



20202021 ANNUAL REPORT

Together, our actions will spark collective healing

CONTENTS

Vision, Mission, COA Accreditation

Message from our CEO 3

Message from our Chair 4

About Us 6

Financial Summary 7

Performance & Quality Improvement 8

A View of Our Year 10

Home Services 12

Immigrant Services 14

Counselling, Outreach and Education 16

DaCapo Disability Services 18

Message from the Board 20

Thank You 22

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.

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 external evaluation and that our services, management, and governance, meets or exceeds research-based best practices.





A MESSAGE FROM OUR CEO

"In every community there is work to be done...
In every heart, there is the power to do it."
– Marianne Williamson



Oki friends,

What a consequential time we find ourselves in as we move through a second full year of pandemic, just one of many crises challenging us in life as we know it. Racism; Displacement; Climate catastrophe; Growing civil unrest; Mental health. Nobody has been spared, and we are living with a monumental imperative to learn, to heal, to do better, to sow the seeds of hope as we go forward together in a world that has been forever changed.

In every community around the world there is work to be done, and in every heart, there is the power to do it. We have a profound opportunity to explore new human potential, and we will be stronger if we embark on this journey together, like never before. In profound reflection, we pause, breathe, look within, to ask who we are, how we can support, and what is needed to transform.

As the world, Canada, LFS and our beloved clients, staff, Board and volunteers have navigated the changes around us, I have been invested in rich dialogue with stakeholders. We explore ways to bring people and organizations together to spark the collective healing needed now more than ever. I believe that those conversations are the starting point for collective action, and we are proud and grateful to be moving in this direction with determination, dedication, and commitment.

Lethbridge Family Services is poised and ready to meet the future; to drive engagement; to be leaders; to empower; to evolve.

We are dedicated to accessing human capacities like empathy and compassion to understand the experiences and motivation of all those within our community and society. We greet and celebrate contrasting perspectives, different dynamics, diversity, and interdisciplinary approaches to strengthen our community's collective healing. We welcome the concept of positive collisions – the unpredicted collision of ideas and people which result in fascinating collaborations with unexpected partners for superior outcomes.

Visionary ideas, hope, growth and action inspire us.

In the eight years I have proudly lead our team of dedicated, driven people, I have seen an organization amplify and reinforce our vision of a connected and inclusive community where people thrive. I extend my most heartfelt gratitude to our incredible Team LFS for building the path that has ushered us with such power and strength. I look with optimism and certainty that together, our actions will spark collective healing.

There is no doubt.

Sandra Mintz,
Chief Executive Officer

CEO

Welcome to 2021! In Lethbridge Family Services' 111 years of operation, this will certainly be remembered as a unique time in the organization's history. The COVID-19 pandemic brought changes and even hardships of one kind or another for all of us. We witnessed changes on an epic scale, experienced vulnerabilities in our lives and in our communities, and were spurred to respond with a resilience that is seeing us through this ever-changing landscape.

As this year's Chairperson, I am so very privileged and grateful to be surrounded by a consummate and devoted Board of Directors; an exceptional leadership team guided and inspired by our phenomenal CEO - Sandra Mintz; and invigorated by our resilient, skilled and dedicated employees - all who collectively make the organization a leader in health, human and community services. Together with our government ministries, community and business partners, volunteers, and supporters, Lethbridge Family Services never wavered from living out its mission of providing services that improve well-being and quality of life; services so relevant for resilience, growth and moving forward in the ever-changing environment COVID-19 entailed.

Through all of this, we continued our history of adhering to the highest standards of policy governance, sound decision-making, good fiscal stewardship, transparency and accountability - essential elements for the strong performance fundamental to the organization's success in serving individuals, families and communities throughout Southwestern Alberta.

Lethbridge Family Services met the call to action imposed by the pandemic in meeting individual and family needs with respect, integrity, and compassion - values so deeply rooted within the organization and so important in building resilience. I am especially proud of our 2021-2024 Strategic Plan which combines both human and technology-centered strategies to "meet the future" by focusing on both short and longterm organizational goals in, maintaining relevant, efficient, and effective services; ensuring business continuity and sustainability. Lethbridge Family Services Board is proud of and dedicated to supporting the CEO in making all this happen in a supportive culture, backed by conscientious policies, diligent fiscal oversight, thorough continuous quality improvement, and strong risk management.

A supportive culture is critical in any organization. The Board of Directors champion the organization's vision, mission, and values, ensuring these all underpin and are animated in all the organization is and does. Leadership is about setting an example and signals the behaviours the organization embodies and demonstrates. We recognize the value of a respectful and inclusive workplace where everyone contributes, and to act on this, the Board collaborated with a core group of employees and leadership to set the right tone for our goals and objectives which encourage fluidity and flexibility.

We are confident in the organization's strategic direction, and firmly believe Lethbridge Family Services' purpose-driven approach ensures that the citizens and communities throughout Southwestern Alberta have the capacity to thrive and be resilient.

**It has been an honour to serve as Chairperson of
Lethbridge Family Services during this unprecedented time.**

A MESSAGE FROM OUR CHAIR

Resilience:

The capacity to recover quickly from difficulties; toughness.
The ability of a substance or object to spring back into shape; elasticity.

*Oxford Languages



ABOUT US

Lethbridge Family Services provides highly-accredited health and social services to over 8,100 individuals and families, through the professional services of more than 380 staff, and the support of 663 committed volunteers.

DaCapo Disability Services

DaCapo is an Italian "musical" term that means to "repeat from the beginning". Our highly trained community disability services workers 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 Claesholm south to the US border and the BC border east to Bow Island.

Immigrant Services

Our certified Settlement Practitioners 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 39 languages.

Services Include: A full range of settlement services, orientation, information, referrals to community supports, interpretation, translation, and supportive counselling for immigrants and refugees. We deliver public education to professionals and the community at large, and participate in many community outreach projects.

Counselling, Outreach & Education

Through a welcoming and compassionate environment, our Counselling team comprised of a Registered Psychologist, Registered Provisional Psychologists, Registered Social Workers, and Canadian Certified Counsellors, provides therapeutic services to individuals and their families to process traumas and resolve other personal and psychological issues. Our Outreach & Education team works with individuals, caregivers and professionals to facilitate insight, awareness and enhance skills.

