

2019 - 2020 LETHBRIDGE FAMILY SERVICES **ANNUAL REPORT**



Always
✓

We are Here for You

**Lethbridge Family
Services**
SINCE 1910



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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.

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

Thank you to the Jim Pattison Group for sponsoring our radio message throughout April and May.

"Hello, this is Sandra Mintz, CEO, for Lethbridge Family Services. In these extraordinary times, we are united through our concern for the health and safety of our families, friends, and community.

Our hearts go out to everyone around the world impacted by COVID-19.

Lethbridge Family Services continues to support our community with essential public services for thousands of people throughout Southern Alberta who rely on us daily.

Our healthcare aides are providing critical personal, specialized, palliative, and respite services for individuals in our community, every day. We continue to provide innovative supports for individuals through DaCapo Disability Services, Immigrant Services, Counselling, Outreach & Education.

We invite you to learn more about Lethbridge Family Services at www.lfsfamily.ca

Thank you for your support."

To our amazing Team LFS, words cannot capture the immense pride and gratitude I have for all of you, as you demonstrate support for one another, and the thousands of clients we serve throughout 27 communities in Lethbridge and South Western Alberta. During this overwhelming and difficult time, you have shown up, and stayed true to the Mission and Values we stand for, and I am so grateful to all of you for serving and caring for those in need.

This is a time like no other in our lives. By now, we have all been impacted by the COVID-19 pandemic, which has been devastating for so many. Despite the challenges we have faced, this is also a time that is bringing out the best in our Team LFS, providing essential services every single day.

We are an organization that has been operating for 110 years, one that has weathered successes and challenges, innovations, collaborations, and change. The strength, restless sacrifice, compassion around us, and the level to which we are coming together through this pandemic has been extraordinary and inspiring. Because of your spirit, we will emerge from this much stronger and more resilient in the future.

We are always here for our community and proud to play a critical role alongside our partners and supporters. As the world learns, we learn. We are all in this together.

**With respect and gratitude,
Sandra Mintz, Chief Executive Officer**

A MESSAGE FROM OUR CHAIR

Each year, the Lethbridge Family Services (LFS) Annual General Meeting (AGM) is an occasion to account for the year behind us, and for renewal of the year ahead of us. It is a time to recap the past year's accomplishments, affirm plans going forward, acknowledge board members leaving, welcome new board members joining, and embrace new opportunities and challenges. For the past 110 years, the AGM has served as a wonderful benchmark in taking stock of LFS' performance in serving its vision of inclusive communities where people thrive. It has been a distinct pleasure to chair a remarkable Board of Directors, who's dedication and nimbleness during everything the COVID-19 pandemic entailed, steadfastly governed an organization that continued to provide the highly principled, professional and nationally accredited programs and services the city of Lethbridge and so many Southwestern Alberta communities depend on. Lethbridge Family Services' resilience, responsiveness, and ingenuity was never more clearly evident than this past year.

As we continue to work within this pandemic's "new normal," it is so important to acknowledge the wide range of dedicated and caring individuals, organizations, and supporters who helped LFS achieve more than could ever be done alone in sustaining and advancing a seamless model of care provided every day. We are grateful to our government, community and business partners, a myriad of funders and benefactors, dedicated volunteers, and supporters. And spearheading it all, our remarkable CEO Sandra Mintz, an exceptional Senior Leadership Team and our many skilled and talented employees, who all stood up to the years' challenges with courage, commitment, hard work, and a creativeness we are so very proud of. The organization's stellar performance during this time demonstrates so well LFS' ability to overcome any challenges the year ahead may bring, its keenness to capitalize on opportunities as they arise, and a dedication to never waiver from attending to the well-being and quality of life of the individuals, families, and communities in Southwestern Alberta.

On behalf of the Board of Directors, our sincerest and most heartfelt Thank You.

While each new year is a time of excitement and anticipation, there is also uncertainty about what is to come. The COVID-19 pandemic brought significant challenges, but rest assured LFS' Board and staff have made remarkable strides by adapting and gaining learning experiences that ensures community needs will be met. Looking forward, the Board of Directors, alongside internal and external stakeholders, will give significant attention to planning and developing LFS' 2021-2025 strategic plan; a plan that will propel our vision and our commitment to building individuals, communities and connections that collectively accelerates social impact throughout Southwestern Alberta.

