



Our Mission

To organize the capacity of people to care for one another

Our Vision

Communities where everyone works as a team to:

- Ensure poverty is temporary
- Help individuals and families live healthy lifestyles
- Give children and youth the tools they need to reach their full potential

Our Values

- Demonstrate trust, integrity, respect, inclusivity and transparency
- Energize and inspire volunteerism and volunteer leadership
- Endorse innovation, partnerships and collective action
- Provide non-partisan leadership
- Embrace diversity

We acknowledge that the land on which we gather is Treaty 7 territory, and the traditional territory of the Niitsitapi (Blackfoot), Nakoda (Stoney), and Tsuut'ina (Sarcee) nations. We acknowledge the work done by the Truth and Reconciliation Commission of Canada and recognize our responsibility in providing respectful, safe communities for all to belong to. At United Way, we prioritize reconciliation in the work we do, and in the decisions we make.

Becoming stronger together...

On behalf of the board of directors and the staff of United Way of Lethbridge & South Western Alberta, we are pleased to share this Impact Report for 2021-2022.

Oki. We are proud to be part of a network of United Way Centraides across Canada working to create positive social change in our local communities. Following a year of supporting people, and local organizations through the COVID-19 pandemic, we knew there was more work yet to be done. COVID-19 and it's effects continued to challenge us all in many ways, and our community was once again ready to step up to help.

Throughout United Way's 80th year of service to Lethbridge & South Western Alberta communities, **our mission to organize the capacity of people to care for one another** has given us reason to think back to the wartime challenges of 1941. We took the time to dig into our own local history, and preserve some of it thanks to the Galt Museum & Archives. We still have the original meeting minutes from that first meeting in 1941, film and video from the '50s and '60s, and photo albums from the '90s.

While times have certainly changed, today's situation is not dissimilar to wartime, with many people needing support through a crisis of a different kind and beyond. We are proud of what has been accomplished thanks to the local love, dedication, and collaboration of our team and our community as we have faced COVID-19 together.

Continued donations to the **Local Love in a Global Crisis Fund** allowed us to support local people and organizations beyond the

relief phase of the pandemic, and into the recovery phases. We were able to invest in 10 more programs helping people to return to a new normal, access nutritious food, and be included in the community while minimizing risks surrounding COVID-19.

With new supports and benefits being announced, and other benefits coming to an end, people needed help to figure out what services they qualified for, and how to access them. The **211 information and referral service** continues to be available nationwide to help people discover what is available to them at local, provincial and national levels. The 211 phone service is available 24/7/365 with translation in over 150 different languages - ideal for those lacking Internet access or technology skills, seniors, new Canadians, and people with disabilities.



We were able to make a return to Paradise Canyon for the **Local Love Golf Classic**. Despite a rainy day on the course, and modifications to ensure COVID-19 safety, the tournament raised over \$20,000 to support United Way's capacity for collective impact. We're very thankful to the tournament sponsors, players and volunteers for helping to make it a success.

In addition, the local love of **United Way donors in Lethbridge** and across **South Western Alberta**, helped to support **13** programs at **13 different organizations** in 2021-2022. Each year, United Way-funded programs in the region have an impact on the lives of thousands of people.

As always, none of this work would have been possible without the strong, unwavering support and local love of our community. We deeply appreciate the support of every donor, volunteer, local workplace, and corporate partner. Your local love fuels our passion, and we look forward to continuing to work towards stronger, more equitable communities for the people and families who call Lethbridge and South Western Alberta home.

Thank you, and most sincerely,

Krysty ThomasPresident, Board of Directors

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Janelle Marietta
Executive Director





Showing Local Love in a Global Crisis

The Local Love in a Global Crisis fund helped local organizations respond to provide basic needs, increase capacity for community services, and more.



In the early stages of the pandemic, donations to the Local Love in a Global Crisis fund allowed United Way to respond quickly and efficiently to needs that emerged seemingly overnight. Additional donations towards the end of the year and into 2021 allowed us to invest another \$80,000 in community programs and services, ensuring that help would continue to be available when people needed it.



\$80,000 invested in 10 programs in Lethbridge & South Western Alberta helping people to meet basic needs, stay socially connected, support children and youth through learning disruptions, and provide mental health supports.