Services Include: Individual, couple, family and group counselling for individuals aged 3 to end of life. Outreach and Education services include educational presentations, training/workshops, personal growth groups and individual education sessions.

Service Areas: South-Zone West Alberta

Home Services

Our Certified Health Care Aides provide in-home support to enable seniors, and 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 Registered Nurses, Licensed Practical Nurses, Health Care Aides, and administrative personnel.

Service Areas: Southwestern Alberta from Claesholm south to the U.S. border, east from the BC border to MD of Taber and County of Warner.

Central:

Lethbridge, Coalhurst, Coaldale, Picture Butte, Monarch, Shaughnessy.

North: Fort Macleod, and Granum.

West:

Pincher Creek, Lundbreck, Hillcrest, Bellevue, Frank, Blairmore, and Coleman.

East: Taber, Barnwell, Enchant, Vauxhall, and Hays.



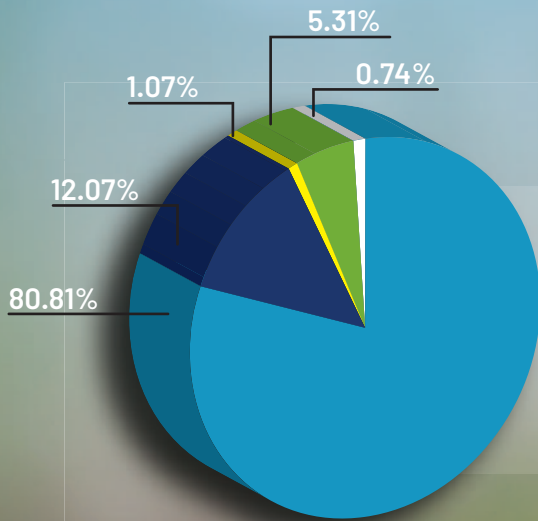
FINANCIAL SUMMARY

Our service to over 8,100 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.

Fiscal year ending March 31, 2021

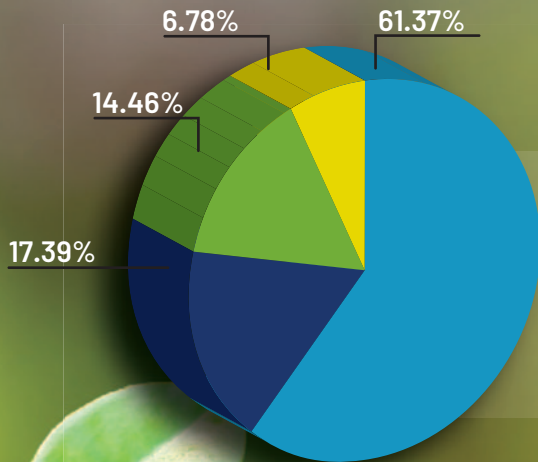
Here is how we put your funds to work:

SOURCES OF FUNDING



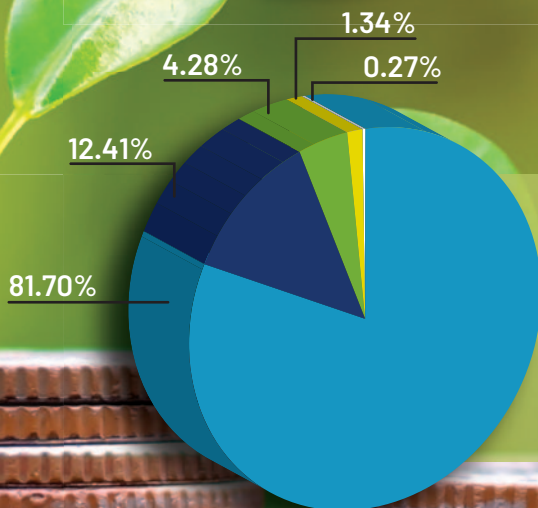
• Government of Alberta	\$17,364,009	80.81%
• Government of Canada	\$2,594,349	12.07%
• Municipal Government	\$159,684	0.74%
• Fundraising & Grants	\$1,140,242	5.31%
• Client Fees	\$229,744	1.07%
• TOTAL	\$21,488,028	100.00%

DEPARTMENT EXPENDITURES



• Home Services	\$13,086,942	61.37%
• DaCapo Disability Services	\$3,708,865	17.39%
• Immigrant Services	\$3,082,770	14.46%
• Counselling, Outreach & Education	\$1,446,914	6.78%
• TOTAL	\$21,325,491	100.00%

CATEGORY EXPENDITURES



• Program Delivery	\$17,423,685	81.70%
• Administration	\$2,646,292	12.41%
• Building & Occupancy	\$912,092	4.28%
• Amortization	\$285,369	1.34%
• Recruitment and Education	\$58,053	0.27%
• TOTAL	\$21,325,491	100.00%

PERFORMANCE AND QUALITY IMPROVEMENT

Counselling, Outreach & Education

93% of clients who have completed counselling experienced functioning within the normal range in the following areas: Symptom Distress; Interpersonal Functioning; Social Role Functioning; and Quality of Life.

94% of adults associated with childhood or adult traumatic experiences experienced a decrease in trauma symptomatology.

100% of participants in personal growth groups who completed workshops through Outreach & Education indicated an increase in their knowledge to provide support.

DaCapo Disability Services

The number of clients served increased by **16.5%** from the previous year.

Anonymous Client and Guardian Feedback Survey Results: Service rating was evaluated to be "excellent/good" by **97%** of respondents.

Community Access for People in Continuing Care (CAPCC) Service Satisfaction Rating was **100%**.

Home Services

Of the **1,203** clients surveyed, **97%** stated that their condition had been maintained or positively affected by the services they received.

The annual Client Service Quality Review had a completion rate of **99%**, which exceeded the priority target measure of **80%**.

Client feedback surveys indicated that on average, **92%** of respondents rated their services at the good to great level.

Immigrant Services

90% of Settlement Services participants surveyed said they had acquired skill sets for successful settlement and integration.

88% of Settlement Services participants in the Case Management model were able to remain stable or overcome barriers to settlement.

91% of Settlement Services participants indicated that Lethbridge Family Services was helpful in their settlement and integration process.

Human Resources

Supervisor to staff ratio equals **1:7.35**

Employee Engagement/Satisfaction showed an **80%** median overall employee satisfaction Benchmark: LFS Employee Satisfaction Survey, January 2021.