As you go through the 2019-2020 Annual Report, Lethbridge Family Services' values of compassion, integrity and respect are evident in all the programs and services provided by professional staff and committed supporters in building a strong and progressive community. It has truly been an honour and a privilege to serve alongside colleagues who are unified in ensuring LFS has the capacity and is equipped to fulfill the many goals in our strategic priorities of planned growth, excellence in programs and services, operational efficiency and sound financial stewardship.

Throughout the challenges that have come up, everyone has consistently worked to protect, promote and improve the health and well-being of the people that make up our beautiful region.

We remain confident that whatever lies ahead, this commitment and passion will endure.

**I am honoured to have served
our community in this capacity.**

Wendy Kalkan, Chair

BOARD OF DIRECTORS

WENDY KALKAN *Chair*

DOUG MCLAUGHLIN *Vice Chair*

MICHEL HOUENAGNON *Treasurer*

BARBARA EDGECOMBE-GREEN

FERGUS RAPHAEL

RACHEL HOPF

CHRISTINE LEE

LESLIE GARDNER

RICHARD PERLOW

MARION MCENTEE



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 663 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 39 languages.

Services Include: A full range of settlement services, orientation, information, 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

Through a supportive and welcoming environment, our COE team provides an array of services for those affected by and/or working with people affected by family violence, sexual violence, trauma, grief and loss, and transitional issues, as well as other mental health and wellness concerns. In so doing, individuals, their families, and community members experience an increase in awareness and knowledge needed to enhance their wellbeing.

Services Include: Individual, Couple, Group, and Family counselling for people aged 3 to end-of-life. Outreach and Education provides training, presentations, workshops, individual education, 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 Registered Nurses, Licensed Practical Nurses, Health Care Aides, and administrative personnel.

Service Areas: Southwestern Alberta from Claresholm 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

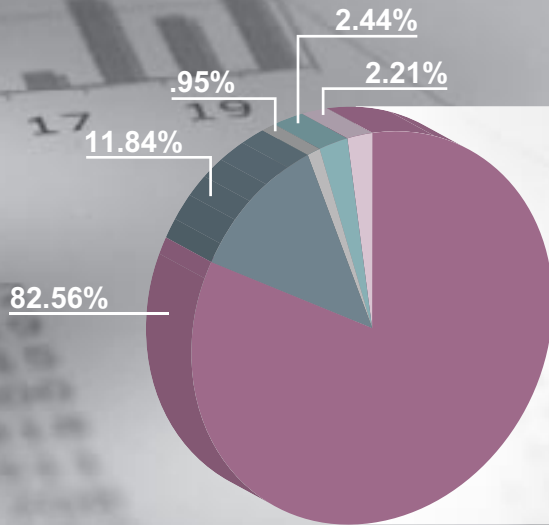
East: Taber, Barnwell, Enchant, Vauxhall, and Hays

FINANCIAL SUMMARY

Fiscal year ending March 31, 2020

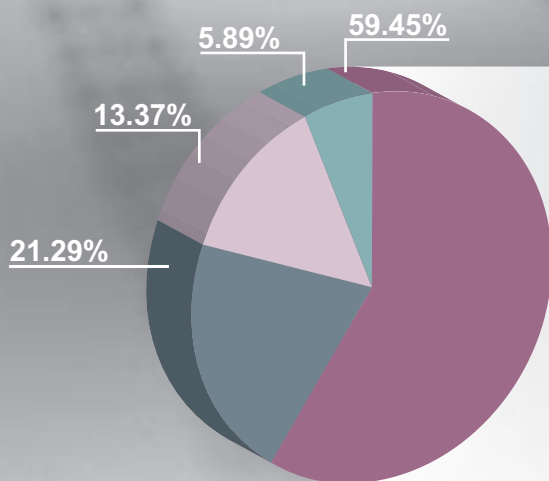
Our service to over 7,200 individuals and families is made possible through the contributions of our major funders, donors, foundations, and corporate supporters. Lethbridge Family Services remains steadfastly committed to strong financial stewardship and accountability.