2,570 people supported in accessing basic needs like food and household items, counselling and mental health support, given emergency shelter, and assisted in reconnecting with social support services.



121 individuals with developmental disabilities and their family members received support to navigate complex government assistance program applications, develop social connections, and overcome the stress of long isolation periods due to COVID-19.



2,417 food hampers were distributed to community members requiring special food items for medical or religious reasons.



Interfaith Food BankSpecial Dietary Bundles

Special dietary food items are required for many reasons, including medical, religious or cultural. Food bank volunteers are able to bundle special dietary food items suitable for each client's unique needs, as well as related items like diabetic testing strips, or recipes for meals suitable for kidney patients.

Samuel (name changed to protect confidentiality) is a single adult who lives alone. Living in a larger body nearly all of his life, he has been struggling with Type 2 Diabetes, and finds that his income supports don't quite provide enough for him to afford healthier options when purchasing groceries. "I'm supposed to be eating more fresh fruits and veggies and balancing my sugar intake, but the good stuff just costs more, so sometimes I just eat what I can afford," says Samuel. "The Diabetic Bundles help with some better options and when I get my hamper I'm glad for the extra healthy stuff. This year I also received a Gnome for the Holidays gift with my Christmas Hamper, which I wasn't expecting. It was a nice touch that made me feel like someone was thinking of me during the holidays. My brother visited me for Christmas, and I gave him the chocolates that I couldn't eat."

80 Years United in Lethbridge & South Western Alberta

What began as a Community Chest in 1941 to support the needs of the people has continued for eight decades.

Turn back the clock all the way to the First World War, when hundreds of communities across the U.S. formed "War Chests" to raise funds for the needs of the troops, as well as the families and children left behind. After the war, the "War Chests" were transformed into "Community Chests" to support local agencies.

At the outbreak of the Second World War there were many charities in Lethbridge raising funds for a variety of causes, often with the same band of hardy volunteers carrying the workload. You might receive a knock on your door every day with a request to donate to a different fund...

In order to save time, money and energy, the City of Lethbridge alongside local service clubs, labour and charities came together to organize one strong, unified fundraising campaign. This was the start of our own Community Chest. The first fundraising campaign in 1941 was headed by lawyer R.R. Davidson, and people, as it turns out, were very generous. The campaign raised just over \$56,000.

In the early days, "Give the United Way" was simply a campaign slogan for Community Chests across Canada and the U.S., but was eventually adopted as the organizational brand at some time in the '70s.

Today, United Way branches across Canada and around the world each work independently to address the unique needs of local communities with a shared focus on solving a common set of issues.

In December, 2021, United Way hosted a fireside chat with Belinda Crowson of the Lethbridge Historical Society. Covering the history of local organizations like the Travellers Aid Society, the Nursing Mission of Lethbridge, and the different iterations of United Way over the years, including the Red Feather Campaign, and the United Appeal, Crowson pained a rich picture of the history of giving in the Lethbridge region dating back to 1891.



"One thing we know about Lethbridge and any community, is that there has always been a need, and there have always been people who respond to the need. Technology has obviously changed, but human nature and human need have not."

-Belinda Crowson Lethbridge Historical Society

A Commitment to Living Wages to Reduce Poverty

Living wages allow people to not just survive, but to meet their basic needs, live in dignity and participate in their community.

The minimum wage is legislated by provincial governments and mandatory for employers to pay. In Alberta, the minimum wage set by the provincial government is \$15.00 per hour, or \$13.00 per hour for workers under the age of 18. For many workers, the minimum wage remains too low to lift even those working full time out of poverty.

Living wages however, are voluntary for employers to pay. They are calculated based on Statistics Canada's Market Basket Measure (MBM), and average costs for a specific basket of goods in local communities, including expenses like childcare, transportation, shelter, clothing and food. It considers the hourly rate of pay needed for the household to maintain a modest standard of living after government transfers have been added, and taxes subtracted.

In 2021, United Way worked with the **Alberta Living Wage Network** to calculate living wages for Lethbridge, and call upon employers across all sectors to commit to paying employees enough to cover their living expenses. The living wage for a single individual living in Lethbridge was calculated at \$19.00 per hour.