Finance

Total administration expenses to total expenses saw a slight decrease despite challenges experienced during the pandemic.

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

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.

Advancement & Communications

Fundraising experienced an increase of **84%** from the previous year.

Donor growth exceeded established target by **27%**.

LFS website re-design is underway with **2** Departments completed, and the click-through rate on those pages reaching over **6%**, well above industry standard.

Health and Safety

100% employees attended the Employee Health and Safety Training during orientation and Safety Refresher which takes place every three years.

95% - Employee trust of management's commitment to Health and Safety.

100% reporting on identified hazardous conditions.

Facility

Average time to complete work orders reduced from **3** to **1.5** days.

Internal stakeholder experience resulted in a minimum **4/5** average rating in overall customer experience for the resolution of maintenance tickets.

Business Development

Annual risk assessment reviews and established mitigation strategies completed.

Strategic Plan **2024** completed, engaging internal and external stakeholders in an extensive effort to ensure shared understanding of goals, positioning LFS for a successful future.

Information Technology

With the rapid pace of innovation, the LFS IT Department is ready to "meet the future" by staying current regarding trends in advanced threat protection and overall tech security.

By supporting effective communications and Department collaborations, the IT Department continues to see a high overall employee satisfaction rating of **4.5/5.0**.

PQI

Counselling, Outreach & Education

- **1,858** total clients/participants served
- **5,038** total clients/participants hours served
- Participated on **15** provincial, local or rural inter-agency committees.
- Presented at provincial Conferences on our innovative programming: **H.E.a.R.T.** (Humanity = Empathy and Respect Together)
- Outreach and Education developed **4** new personal growth groups and **12** presentations to address community response to Compassionate Fatigue

Home Services

- **2,037** Total clients served
- **32** Communities in Southwestern Alberta received in-home support
- **406K** Direct client service hours
- **50K** Hours of care each month
- **1,115** Hours of service provided each day
- **1,635** Visits to clients each day

DaCapo Disability Services

- **457** Total clients served
- **81,890** Client service hours
- **One of five** FASD Assessment & Diagnostic Services sought out to be involved in **3** National Research projects
- **86%** of Individuals with employment placement funding, maintained or increased hours of work
- **8** Week Arts and Crafts program delivered by a practicum student
- **New** C2C – Client to Client! Weekly jam sessions broadcast

Immigrant Services

- **919** Total clients served
- **1,700+** Appointments with families
- **3,500+** Hours spent online or by phone assisting families
- **23** Tablets for the LFS loan program to children and families
- **48** Countries our clients come from

In Our Community

- **8,168** individuals served annually
- **15,324** hours donated by 513 volunteers
- **\$185,940.85** Record amount raised by Angel Tree Christmas Campaign to serve **2,973** children and teens
- **New!** Addition of LFS YouTube Channel
- **New!** Training room technology upgrades completed

VIEW OF OUR YEAR

Working with our Community





HOME SERVICES

Compassionate care reaching new heights: our promise to you

Alberta's continuing care system predicts that homecare services will grow by two-thirds by the end of the decade. Currently, approximately 60 % of care is provided in homes while the rest is provided by facility-based aid such as hospitals and long term care facilities. Giving people more choice for at-home care is one solution to keeping the system viable and sustainable. People are living longer and living with more chronic illnesses due to increased life expectancy. Consequently, the role our Health Care Aides undertake is increasing with the increasing needs of our community care clients. The services LFS provides are becoming more extensive.

We are witnessing more spouses and children becoming care-givers for their elderly and/or infirm spouse or parent. These caregivers face a very real risk of becoming overwhelmed, burnt out and emotionally drained. Our team of health care professionals aim to support client care needs while allowing the spouse or child to focus on relationships. We do this with compassion.

Compassionate care is our promise to our clients, their families, and all caregivers. As a fundamental priority, compassion is one of our core values which supports the vision, culture, and practice within LFS. Evidence suggests that compassion and empathy are correlated with positive health outcomes, a fundamental factor that promotes recovery from any illness. AAMC.org 2019

True compassion is hard work, but it's worthwhile. As Ralph Waldo Emerson wrote, "It is one of the most beautiful compensations of life that no man can sincerely try to help another without helping himself."

During the pandemic, while many organizations slowed down or closed operations, we increased our service hours. We kept going because we saw it making a powerful difference in quality of life for our 2,037 clients, by transforming reactivity into a compassionate and caring response. This is how our clients responded to this care:

- "I am so happy with the service I receive and don't know what I would do without you!"
- "I just love when my 'angels' come to help me."
- "They help me with my shower and make me smell so nice."
- "Their kindness lightens my day. It makes such a big difference in my happiness."

When we care for others, it is a profound act of kindness that refills the heart, energizes the body, and nourishes the soul. LFS Health Care Aides understand compassion is powerful and is a part of their every day.

**"We Are Balloons Filled With Feelings In A World Full Of Pins" (Jonatan Phillips),
but together, our actions will spark collective healing.**

IMMIGRANT SERVICES

"Life is a series of collisions with the future; it is not the sum of what we have been, but what we yearn to be." Jose Ortega y Gasset

"I can't thank Lethbridge Family Services enough for not only helping me achieve my dream, but for bringing me into their Family."

My new home away from home!

At Lethbridge Family Services, we respect and admire the journey newcomers are brave enough to take in order to call Canada, and ultimately Lethbridge, their home. We understand that what they bring to Canada benefits all of us. We are a country of immigrants – acknowledging the first peoples of Canada and we will continue to grow and prosper with immigration as a key aspect of our country's economic and cultural policies. (Arrive 2021)

Lethbridge Family Services is meeting the future by meeting our Newcomers where they are at.

Meet the very affable Martha Astorquiza, who told us, "I first came to Canada as an international student at the University of Lethbridge. Although I was excited about starting a new life here, I was hesitant and anxious about being an older newcomer and wasn't sure if I'd ever be able to achieve my goal of making Canada my permanent home."

Settlement in Canada is truly a "two-way street" where both government and non-government stakeholders help to facilitate social inclusion in fostering newcomer resilience. (IRCC 2016) The expectation of the Canadian immigration policy is that immigrants will integrate into their new country and culture. For later life immigrants, this can be daunting.