Here is how we put your funds to work:



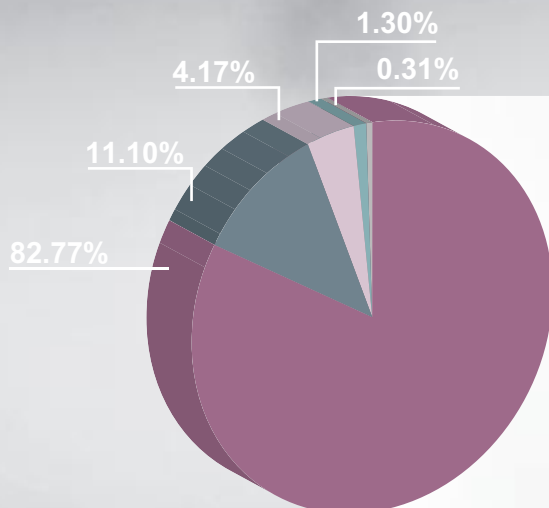
REVENUE

• Government of Alberta	\$18,423,672
• Government of Canada	\$2,641,236
• Municipal Government	\$213,083
• Fundraising & Grants	\$543,597
• Client Fees	\$492,624
• TOTAL	\$22,314,212



DEPARTMENT EXPENDITURES

• Home Services	\$13,220,512
• DaCapo Disability Services	\$4,734,461
• Immigrant Services	\$2,973,679
• Counselling, Outreach & Education	\$1,308,784
• TOTAL	\$22,237,436



EXPENDITURES

• Program Delivery	\$18,469,367
• Administration	\$2,477,165
• Building & Occupancy	\$930,426
• Amortization	\$291,004
• Recruitment and Education	\$69,474
• TOTAL	\$22,237,436

PERFORMANCE AND QUALITY

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.

HOME SERVICES

95% of clients stated their health status has been at minimum maintained since commencement of services, allowing them to remain in their own home or preferred living option.

Client feedback surveys indicated that **90%** of respondents rated their services at the good to great level.

DACAPO

91.25% of clients identifying community volunteerism as a desired activity, participated in these types of activities.

Clients achieved **88.25%** of their annual goals.

Anonymous Satisfaction Surveys highlighted that **94%** of clients/guardians rated DaCapo services as excellent/good.

IMMIGRANT SERVICES

96.9% of clients surveyed said that services from LFS have been very beneficial to themselves and their families.

86.9% of clients surveyed said they had the opportunity to build Canadian friendships through LFS programs.

15.6K volunteer hours were donated to the Community Connections program supporting matches with newcomer families for relationship building and mentorship.

4.6K children & youth services provided, including youth leadership camps, employment services, school assistance and more.

COUNSELLING, OUTREACH AND EDUCATION

91% 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.

95% of all clients identified an increase in personal wellbeing and coping skills.

88% of adults associated with childhood or adult traumatic experiences saw a decrease in trauma symptoms.

97% of participants who completed workshops through Outreach & Education indicated an excellent overall evaluation of the service.

IMPROVEMENT

ADVANCEMENT AND COMMUNICATIONS

Donor growth exceeded the established target at **20%** with a donor retention rate of **80%**

Non-governmental funding streams increased by **25%**

Social media followers and engagement grew by **20%**, from **3.8K** to **4,560** annually with an average of **60,000** impressions monthly, per social media channel.

HUMAN RESOURCES

45 new and updated Policies and Procedures were implemented addressing employee, client and organizational matters.

Over **2,700** quality resumes were received in response to position postings, suggesting that Lethbridge Family Services continues to be an employer of choice for many.

An organization-wide project was initiated updating and aligning all job descriptions with a common framework of core and position-related competencies.

BUSINESS DEVELOPMENT

Objectives within the Strategic Plan were achieved through data-informed decisions.

Annual risk assessment reviews and established mitigation strategies completed.

HEALTH AND SAFETY

Reduction in the number of workplace health and safety incidents by **5%**

100% compliance on safety training for site-specific Joint Health and Safety Committees.

FINANCE

Total administration expense to total expenses decreased in 2019.

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

INFORMATION TECHNOLOGY

Achieved a **5/5** employee satisfaction rating on IT services.

Was awarded a Government of Alberta grant in 2019 to increase technology resources for employees.

Email services moved to Office **365** with advanced threat protection, improving overall tech security.





