Visitation
- AHS - Healing Journey Program
- AHS - Safe Communities Initiative
- AHS - Suicide & Family Violence Prevention Program
- Government of Alberta Children’s Services - South Region
- Ministry of Community & Social Services
  - Family Violence Prevention
  - Persons with Development Disabilities
- Ministry of Labour & Immigration
  - Settlement, Integration & Language Projects

City of Lethbridge
- Family & Community Support Services Program
- Community Event Support Grant

Other
- Association of Alberta Sexual Assault Services
- Chinook Sexual Assault Centre
- Lethbridge College
- Rajani Clinic Training Service
- Ready, Willing & Able
- Roman Catholic Bishop of the Diocese of Calgary
- South Region Children & Family Services
- South Alberta FASD Network

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Ann Rijn
Anna Colmo
Anne Hill
Anthony Burdett
Anthony Polini
Arlene Oishi
Ame Westra
Ashley Klinkag
Ashlynnne Van Buuren
Baadshah Restaurant
Baby Laurel & Co.
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Barb Shephard & Floyd Moncrieff
Barnett Bettger
Bessie Bourne
Betty Shortt
Beverly Thompson
Black Rock Terrace, Social Club
Blaine Engel
Blankets for Canada
Bonnie Gruber
Bonnie Harry
Brad Goss
Brayden Lisecki
Brenda Bell
Brent McDowell
Brent Morris
Brian Harry
Brian Somerville
Bridge City Chrysler Dodge Jeep FIAT
Brigitte Palmer
Bruce McKillop
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C.U.P.E. Local 70
Café Verde
Canadian Security Systems
Canada Tire, North
Canadian Union of Public Employees of Local 70
Cargill (Ag Lethbridge)
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Carol Merkle
Charla Solly
Charleen Davidson
Charlon & Hill Ltd.
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Chelsea Shaw
Children of St. Martha Elementary School
Chinese National League Society of Lethbridge
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Chris Jangula
Christie Archer
Christina Whittmire
Christine Lee
City of Lethbridge Firefighters "B Platoon"
Coen Yasinski
Colin Catonio
Colin Howe
DA Ferguson Middle School, Leadership Group
Dale MacLean
Dan Bosters
Darcie Tams
Darlene Bergen
Darren & Marrion Price
Darren Boras
Dave & Brenda Eaglesham
Dave Lachance
David Dickhout
David Helmer
Debra Ryan
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Dave & Brenda Eaglesham
Dave Lachance
David Dickhout
David Helmer
Debra Ryan
Deluxe Granite Ltd.
Dennis & Evelyn Bryant
Gloria Strong
Gold & Gold Productions
Greg Ruzicki
Gwen Foder
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Hazel Mitchell
Heather Rowland
Heather Wills
Henry Heinen
Henry Ulrich
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Janice & Glenn Varzari
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Jeanne Beaty
Jennifer Mather
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Joanne & Barry Lorencz
Joanne Feist
Jody Gentek
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Joelynn Zeinstra
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John Sutherland
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June Beloin
June Cameron
Karen Reid
Kawneer Company Canada Ltd.
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Kelsey Corkum
Ken, Jody Wagner & Family
Ken Pon
Kendal Hachkowski
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Knud V Petersen
KPMG Lethbridge
Krista MacNeil
Kris Caldwell
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Kurt E. Schlachter
Kyle Horvath
Kyle Ronspies
Landon Waters
Laura Pickett
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Leo & Evelyn Mccormick
Leonard Binning
Leslie Gardner
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Lethbridge College, LEO Club
Lethbridge Fit Body Boot Camp
Lethbridge Toyota
Lil Muise
Linda Miller
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Liselotte Freijer-Poulsen
Logic Lumber
Lois Gilchrist
Lone Pine Embroidery
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Mike Fleming
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Rebecca Sanford
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Richard Perlow