As Martha researched Permanent Residency (PR) pathways, she found the entire process overwhelming and confusing. She started having second thoughts and was discouraged about her chances of staying in Canada permanently. She knew she needed help.

Luckily a former colleague recommended the Lethbridge Family Services Settlement and Community Support Services Program where she met LFS Coordinator, Graydon Burbank. Her hope was restored. Through many meetings, essential support services, and the right guidance, Martha received the letter she was waiting for.....an "invitation to apply" for permanent residence. The weight of this difficult process was lightened by Graydon's patience and on July 21, 2021, she received the news she had longed for; Martha was confirmed as a Permanent Resident of Canada!

COUNSELLING, OUTREACH AND EDUCATION

The Kintsukuroi experience:

Healing and growing Imperfections are gifts to be worked with.



Imagine your most beloved pottery bowl or figurine falls and shatters into pieces. You look down, heartbroken, raw, flooded with emotions and memories. This is tragic.

Now imagine gently gathering each precious piece, awake to its fragility, reflecting on your desire to make it whole again. You thoughtfully fasten each piece with gold as the bond, until your beloved item is once again whole.

Seeing this item in a distinct light; it is familiar, yet different. You mourn, yet are excited about its new possibilities. This is healing.

The Japanese art form called *Kintsukuroi* means to 'repair with gold'. When a pottery item breaks into pieces, an artisan puts the pieces back together using gold, to create strong bonds. The breaks are not hidden. It is welcomed as a reminder; for all life is not without its flaws and imperfections.

<https://www.psychologytoday.com/ca/blog/luminous-things/201510/resilience-growth-kintsukuroi>

Today, in our world we have experienced the crisis of pandemic. We emerge into the future with all our resiliency. We are confronted with the opportunity to explore our new potential and seek meaning in life. We may be feeling like the fragmented pieces of our beloved pottery, broken on the floor.

Counselling is like the gold bond. How can we support you? The *Counselling, Outreach, and Education* team is the therapeutic gold that can support your healing and strengthen your bonds. We recognize that you and the community have experienced the vulnerabilities of emotional distress, strained connections, and the unexpected and uncontrolled change in direction that compelled us to navigate into this new world. We honor and respect the strength required to make these necessary changes.

Our counselling team provides the space, nourishment, and expertise to counsel people toward discovering their own truth about what lies in heart and spirit, whether in self or relationships. We help people bind into their full potential, as the fragmented pieces of the pottery come together once again in new form.

The Outreach and Education team guides and facilitates understanding in the same way. Knowledge and skills are the gold bond to gather personal and collective capacity, as seen in the valued and shared expressions of the *Personal Growth Groups*. New learning, training, and presentations are the elements binding a fuller foundation of awareness and personal reflection.

As we pull together in collective consciousness, we all become stronger, more resilient, and more present, as the beloved item bound with gold. The new beloved item will always carry evidence of the crisis; however, it does not define the piece.

**"In some ways suffering ceases to be suffering at the moment it finds meaning."
Viktor Frankl, Man's Search for Meaning**

DACAPO DISABILITY SERVICES



Art is common ground.

The act of producing art is relatable.

The quality of a community's social bonds is often strengthened by building collective pride. For the clients of Lethbridge Family Services' DaCapo Disability Services Department, this is especially relevant. Given the challenges of the last 1½ years, DaCapo is working upstream against the negative effects of the pandemic, to provide positive experiences for both staff and clients, and amplify their voices within the community. DaCapo uses art, crafts and music as a catalyst for personal expression.

"By engaging in the creative process, we quiet the thinking brain and give voice to the unconscious. The cathartic result presents a pathway to understanding ourselves and our mental health....as a whole, integrated person."

(2019) www.psychologytoday.com/ca/blog/sporting-moments/201905/art-healing-expression

"Being a part of an art collective at Lethbridge Family Services, has brought my daughter so much joy", says Tracy McNab.

Arts, crafts, and music provide DaCapo clients opportunities for self-expression and creativity, providing avenues for communicating emotions, sometimes otherwise difficult to express, and the healing power of creativity they joyfully share with others. In 2020-2021, LFS facilitated weekly arts and crafts activities for clients. During the initial lockdown, LFS staff delivered all raw materials needed to each participant's home, and when required, loaned out iPads. Among the many projects completed this year, was a series of painted bird houses, each one unique, containing hidden messages of inspiration for the community to find.

Many organizations like Artists without Barriers, Tangled Art + Disability, Canada Council for the Arts, and the Christopher and Dana Reeve Foundation, to name a few, all agree that art plays a role in the future of collective healing for persons with disabilities. Arts, crafts, and music help LFS clients build critical skills; promote social interaction; build confidence, and provide a creative outlet that enhances life experiences while learning to transition into the larger community.

What's next for DaCapo clients? Aidan Moesby, curator, artist and writer says, we need to help our individuals "change perceived deficits into positives". (2018) www.dageddigital.com . DaCapo utilizes strength based approaches and will continue to promote initiatives that foster personal awareness and expression and facilitate connections to community.

DACAPO



MESSAGES TO OUR EMPLOYEES FROM THE BOARD

Wendy Kalkan, Chair

"Sincerest thank you and congratulations for all your outstanding work and accomplishments above and-beyond during the pandemic. Individually and collectively you met the challenge head on, and successfully continued providing the services, supports and care with compassion, integrity, skill and devotion so critical to so many during COVID-19."

Richard Perlow, Vice-Chair

"I want to thank all of the staff at LFS for the awesome job you've done during this pandemic. You really demonstrated grace in under pressure. I am so proud of you for the tremendous impact you have on the lives of others."

Christine Lee, Treasurer

"It is our staff that put the "Family" in Lethbridge Family Services and the words "Thank You" are not enough to express gratitude for the dedication, perseverance, and selflessness of the LFS staff in supporting our clients and community through the pandemic."

Charlotte Caton, Director

"In this pandemic year of masks, I am declaring my UNmasked admiration for the LFS staff and volunteers who set aside personal health concerns to serve LFS clients! A special shout out to the ANGEL TREE TEAM that wildly exceeded expectations."