Council on Accreditation of Services for Children and Families (COA)

Press Release:

Lethbridge Family Services achieves COA Re-accreditation

Lethbridge, August 20, 2020: After many months of focused work submitting written evidence of compliance with an extensive body of exceptionally rigorous accreditation standards, Lethbridge Family Services has once again achieved national re-accreditation through the Council on Accreditation of Services for Children and Families (COA). Organizations pursue accreditation to demonstrate the implementation of best practice standards in the field of human services, and to demonstrate their accountability. COA evaluated all aspects of Lethbridge Family Service's programs, services, management, administration, and governance, expediting the decision to award LFS this reaccreditation in light of outstanding compliance with every standard.

"We are so proud to be one of five organizations in Alberta who have achieved the prestigious COA accreditation," says Sandra Mintz, CEO, Lethbridge Family Services, "and are equally proud of our Team LFS for their commitment to excellence, and this outstanding team accomplishment."

COA accreditation is an objective, independent, and reliable validation of an organization's performance through a Peer Review process including a series of on-site interviews with Board members, employees, clients and stakeholders. The COA accreditation process involves a detailed review and analysis of an organization's administration, management, governance, and service delivery functions against international standards of best practice. The standards driving accreditation ensure that services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce. COA accreditation demonstrates accountability in the management of resources, sets standardized best practice thresholds for service and administration, and increases organizational capacity and accountability by creating a framework for ongoing quality improvement.

Founded in 1977, COA is an independent, not-for-profit accreditor of the full continuum of community based behavioural health care and social service organizations in the United States and Canada. Over 2,000 organizations — voluntary, public, and proprietary; local and federal; large and small — have either successfully achieved COA accreditation or are currently engaged in the process.

Lethbridge Family Services has been an integral part of our community since 1910, for the past 110 years. Our organization has helped hundreds of thousands of Lethbridge and surrounding area, citizens and their families improve their quality of life every year. Lethbridge Family Services is an essential advocate for the most vulnerable populations in this community. Our programming departments: DaCapo Disability Services; Counselling, Outreach & Education, Home Services, and Immigrant Services, provide indispensable services to those who need it most. LFS has established itself as a leader in the community for caring for our citizens, as a community-building institution and as an organization which believes in community collaboration.



A VIEW OF OUR YEAR

Working with our community



DACAPO DISABILITY SERVICES

392 Total clients served

122,348.5 Client service hours

30 Community Employment Partners

FASD Services:

37 people assessed and **90** people receiving follow up services

Community Access for People in Continuing Care:

113 clients served; more than any previous year

IMMIGRANT SERVICES

1,332 Unique clients served across four program areas

8,500 Hours of language interpretation and translation services provided in **31** languages

151 Official documents translated into English

121 Volunteers contributed **15,600** hours to our Community Connections Volunteer program

COUNSELLING, OUTREACH & EDUCATION

New programming created this year: Banana Split, Loving Yourself, Because We Care, Counselling Readiness and Education Workshops (C.R.E.W.)

4 "Take a Minute" online videos offered opportunities to learn mindfulness strategies

21 Suicide Intervention Trainings to Lethbridge and surrounding areas

New partnerships with community organizations: Chinook Sexual Assault Centre, Kainai High School, Lethbridge Correction Centre, Provincial Family Violence Treatment program: Pincher Creek and Crowsnest Pass area

IN OUR COMMUNITY

More than **7,250** individuals served annually

380+ Employees continued to work during the COVID-19 pandemic, providing essential services

2,556 Number of children and families helped during the Angel Tree Christmas Campaign - highest number in its **27** year history

663 Total Organization volunteers

5,000 Attendance at our first ever Street Eats Festival sponsored by Alberta Blue Cross and Silverberg Group

HOME SERVICES

27 Communities in Southwestern Alberta received in-home support

405K Direct client service hours

1,112 Daily service hours

49K Total client visits per month

1.2M Kilometers travelled



“Everyone is grieving in some way, because of COVID... people are suffering, everywhere,” adds Jonathan, MC, Registered Psychologist, LFS Counsellor. “And yet in that suffering we discover the most beautiful aspects of the human spirit: courage, compassion, and connectedness.”