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Rick Kawa
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Rita Gaumont
Robert Gregson
Roberta Heembrock
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Rochelle Potvin
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Ruth Hogle
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Sally & Steve Schafer
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Sandra Mintz
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Sandy Baceda
Scotabank
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Shola Aladegbaje
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Silke Sodeman
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Steve & Lary Kothis
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Tawnee Vincon
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The Home Depot
The Movie Mill Inc.
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Thomson Family
Tori Vincon
Tracey Hanson
Trevor Hollingworth
Trevor Thomas
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Vanessa McKay
Vicki Kambitz
Vivian Takacs
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Wendy Dickout
Wendy Herbers
Wendy Kalkan
Wesbridge Construction Ltd.
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Able Body Health Clinic
ACE Place Learning Center
ACFA régionale de Lethbridge
Agricultural Financial Services Corporation
Agroplus Inc. Lethbridge
AHS, Addictions & Mental Health, Southwest Zone
Airtech Heating & Air Conditioning
Alberta Bike Swap
All Nine Apparel
All Things Cedar
Alvin Reinhard Fritz Architect Inc.
Armour Insurance Group Ltd.
Associates Counselling Services Inc.
Association of Alberta Sexual Assault Services
Avail CPA
A-Win Insurance
B93.FM
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BavaRua Events & Catering
BDO Canada LLP
Bert and Mac’s Source for Sports
Betty’s and Bombshells
Beulah Sinclair
Black Rock Terrace
Blood Tribe Clinic, Department of Health
Bola Fowosere
Boys & Girls Club of Lethbridge & District
Bridge City Chrysler Dodge Jeep Ltd.
Bridges Consulting
Calgary Catholic Cross - Cultural Services
Canadian Bhutanese Society Dance Group
Canadian Blood Services
Canadian Tire, South
Cara Varzari
Cardston High School
Cathy, Art & Devin Livingstone
Catwalk Salon Spa
Cavendish Farms
Central Elementary School
Century 21 Foothills South Real Estate Ltd.
Children of St. Martha Elementary School
Chinook High School
Chinook Primary Care Network
Clay Wright
Clear Sky Radio
Club Demonstration Services
Coalbanks Elementary School
Colleen Ward
College Ford Lincoln
Coastco Wholesale
Country 95.5 FM
CTV Television
Cummins Sales and Service
DA Ferguson Middle School, Leadership Group
Darlene Huber
Davis Automotive Group
Davis GMC Buick Ltd.
Deborah Giguere
Deborah Williams
Debra Ryan
Dexterra
Donna Fetting
Dorothy Dalgliesh School
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Dr. Hammon Elementary School
École Agnes Davidson School
École St. Mary School
Edenbridge Family Services
Erin Phillips
Erle Rivers High School
Exhibition Park Lethbridge
Eyeopener Toastmasters Club, Lethbridge
Family Centre
Family Justice Services
Fatburger
Father Leonard Van Tighem School
Finning Canada
Firestone Restaurant & Bar
Flaman Sales, Rentals & Fitness, Lethbridge
Fleetwood-Bawden School
G.S. Lakie Middle School
Galiko Homes
Gallop Museum
Gary Moe Mazda Lethbridge
Gilbert Patterson Middle School
Global Television
Goss Architectural Design Group
Great Strides Fine Shoes
Greg Kropf
H & R Transport Ltd.
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Harper Chiropractic
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Interfaith Food Bank
Internet Solutions Group
Jack Ady Cancer Centre
Jaded Body Arts
Janet Thompson
Janine Steppert
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Jim Patterson Broadcast Group
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Journey Energy Inc.
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Kapow Comics
Kate Andrews High School
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Kinetic Indoor Cycle