Adam Zanoni, Director

"It is amazing what the team and staff at LFS have been able to accomplish and how they have pulled together in such trying times. While it might not always feel like it, please know that your contributions are greatly appreciated by not only the Board, but by our clients and the community as a whole. "

Marion McEntee, Director

"To all staff who have diligently worked through this pandemic. It has been a trying time for all of you. As a Board member, I know you are the front line of the organization and I want you to know that I appreciate your dedication and commitment to LFS."

Fergus Raphael, Director

"A walk through our city is the proof of the impactful work of Lethbridge Family Services' team. Every day LFS staff welcome new Canadians, support people with disabilities, and aid the physical and mental health of individuals. Our whole city benefits, thanks to each team member."

Rachel Hopf, Director

"With deepest sincerity, I want to thank you all for the time and work you have put into helping others during these unprecedented times. You are noticed and appreciated for all that you do to support LFS clients and the community throughout this pandemic and always."

Leslie Gardner, Director

"My admiration and gratitude to each one of you for the way you have pulled together and helped us all cope during COVID-19. Thank you for going the extra mile for your clients and your colleagues. We appreciate you!"

Daren Heyland, Director

"It has been a difficult time for many during this COVID-19 global pandemic. Yet, you have served your clients, our families, our neighbors so diligently and professionally during this challenging time. Thank you for your selfless and inspirational service to others."

THANK YOU

THANK YOU TO OUR FUNDERS, DONORS AND SUPPORTERS

...who believed in the mission of Lethbridge Family Services and contributed to our success this year.
We could not do all that we do in Lethbridge and Southwestern Alberta without your support.
When you invest in us, you are investing in the lives of over 8,100 children, individuals, and families. Thank you for giving. We hope we can count on your support again in the future.

Government of Canada

Immigration, Refugees and Citizenship Canada
Employment and Social Development

Government of Alberta

Alberta Health Services (AHS)
AHS - Mental Health and Addiction
AHS - Provincial Family Violence Treatment Program
AHS - Provincial Population and Public Health
AHS - Family Health Home Visitation
AHS - Healing Journey Program
AHS - Suicide and Family Violence Prevention Program
Ministry of Children's Services
Ministry of Community and Social Services
- Prevention of Family Violence and Abuse Branch
- Persons with Development Disabilities (PDD)
- Cross Disability Supports
Preventive Community Services, Alberta Community and Social Services

City of Lethbridge

Family, Community and Social Services

Other

Association of Alberta Sexual Assault Services
Canadian Parks and Wilderness Society
Canadian Women's Foundation
Chinook Sexual Assault Centre
Direction for Immigrant Calgary
Economic Development Lethbridge
Lethbridge College
South Region Children and Family Services
Southwest Alberta Child and Family Services
Southwestern FASD Network
Tetra Tech Lethbridge
Wendy Joy - DVAT

Donors and Supporters

1st Choice Savings & Credit Union
4 Elements Massage Clinic
98.1 The Bridge
Able Family Dental
Adrian Pangilinan
Agricultural Financial Services Corporation
Agroplus Inc. Lethbridge
Airtech Heating & Air Conditioning
Al Scherer
Alan & Elva Graham
Alan & Jo-Ann McMahon
Albert Donkerbrook
Alberta Motor Association
Alexandra Lorencz
Alex & Joan Sperling
Alex Uhryn
Alexis Stevenson
Ali Soto Ligia
Allan Friesen
Allan Martin
Allan Scott
Allied Arts Council
All Things Cedar
All-Tra Battery
Alvin Reinhard Fritz Architect Inc
Alyssa Fenz
Amanda Matthews
Amanda Poitras
Amy Dodic
Amy Krysak

Amy Stoker
Andrea Eng
Andrea Hlady
Andrew & Jessica Hummel
Andrew Melton
Andy Cimolai
Angela Gretzinger
Angie Paxman
Anita Wichersham
Ann Rijn
Anna Colmo
Anne Hill
Anthony Burdett
Anthony Polini
Anton (Tony) Suberlak
Arlene Oishi
Arne Westra
Art and Mary Jane Crooks
Arthur Haverhals
Ash and Antler Boutique
Ashley Klinkag
Ashlyne Van Buuren
Associates Counselling Services Inc.
Association of Alberta Sexual Assault Services
ATB Financial
Atebo Michel Houehagnon
Avail CPA
Avonlea Homes
A-Win Insurance
B93 FM & 95.5
Baadshah Restaurant
Baby Laurel & Co.
Balwant Dhanoa
Bank of Montreal
Barb Shephard & Floyd Moncrieff
Barbara Shephard
Barnett Bettger
Barrie Orich
BavaRua Events & Catering
BDO Canada LLP
Becky Little
Ben Hamm
Benjamin Guliker
Bert and Mac's Source For Sports
Bessie Bourne
Betty Bats
Betty Shortt
Bettys and Bombshells
Beulah Sinclair
Bev Baroldi
Beverly Thompson
Black Rock Terrace



Black Velvet Distilling Company
Blackfoot Family Lodge Society
Blaine Engel
Blood Tribe Clinic, Dept of Health
BMO Bank of Montreal
Boarderline
Bob & Colleen Ward
Bob Derochie
Bobbi Harvey
Bola Fowosere
Bold n Brave
Bonnie Gruber
Bonnie Harry
Boys & Girls Club of Lethbridge & District
Brad Goss
Bradley Gillespie
Brandi Emes
Brandon Mourits
Brandy Leishman
Brayden Lisecki
Brenda Bell
Brenda Ikuta
Brenda Simpson
Brent McDowell
Brent Morris
Bri Keating
Brian Harry
Brian Somerville
Bridge City Chrysler Dodge Jeep FIAT
Bridges Consulting
Brigitte Palmer
Brittany Lanser
Brock Price
Browns Socialhouse
Bruce McKenzie
Bruce McKillop
Bryan Piket
Bryce Eger
C.U.P.E. Employees Local 70
C.U.P.E. Local 2843
Café Verde
Canadian Blood Services
Canadian Security Systems
Canadian Tire North
Canadian Tire South
Canadian Women's Foundation
Cara Varzari
Cardston High School
Cargill (Ag Lethbridge)
Carina McCallum
Carly Cruse
Carol Barry
Carol Merkle
CASA Lethbridge
Cathy, Art & Devin Livingstone
Catwalk Salon Spa
Cavendish Farms
Central Elementary School
Century 21 Foothills South Real Estate Ltd.
Chad Benson
Charis & Caden Yasinski
Charity & Jeremy Heyboer
Charla Solly
Charleen Davidson
Charlotte Caton
Charlton & Hill
Chartered Professional Accountants
Chelsea Shaw
Cheryl Hanna