COUNSELLING, OUTREACH & EDUCATION

“Mental health problems don’t define who you are. They are something you experience. You walk in the rain and you feel the rain, but, importantly, **YOU ARE NOT THE RAIN.**” - Matt Haig, Author (www.matthaig.com)

As the pandemic unfolded in our world, LFS’ Counselling, Outreach and Education department witnessed an increase in mental health issues within our clients, community and throughout the world. Our team immediately initiated strategies to best serve our clients and the community. In following the direction of Alberta Health, it became apparent that we would need to change the way we provide our services.

In-person counselling sessions were no longer an option through the initial phase of adjustment. Our counsellors quickly became proficient in providing on-line or phone counselling sessions - the safest option for all involved. Cyndi Starzyk-Frey, our Counselling Clinical Supervisor states, “when it became apparent that COVID would change the way we provide Counselling services, our team of counsellors engaged in webinars and online training to become up to date in the latest on-line counselling modalities and technological innovations that adhered to LFS standards and the counsellor’s professional association requirements. Furthermore, in this time of universal distress, we put in place supports to assist the counsellors themselves as they shared the lived experience of COVID with those they counselled. We are so appreciative and proud of our amazing team!” In response, our clients expressed gratitude for our efficient, creative action in ensuring their wellbeing, confidentiality and safety.

One of our new initiatives in response to the pandemic was created by our Outreach and Education team. With the help of our counsellors, they created a series of short videos focused on managing pandemic stress and anxiety using mindfulness based strategies. Additionally the OE team quickly adapted their trainings, presentations, workshops, personal growth groups, and individual education sessions to an online platform. One such program, the Counselling Readiness Education Workshop (C.R.E.W.), which expands client’s awareness and knowledge of the counselling process at the beginning of their counselling journey, saw an increase in participants attending the program. John Thompson, OE Supervisor also discussed “we heard from participants in our Suicide Intervention Training how valuable it was to be given the opportunity to continue to receive necessary professional development during these times.”

None of these programs would have been possible without our community partners and core funders. We express our appreciation for the strong relationship with our community partners as they continue to play such a vital role in what we do. And to our core funders, we express our gratitude for their financial support which allowed us to increase our staffing complement to meet the emerging needs in our community as a result of COVID-19.

In conclusion, as we move forward during the pandemic, there is so much to learn about the impact of COVID-19 on mental health and how counselling can help mitigate the short term as well as long term effects. LFS Counselling, Outreach and Education department looks forward to continuing to respond to the needs of our clients and community. We are always here for our community.

“...it is the courage to continue that counts.”
— Winston S. Churchill

On March 11, 2020, the World Health Organization officially declared COVID-19 a pandemic. Two days later, Canada listed its first COVID-19-linked fatality. On March 20, Canada passed 1,000 COVID-19 cases and by March 21, the U.S.-Canada border officially closed to non-essential travel and all Provinces started implementing isolation measures.

In the blink of an eye, the entire world changed.

Tracey Hanson, Director of Home Services at LFS, realized from the moment Canada announced country-wide action that being an essential healthcare service for our community meant resiliency: rapidly reconfiguring well-being priorities to meet the biggest new drivers of stress in this crisis setting.

“I knew our community would need our strength and reassurance that we had the knowledge and skill to steer through this; that our entire Home Services team is here for the community, every single day, 24/7...”

The LFS Home Services team is comprised of 180 Health Care Aides (HCA) who work alongside Registered Nurses, Licensed Practical Nurses, schedulers, and administration. This team has been providing care and services to vulnerable populations in Lethbridge and Southwestern Alberta for decades. They respond compassionately to people who need help, going above and beyond for their clients and the community. In March 2020, the team now needed to play a critical role in helping address and manage the potentially catastrophic impacts of the pandemic on seniors and those acute, chronically or terminally ill individuals they serve.

Navigating difficult situations is nothing new to health care aides. Yet the COVID-19 pandemic presented unique challenges as they continued to meet with patients who were feeling not only scared but also confused and alone....every single day. HCA's quickly adopted new rigid hygiene rituals to keep their clients and client families, themselves, and their own families safe. They were provided with PPE's, a term that everyone now knows means masks, gloves, face shields, goggles, and gowns - which they changed into, and out of, several times per day. Constant hand sanitizer use became common place as well as hand washing, temperature checks, COVID-19 check lists, daily updates, and daily protocols. All these procedures happened on top of pushing down their own fears, so they could offer emotional support for care recipients.