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Lafarge Canada Inc.
Lakeview Elementary School
LCI High School
Lethbridge 5 Pin Bowlers Association
Lethbridge Christian School
Lethbridge College
Lethbridge Correctional Centre
Lethbridge Exhibition Park; Youth Council
Lethbridge Food Bank Society
Lethbridge Herald
Lethbridge Hurricanes Hockey Club
Lethbridge Iron Works Company Ltd.
Lethbridge Police Service
Lethbridge Pregnancy Centre
Lethbridge Public Library
Lethbridge Research Station
Lethbridge School District No. 51
Lethbridge Senior Citizens Organization
Lethbridge Youth Treatment Centre
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Lisa Ober
Logic Lumber Ltd.
Long Shot Consulting Services
Lorraine Vandervalk
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Marcie Mainzer
McDonald’s, Fairway Plaza
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Mediterranean Mazza Bar
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Milk River Elementary School
Mocha Cabana
My City Care
Nicholas Sheran Community School
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Palliser Medical & Travel Clinic
Paramount Printers Ltd.
Parents as Teachers
Park Meadows Elementary School
Paige McCann
Palliser Medical & Travel Clinic
Paramount Printers Ltd.
Parents as Teachers
Park Meadows Elementary School
Parents as Teachers
Park Meadows Elementary School
Pauline Ibbs
Patterson Elementary School
Payback Pawn
Peter Kropf
Pine Valley High School
Pitney Bowes
Pitney, Bowes CPA
Pondview Manor
Prados Electrical Supplies
Prince of Wales High School
Pulaski Elementary School
Quintal Lee
Quintal Lee
Ray Smith Elementary School
Renaissance School of the Arts
Robert P. Kennedy School
Robert Todd Elementary School
Rudy’s Takeout
Rural Pet Shelter of Southern Alberta
Sacred Heart School
Sall & Co.
Salt Lake School
Salt Lake School
Salt Lake School
Salt Lake School
Salt Lake School
Pass Powderkeg Ski Area
Pat MacKintosh
Phyllis McEwan
Planet Labs
Posh Laser Hair Removal
Primary Care Network
Progressive Waste Solutions
Purely Inspired Academy of Beauty
Purolator
Quest Support Services
R.I. Baker Middle School
Raymond Elementary School
Red Crow Community College
Rehabilitation Society of SW Alberta
Rotary Club of Lethbridge, Urban Spirits
Royal Bank of Canada (Lethbridge)
Saint Paul Elementary School
Sandy Roberts
Sarah Rasmussen
SASH
Save-On-Foods, North
Schwartz Reliance Insurance
Senator Buchanan Elementary
Senator Joyce Fairburn Middle School
Servus Credit Union
Shane Jacques
Shaw TV
Sienna Randolph
Sifton Family and Youth Services
South Alberta FASD Network
Southern Alberta Ethnic Association
Southern Optical
Southminster United Church
St. Francis Junior High School
St. Michael's Health Centre
St. Paul Elementary School
St. Teresa of Calcutta School
Starbound Dance Center
Stokes Pharmacy
Sunny Side School
SW Alberta Child & Family Services
Swiss Chalet
Taber Christian School
Taber Mennonite School
The Church of Jesus Christ of Latter-day Saints, Magrath Second Ward
The Salvation Army
The Truck Store
Thomas Wiens
Training Inc. Vocational School & Employment Services
Troy's No Frills
United Nations High Commissioner for Refugees
University of Calgary, Faculty of Social Work
University of Lethbridge
University of Lethbridge, Arts & Science
University of Lethbridge, Rotaract Club
University of Lethbridge, Syrian Refugee Study
Vauxhall Elementary & High School
Victoria Park High School
Walmart, North
Warner School
Waste Connections of Canada
West Side Community Church
Westminster Elementary School
Where the Wild Things Grow
Wilson Middle School
Winners
Winston Churchill High School
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NORTH OFFICE

DaCapo Disability Services
1107 - 2 Avenue A North
Lethbridge, AB T1H 0E6
Tel: 403-320-9119

Counselling, Outreach & Education
1098 - 3 Avenue North
Lethbridge, AB T1H 0H7
Tel: 403-327-5724

Immigrant Services
1107 - 2 Avenue A North
Lethbridge, AB T1H 0E6
Tel: 403-320-1589

SOUTH OFFICE

Home Services
#106, 1410 Mayor Magrath Drive South
Lethbridge, AB T1K 2RS
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