Children of St. Martha Elementary School
Chinook Primary Care Network
Chris & Dianne Kotkas
Chris Jangula
Christie Archer
Christina Whittmire
Christine Lee
Christine Simonowski
Churros Anyone?
City Fire Fighters Union
Claire Marconi
Clay Wyght
Clear Sky Radio
Coalbanks Elementary School
Colin Catonio
Colin Howe
Colleen Ward
College Ford Lincoln
Community Foundation of Lethbridge
& Southwestern Alberta
Connie Rempel
Copperheads Hockey
Corrine Janzen
Coulee Brew Co.
Country 95.5 FM
Courtney Gregson
Craig Degroot
Craig Praskach
Craig Varge
CTV Television
Cummins Sales and Service
Cupper's Coffee Co. (1990) Inc.
Curves
Dale & Alistair MacLean
Dale and Karen Ohno
Dale MacLean
Dan Bosters
Dana Holland
Darcie Tams
Darlene Bergen
Darlene Huber
Darrell & Lynette Steinkey
Darren & Marrison Price
Darren Boras
Darren Davidson
Darren Schafer
Darryl Moore
Dave & Brenda Eaglesham
Dave Deboer
Dave Lachance
Dave McGale
Dave Rogers
David & Sandra Wheeler
David & Serena Visser
David Dickhout
David Elliott
David Helmer
David Sine
Davis Automotive Group
Davis GMC Buick Ltd.
Deanna Gillis
Debbie Oler
Debbie Won
Deborah Giguere
Deborah Morgan
Deborah Williams
Debra Ryan
Deltec Power & Central Systems Ltd.
Denise Clarke
Dennis & Evelyn Bryant
Dennis Connolly
Dennis Groenenboom
Dennis Neufeldt
Derek Taylor
Derochie Painting Ltd.
Dexterra
Diane & Ron Campbell
Diane & Gordon Ponnem
Diane Fleming
Diane Slingerland
Dianna Hebenik
Don Lussier
Donna Ahosaari
Donna Bort
Donna Donnelly
Donna Fetting
Donna Soenen
Donna Stevenson
Donna Wetterstrand
Doreen Gyorkos
Dorothy Dalglish School

Doug Hewko
Doug MacLeod
Doug McLaughlin
Douglas MacLeod
Dr. & Mrs A. F. Cassis
Dr. Byron Puhl
Dr. Don Massey
Dr. Gerald B. Probe Elementary
Dr. Hammon Elementary School
Dr. John Holland
Dr. Rozemin Devraj-Kizuk
Dr. Wesley Govinder
Duane & Joanne Thompson
Dustin Larson
Dwayne and Joy Kimmitt
Dwayne Huber
Dylan Davies
Ebony Verbonac
Ecole Agnes Davidson School
Ecole St. Mary School
Ed Skretting
Elaine Nakonechny
Elena Azan
Elio Luongo
Elizabeth Britton
Emma Goerzen Sine
Enmax Centre
Erica Schaaf
Erin Byers
Erin Phillips
Erle Rivers High School
Faculty of Social Work - U of C
Fallon & Dave Stokell
Family Centre
Family Justice Services
Father Leonard Van Tighem School
Fer-Pal Construction Ltd.
Finning Canada
Fire Safety Services Ltd.
Firestone Restaurant & Bar
Flaman Sales, Rentals & Fitness Lethbridge
Fleetwood-Bawden School
Floorright Interiors Ltd.
Flymar Management Ltd.
Fred Miller & Rick Miller
Frontier College
Full Throttle Cycles Foundation
Fusion Restaurant
G.S. Lachie Middle School
Galbraith Elementary School
Galko Homes
Galt Museum
Galye Hiscocks
Gardenview Lodge
Gary & Ella Bowie
Gary & Joanne Briggs
Gary & Marian Bowie
Gary Moe Mazda Lethbridge
Gas King Oil Co Ltd.
Gemini Property & Land Developments Ltd.
Gemma Wagner
Gen Durrupt
Geoff Halma
George Mann
Gerald & Ella Bowie
Geraldine Miyashiro
Gerri LaPorte
Gerrald Wurz
Gibbs Agencies (1997) Ltd.
Gilbert Patterson Middle School
Gina Deboer
Ginger Arthur Ciesla
Glen Scott
Glenda Horon
Glenda Light
Global Television
Gloria Datoun
Gloria Strong
Glorianna Scholten
Grace Wirzba
Grant Bertamini
Greg and Sandra Smith
Greg Kropf
Greg Ruzicki
Guy & Tracey Nadeau
Gwen Foder
H & R Transport Ltd.
Haily Pinksen
Haley & Jennifer Weinmann
Hams & Karin Buhrmann
Harper Chiropractic