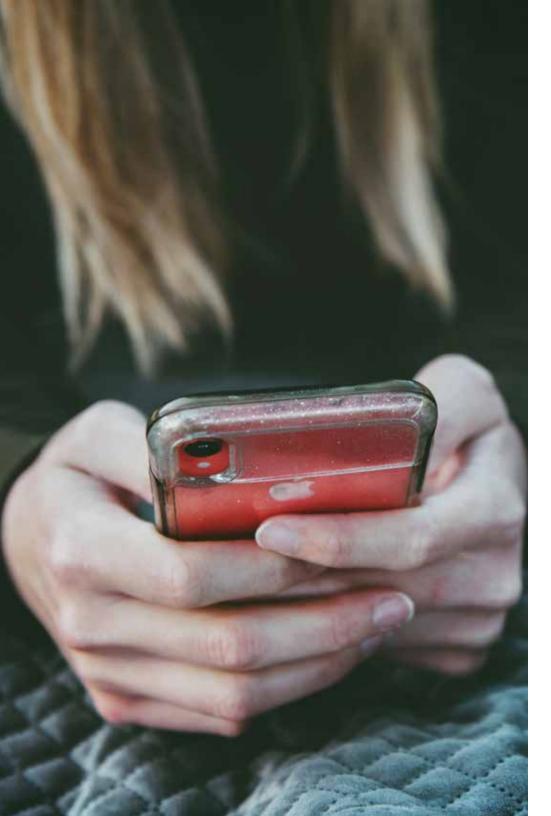
United Way of Lethbridge & South Western Alberta is proud to be a certified Living Wage Employer in the City of Lethbridge, alongside community partners like Interfaith Food Bank and the Lethbridge Food Bank.

For more information on how living wages are calculated, or how to become a certified Living Wage Employer in the province of Alberta, visit **livingwagealberta.ca**.



"A living wage is an important commitment for United Way on our quest to eliminating poverty in Lethbridge and South Western Alberta. We applaud the nonprofits and companies in our region which have joined us in taking this step."

-Janelle Marietta, Executive Director



211: Help starts here, nationwide.

Make the Right Call. For non-emergency health and social needs, anyone living anywhere in Canada can contact 211 to get connected to local supports and services.

Late in 2020, thanks to support from United Way Centraide Canada, and the Government of Canada's Emergency Community Support Fund, the 211 information and referral service was expanded to reach Canadians from coast to coast.

211 is free, confidential and available 24/7 with interpretation in over 150 different languages. Navigators assist callers in locating and accessing community and government assistance programs best suited to address their unique needs.

In 2021, residents of Lethbridge and South Western Alberta contacted the 211 service more than 1,900 times with some of the most frequent reasons for contact being access to basic needs, income support and employment, followed by mental health and substance use disorders.

Across Alberta, the 211 service was contacted 124,464 times with 92% of the contacts occurring by phone, showing how critical the need for person-to-person support is.

Community organizations in Lethbridge & South Western Alberta are encouraged to **connect with 211 Alberta** to list their programs so that navigators can direct callers to the most appropriate local services.

United Way's Impact Committee

Since the pandemic began, the value of community programs and services has become clear, not only for the people who use them, but for the wellbeing of the community as a whole.

Grants from United Way's Community Fund help local organizations to keep community programs running effectively and uninterrupted. In 2021, with many organizations facing increased demand for service due to the COVID-19 and its effects, the need for Community Fund support outweighed our capacity to provide it. We received applications requesting support totalling over \$385,000, an increase of \$75,000 over the previous year.

Our Impact Committee, together with the Funding Allocations Committee - a team of community volunteers - faced no easy task in identifying the most pressing community needs, and narrowing focus **to invest \$75,500 in 13 programs and services** best equipped to address them.

The Funding Allocations Committee spends a significant amount of time reviewing and evaluating each application for funding United Way receives. We believe that since our support comes from the community, donors and community members ought to be involved in prioritizing United Way funding.