Every day heroes?

The whole Home Services Department falls into this category!

“They have worked through rain, sleet, snowstorms, emergency situations, and now the COVID-19 pandemic. I'm so proud of my entire team for their courage in the face of adversity,” said Hanson.



Photo Credit: Jayson Domingo Photography

HOME SERVICES

CARING FOR THE MOST VULNERABLE
DURING COVID-19





IMMIGRANT SERVICES

WORKING WITH NEWCOMERS IN THE FACE OF COVID-19

For most immigrants and newcomers in Canada, community centres, libraries, recreation and cultural centres are a lifeline that connects them to the community at large. These venues serve as a safe space for sharing their experiences, meeting mentors, participating in social and cultural programs, and getting familiar with their neighbourhood. (www.canadianimmigrant.ca)

With the country going into lockdown mode in March, many of our immigrant families experienced an acute sense of loss and disconnection. Our clients began worrying about social ties, physical health, and finances during shutdown which had the potential of affecting their mental health and possibly reactivating any prior trauma.

“Families experienced a great deal of social isolation like I’ve never seen before, simply because they were not able to get out into the community”, says Savanna Wortley, Manager, Settlement Services for LFS Immigrant Services Department. “We were essentially their only contact during that time and between telephone calls, emails, online platforms and limited personal interactions, we are finding new ways to connect with our most vulnerable clients.

There's also the obstacle of understanding the news and updates in their first language. Knowing that communication was key, Lethbridge Family Services reacted swiftly to distribute accurate and relevant information to hundreds of clients. Lethbridge Immigration Partnership began posting online briefings for various cultural groups; settlement practitioners implemented 3-way calling protocols with interpreters; staff advocated directly to community services to ensure that client needs were being recognized; referrals to community services were ongoing; and settlement practitioners engaged in frequent wellness checks with assigned families. This resulted in 100 families being identified as having higher needs. Some of those needs were economic in nature and many families were faced with home-based schooling barriers.

Kristina Larkin, Manager, Youth Settlement Services for LFS mentions that, “during the COVID pandemic, newcomer parents are struggling because they are also learning the language and at the same time having to support the children's learning at home, using technology they may not be familiar with.”

The Youth Settlement Services program became focused on helping families and hundreds of children with loans of technical devices while providing in-depth orientations to tech use and safety, how-to's for learning software, and extensive communication with schools and families to ensure access. Families received care packages, family play kits, and referrals for donations of food. In fact, the program has provided 577 more services from March-June 2020 than in the same period of 2019.

Though the work can be challenging and more time-consuming than usual, settlement practitioners at Lethbridge Family Services are coming together to make sure our clients are supported and feel less isolated. That's what we do every day. We are always here for our community.





DACAPO DISABILITY SERVICES

Leaving No-One Behind in the Disability-Inclusive Response

For more than six million Canadians living with a disability, COVID-19 containment measures have posed unique challenges to their health and well-being.

Those challenges have included increased social isolation, loss of personal support workers, elimination of meaningful activities including employment and volunteer opportunities, disruption of vital health services, and difficulties accessing basic necessities and information. The lockdown also meant sudden deprivation of specialized services and issues over rationing of care, which further increased worry and fear.

Even before the pandemic, a significant number of people with disabilities reported feeling socially isolated and lonely. Social isolation has a number of negative repercussions, including poor mental and physical health. Isolation and loneliness that many people with disabilities typically experience has been exacerbated by reactions to the COVID-19 pandemic.

“There is a cascading series of challenges unique to people with disabilities during COVID,” says Dianne Kotkas, Director of DaCapo Disability Services, LFS. “We ask many questions and listen to the voices of our clients in order to meet their needs, both physical and emotional.”

LFS saw that additional support for clients during the pandemic was critical, a fact being echoed by experts and members of the disability community across different platforms. During the initial response, personnel contacted clients, guardians/family members and caregivers, to discuss personalized planning and COVID protocols. Communication strategies were developed, and technological efficiencies and availabilities were assessed to facilitate movement to virtual platforms.