Hayley Feyter
 Hazel Mitchell
 Health First Soft Tissue & Joint Clinic
 Heather & Nathan Pearson
 Heather Hacıor
 Heather Rowland
 Heather Willms
 Helen Meszaros
 Henry Heinen
 Henry Ulrich
 Hobgoblin Holdings
 Holly Patterson
 Homes Alive Pet Centre
 How Sweet Inc.
 Howard and Lace Findlay
 Hunter Antal
 Ian Samuelson
 IG Wealth Management
 Immanuel Christian School
 Interfaith Food Bank
 Internet Solutions Group
 Investors Group Financial Services Inc.
 Jacinda Keedwell
 Jack Ady Cancer Centre
 Jackie McNamara
 Jacqueline Cameron
 Jacqueline Connor
 Jaded Body Arts
 James Carefoot
 James Conner
 James Murray
 Jamie McMullen
 Jane LeGrandeur
 Janet Thompson
 Janice & Glenn Varzari
 Janine Sieppert
 Jarod Neithercut
 Jason Sailer
 Jason Sentes
 Jason Van Ee
 Jayne Clark
 Jean and Donna Palmer
 Jean Koskoski
 Jeanne Beaty
 Jeanne White
 Jefferson Cabrera
 Jenn Speir
 Jennie Emery Elementary School
 Jennifer Mather
 Jennifer Mueller
 Jenny Yanke
 Jess & Mike Koci
 Jessica Bermel
 Jessica Nixon
 Jim & Cheryl O'Donnell
 Jim & Shirley Yasinski
 Jim Pattison Broadcast Group
 Jim Stewart
 Jim Tarzwell
 JoAnne Hartigan
 Joanne & Barry Lorencz
 Joanne Feist
 Joanne Hopkins
 Job Links Employment Centre
 Jody Gentek
 Joelynn Zeinstra
 John & Barbara Harmer
 John & Jean Kubik
 John Davidson School
 John Davies
 John DeCecco
 John Holland
 John Sutherland
 Jonus & Evelyn Arnoldussen
 Jordan Strilchuk
 Joy Petner-Bridge-Baxter
 Joyce Sakamoto
 Judy Lumley
 Julia & Ross Moore
 Julia Moore
 June Beloin
 June Cameron
 Kaila Primrose
 Karen & Stuart Ohno
 Karen Fisher
 Karen Gellany
 Karen Reid
 Karen Weswood
 Kate Andrews High School
 Kate Schiller
 Kathi Campbell
 Kawneer Company Canada Ltd.
 Kay Allison
 Keith Passey
 Kelsey Burgess
 Kelsey Corkum
 Kelsey Honess
 Ken & Jody Wagner & FamilyKen & Lorraine Tyerman
 Ken Gentek
 Ken Pon
 Kendal Hachkowski
 Kenna Professional Campus
 Kennedy Rawleigh
 Kevin Kang
 Kevin Maclean
 Kim & Gayle Prindle
 Kim & Trina Tymko
 Kim Ulrich-Canuel
 Kinetic Indoor Cycle
 Kinsey Holt
 Knights of Columbus Council 15726
 Knud V Petersen
 Kona Ice
 KPMG Lethbridge
 Kris Caldwell
 Krisla Fornataro
 Krista MacNeil
 Kristen Schafer
 Kurt E. Schlachter
 Kyle Horvath
 Kyle Ronspies
 L'arce Association
 Lafarge Canada Inc
 Lakeview Elementary School
 Lakeview Kindergarten Group
 Landon Dalshaug
 Larry & Suzanne Liebelt
 Laura Branner
 Laura Fast
 Laura Odland
 Laura Pickett
 Leanne Glavin
 Leanne White
 Leavitt Management Group
 Leo Club
 Leomil Tansiongco
 Leonard Binning
 Leslie Gardner
 Lethbridge 5 Pin Bowlers Assoc.
 Lethbridge Centennial Quilters Guild
 Lethbridge Chamber of Commerce
 Lethbridge Correctional Centre
 Lethbridge Food Bank Society
 Lethbridge Herald
 Lethbridge Hurricanes Hockey Club
 Lethbridge Iron Works Company Ltd.
 Lethbridge Mitsubishi
 Lethbridge Police Association
 Lethbridge Police Service
 Lethbridge Pregnancy Centre
 Lethbridge Public Library
 Lethbridge Research Station
 Lethbridge Toyota
 Lethbridge Volkswagen
 LethbridgeLink.com Inc.
 Linda Becker
 Linda Miller
 Lindsay Bell
 Lisa Leighton
 Lisa Ober
 Liselotte Freijer-Poulsen
 Little Sprouts Early Learning Centre
 Lynn Roberts
 Logic Lumber Ltd.
 Lois Gilchrist
 Loman Trust
 Lone Pine Embroidery
 Long Shot Consulting Services
 Loreen Berg
 Lorelei Harasem
 Lorne and Heather Willms
 Lorne Pavan
 Lorraine Johnson
 Lorraine McCulloch
 Lorraine Paskuski
 Lorraine Vandervalk
 Lorrie Kothig
 Lorry Vanden Dungen
 Lotus Salon
 Lou Lavorato
 Louise Saloff
 Luisa Jimenez
 Lyal Sakamoto
 Lynn Pearson
 Lynn Shaw
 Lynsey Gunning
 MacLachlan McNab Hembroff LLP
 Magrath High School
 Magrath Second Ward
 Mama La
 Maral Kiani Tari
 Marcia Taylor
 Marcie Mainzer
 Margaret Sabey
 Margaret Vennard
 Margaret Wenzel
 Margarette Sera
 Maria Moreno
 Maricel Ledona
 Marie Hamelton
 Marie Maclean
 Marilyn Hembroff
 Marion McEntee
 Mark Bellamy
 Mark DeBlois
 Mark Morad
 Mark Shipton
 Krista MacNeil
 Marlys Reynar
 Marris and Jackie Zeinstra
 Mary Anne McKee
 Mary Joy Deang
 Mary-Lyn Beattie
 Mastermind Toys
 Mattea & Bill Dixon
 Max Heersink
 McDonald's, Fairway Plaza
 McKillop Insurance Inc.
 McMan Youth, Family & Community Services
 Melaine Hamilton
 Melani Rich
 Melanie Chambers
 Melanie Mueller
 Melanie Patenaude
 Melanie Winters
 Melody Garner
 Melody Zayas
 Michael & Dianna Greer
 Michel Houenagnon
 Michelle Day Steve Miles
 Michelle Gallucci
 Michelle Loxton
 Mike Dawson
 Miike Fleming
 Mike Kaytor & Todd Brown
 Mike Schmidler
 Milestone Mazda
 Mocha Cabana
 Monique Nicumwami
 Morris & Jackie Zeinstra
 Motel 6
 My City Care
 Myran Statile
 Mystique Muhoza
 Nathalie and Charlie Carr
 Nathan Neudorf
 Nedin Istemil
 New West Theatre
 Nicholas Sheran Community School
 Nikki Kress
 Nitro Construction Ltd.
 Noji Chiropractic & Wellness Centre
 Norm Fong
 Normand McIntosh
 North & Company LLP
 North Island Farms Ltd.
 Nyrose McKenzie Alexander LLP
 O2 Training Centre Inc.
 Omer Gobeil
 Owen Holmes
 P & H Milling Group
 Paige McCann
 Palliser Medical & Travel Clinic
 Pam Safinuk
 Paramount Printers Ltd.
 Park Meadows Baptist Church - The Collectors
 Park Meadows Elementary School
 Pass Powderkeg Ski Area
 Pat MacKintosh
 Pat Wright
 Patricia & Paul Pharo
 Pauline Jongeling
 Pete Waldner
 Peter Anholt

Peter Casurella
Peter Gabor
Phil Gisler
Phil McFarland
Phyllis McEwan
Phyllis McMoran
Pioneer Hi-Bred Canola Company
Primary Care Network
Priscilla Pope
Purely Inspired Academy of Beauty
Quest Support Services
R.S. Grover Professional Corp.
Rachel Hopf
Rana Kamel
Ray Taylor
Raymond Elementary School
Rebecca Doig
Rebecca Sanford
Regina Bolea
Rehabilitation Society of SW Alberta
Reid Hawthorne
Reive Plumbing & Heating Ltd
Renee Johnson
Richard Marchant
Richard Perlow
Richardson Oilseed Limited
Rick Kawa
Riley Honess
Rita Castellano
Rita Gaumont
Robert & Carol Zelenka
Robert & Lyanne Kinniburgh
Robert Gregson
Robert Wiesy
Roberta Heembrock
Robin & Alexis Sakamoto
Roblisa Allen
Rochelle Potvin
Ron & Joyce Sakamoto
Ron & Kathryn Yoshida
Rosemary Howard
Rosie Digout
Ross Wilson
Rotary Club of Lethbridge Mosaic
Rotary Club of Lethbridge, Urban Spirits
Roxanne Nikles
Royal Bank of Canada
Russ W. Silsbe
Ruth Hogle
Ryan and Julie Jensen
Ryan Murdoch
Ryan Simpson
Ryan Stevenson
Ryan Thai
Sabina Sharma
Saint Paul Elementary School
Sally & Steve Schafer
Sancha Hoffarth
Sandra Baceda
Sandra Mintz
Sandy & Bernadette Lyons
Sandy Baceda
Sandy Lyons
Sandy Roberts
Sarah Rasmussen
Sarah Tollestrup
Schwartz Reliance Insurance
Scotia Wealth Management
Scotiabank
Scott Crighton
Scott MacDonald
Sean Bayliss
Senator Buchanan Elementary
Senator Joyce Fairburn Middle School
Senyit Hailmichael
Servus Credit Union
Shane Jacques
Shannon Kasko
Sharon Smith
Shaun Lynde
Shaun McKaigue
Shaun Peacock
Shaun Vander Heide
Shaw & Associates
Shaw TV
Shelby Zubak
Shelley Boutilier
Sherry Kolibas
Shirley Christie
Shola Aladegbaiye
Shuyvan Li

Sienna Randolph
Sifton Family & Youth Services
Signature Dental
Silke Sodeman
Silverberg Group
Snip Style Lounge
Sonny & Kimiko Nakashima
Sonny Zgurski
Southland Trailers
Southminster United Church
St. Francis Junior High School
St. Michael's Health Centre
St. Paul Elementary School
St. Therese Villa
Stanley and Darie Turner
Starbound Dance Center
Stephanie Granger
Stephanie Honess
Steve & Larry Kothis
Steve Scott
Steven & Sally Schafer
Stewart Kambaitz
Strength Counselling Services
Stringam LLP
Sue Griffiths
Susan Conn Conrad
Sun Life Financial
Swiss Chalet
Sylvia Krysak
Taber Christian School
Taber Mennonite School
Tami & Steve Keiver
Tami Pederson
Tammy Harper
Taneil Kolsza
Tannia Los
Tari Vincon
Tawnee Vincon
Taylor Thompson
TD Canada Trust
Terry & Sydonie Helgeson
The Body Shop
The Churches of Jesus Christ of Latter-day Saints
The Collectors c/o Park Meadows Baptist Church
The Home Depot
The Movie Mill Inc.
The Salvation Army
The Truck Store
Theresa Cody
Thermax Refrigeration & Heating Ltd.
Thomas & Luella McNabb
Thomas Golden
Thomas Wiens
Tim Shipper
Toby, Bernadine & Mariko Boulet
Tollestrup Construction Inc.
Tori Vincon
Tracey Hanson
Tracy Rowe
Training Inc. Vocational School & Employment Services
Trevor Hollingworth
Trevor Thomas
Trina & Kim Tymko
Tweela Houtekamer
Unifor MI Lethbridge
United Way Of Lethbridge & South Western Alberta
University of Calgary, Faculty of Social Work
University of Lethbridge
University of Lethbridge, Rotaract Club
Val & Shelby Zuback
Valerie Twain
Valerie Wingerter
Vanessa McKay
Vaughan & Marilyn Hembroff
Vauxhall Elementary and High School
Vicki Kambaitz
Victoria Park High School
Vivian Takacs
W.R. Myers High School Social 10 Class
Walter & Laurie Montina
Walter Montina
Wards Bros. Construction Ltd.
Warren & Laura Pickett
Wear M Out
Wendy Dickout
Wendy Faith
Wendy Herbers
Wendy Kalkan
Wendy Krause
Wendy's
Wes & Judy Honess

Wesbridge Construction Ltd.
West Side Community Church
Westco Construction Ltd.
Western Stockman
Westminster Elementary School
Westra Family
Where the Wild Things Grow
Whitney Buntyn
Wild Rose Hot Tubs
William & Valerie Loewen
Willy Mpfi
Wilson Middle School
Winston Churchill High School
Wok Enterprises
Yvonne Barthel
Zak Murakami
Zero Gravity Crammes & Rigging Inc.

THANK YOU
THANK YOU
THANK YOU
THANK YOU



20202021

ANNUAL REPORT

CONTACT US

NORTH OFFICE

DaCapo Disability Services

1107 - 2A Avenue N.

Lethbridge, AB T1H 0E6

403.320.9119

Counselling, Outreach and Education

1098 - 3 Avenue N.

Lethbridge, AB T1H 0H7

403.327.5724

Immigrant Services

1107 - 2A Avenue N.

Lethbridge, AB T1H 0E6

403.320.1589

SOUTH OFFICE

Home Services

#106, 1410 Mayor Magrath Dr. S.

Lethbridge, AB T1K 2R3

403.317.4624

JOIN THE CONVERSATION



lfsfamily.ca



[@lfsfamily](https://www.facebook.com/lfsfamily)



[@lfsfamily](https://twitter.com/lfsfamily)



[@lfsfamily1910](https://www.instagram.com/lfsfamily1910)