Soon the DaCapo team was preparing online activities and assembling care packages for clients which reflected their interests. LFS found keeping clients engaged was key to moderating their anxieties and bringing joy to their days in isolation. Classes like chair yoga, cooking, craft workshops, guided meditations, book club, travel awareness, music, games, and knitting were offered in online sessions via virtual groups or one to one. Clients received their weekly care packages and schedules on their doorstep.

Clients, family members and guardians expressed their gratitude for the facilitated activities that promoted client engagement and assisted in reducing feelings of social isolation. Looking into the faces of our clients as they listen and watch a concert online designed just for them; receive kindness rocks painted exactly to request; or see pictures of our Garden for Growth being prepared for their return....the laughter and joy is irresistible.

“Every day, working with our clients puts all of life in perspective. If my day does not produce as I had hoped, I can look at the smile on one of their faces, and I know all is right with the world. DaCapo has been a part of LFS for 34 years – it has been an outstanding journey,” concludes Kotkas.

We are proud to always be here for our community.



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 7200 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
Ready, Willing and Able
Western Economic Diversification Canada

Government of Alberta

Alberta Health Services (AHS)
AHS - Provincial Addictions & Mental Health
AHS - Provincial , Public & Indigenous Health
AHS - Family Health Home Visitation
AHS - Mental Health & Justice
AHS - Suicide and Family Violence Prevention Program
Ministry of Community and Social Services
Persons with Development Disabilities (PDD)
Cross Disability Supports
South Region Children's Services

City of Lethbridge

Family and Community Support Services Program
Community Event Support Grant

Other

Association of Alberta Sexual Assault Services
Chinook Sexual Assault Centre
Lethbridge College
Roman Catholic Bishop of the Diocese of Calgary
South Alberta FASD Network

Donors and Supporters

1st Choice Savings & Credit Union
1UP Moving & Storage
4 Elements Massage Clinic
98.1 The Bridge
Able Body Health Clinic
Able Family Dental
Abreast of Bridge Dragonboat Team
ACE Place Learning Center
ACFA régionale de Lethbridge
Advocate Medical Imaging
AEF Services Ltd.
Agricultural Financial Services Corporation
Agroplus Inc. Lethbridge
AHS, Addictions & Mental Health, Southwest Zone
Airtech Heating & Air Conditioning
Al Scherer
Alan & Elva Graham
Albert Donkerbrook
Alberta Bike Swap
Alberta Blue Cross
Alberta Motor Association
Alex Uhryn
All Nine Apparel
All Things Cedar
Allan Friesen
Allan Martin
Allied Arts Council
Alvin Reinhard Fritz Architect Inc.
Alyssa Fenz
Amanda Poitras
Amy Krysak
Andrea Eng
Andrea Hlady
Andrew & Jessica Hummel
Andrew Melton
Andy Cimolai
Angie Paxman
Anita Wichersham
Ann Rijn
Anna Colmo
Anne Hill
Anthony Burdett
Anthony Polini
Arlene Oishi
Armour Insurance Group Ltd.
Arne Westra
Arthur Haverhals
Ash and Antler Boutique
Ashley Klinkag
Ashlynn Van Buuren

Associates Counselling Services Inc.
Association of Alberta Sexual Assault Services
ATB Financial
Avail CPA
Avonlea Homes
A-Win Insurance
B93 FM
Baadshah Restaurant
Baby Laurel & Co.
Bank of Montreal
Barb Shephard & Floyd Moncrieff
Barbara Shephard
Barnett Bettger
Barrie Orich
BavaRua Events & Catering
BDO Canada LLP
Becky Little
Ben Price Magic
Bert and Mac's Source For Sports
Bessie Bourne
Betty Bats
Betty Shortt
Bettys and Bombshells
Beulah Sinclair
Beverly Thompson
Black Rock Terrace
Blackfoot Family Lodge Society
Black Velvet Distilling Company
Blaine Engel
Blood Tribe Clinic, Dept. of Health
BMO Bank of Montreal
Bob & Colleen Ward
Bobbi Harvey
Bola Fowosere
Bonduelle
Bonnie Gruber
Bonnie Harry
Boys & Girls Club of Lethbridge & District
Brad Goss
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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

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#106, 1410 Mayor Magrath Dr. S.
Lethbridge, AB T1K 2R3
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