We strive to build committees which represent a wide crosssection of individuals with varied knowledge, life experiences and perspectives to help us make the best investment decisions possible. United Way's Impact Committee provides an extra layer of accountability by following up with agency partners over the course of the year, reviewing interim and final reports, and keeping tabs on what is happening in the region. We pay special attention to local issues, statistics, the ever-changing social service needs of our community, and what services are available to address them.

The Impact Committee also took on the task of evaluating the requests for support from the Local Love in a Global Crisis fund, which saw requests totalling nearly \$167,000. Across both allocations, the Impact Committee reviewed a total of 51 applications for funding.

I'm proud to support an organization with a longstanding history in the region. Today, 80 years after the first community fundraising campaign, I am thankful for the support of each and every Community Fund donor, workplace campaign partner, and committee volunteer. Along with the United Way staff team, I look forward to many more years of United Way support for the community.

Thank you and sincerely,

Krysty ThomasChair, Impact Committee



Thank you Individual and Corporate Leadership Donors!

In 2021, gifts to our Community Fund at the Leadership level of \$1,200 or more have fueled our work, and helped to ensure a stable source of funding is available to support essential, community programs.

- Government of Canada Workplace Charitable Campaigns (GCWCC)
- Government of Canada Workplace Charitable Campaigns Retirees
- Lori Harasem
- IG Wealth Management
- Dr. André Laroche
- Lethbridge Iron Works Co.
- Lethbridge Toyota
- Janelle Marietta
- Melcor Developments Ltd.
- Chris Murray
- Murray Chevrolet Cadillac
- RBC Foundation
- Tim Schipper
- Scotiabank
- Scotia McLeod Charitable Foundation
- Terry Slawson
- Scott Stevens
- TD Bank Group
- Andrea Ulmer
- Wawanesa Insurance

THANK YOU!

- Alberta Blue Cross
- Mark Brown
- Allan & Fran Caldwell
- Canada Revenue Agency
- Lorne Charlesworth
- Eric Choi
- Corteva Agriscience
- Costco
- Michele Frick

We are also grateful for the local love of those Leadership donors who have chosen to remain anonymous!







A gift of \$10,000 from Scotiabank goes a long way in supporting essential local programs and services which keep people connected socially, even during times of physical distancing. (L to R: Michael Stafford-Mayer, Chris Judge, Solomon Akowuah (Scotiabank) and Janelle Marietta (United Way).



The Corteva Agriscience United Way campaign raised over \$16,000 in support of United Way funded programs in Lethbridge and across South Western Alberta. (Pictured: Riley Swanberg of United Way (left) and Milena Deacon of Corteva Agriscience)



The United Way Jersey Raffle during the 2021-2022 Lethbridge Hurricanes season raised just over \$15,000 for re-investment in community programs for people and families. (Pictured: Janelle Marietta (left) and Connolly Tate-Mitchell)



United Way was presented with a "Friends of 51" award from Lethbridge School Division 51 for the partnership with ATB Financial which made 66 laptops available for students as they navigated the transitions between in-school and at-home learning.

POVERTY TO POSSIBILITY

Helping people avoid or move out of poverty, explore employment resources, and access nutritious food

Interfaith Food Bank

The Baby Bundle Program at Interfaith Food Bank **provided 246 Baby Bundle hampers to new parents** containing baby food, formula, and health and safety supplies. United Way funds assist in purchasing baby food and formula which are less frequently donated, and by regulation, must not be past expiry dates.

Kidney Foundation of Canada

The Emergency Financial Assistance program gave **help to 47 people in the Lethbridge region** to assist with medication costs, food, housing security, and transportation to kidney treatment appointments.

Wood's Homes

The Wood's Homes emergency youth shelter **supported 18 youth experiencing homelessness**. With shelter opening hours during evenings and weekends, youth can count on a safe, supportive place to access crisis support, counselling, meals, and more.



Kidney Foundation of Canada

Emergency Financial Assistance Program

In December 2021, the Lethbridge Branch of the Kidney Foundation of Canada was contacted by a renal social worker about a patient in their care. George, a kidney patient, also has epilepsy and had an unexpected, incapacitating seizure while at home in Lethbridge. He was taken to the hospital by ambulance and placed on a ventilator. George was also experiencing symptoms of heart failure, and was airlifted to a Calgary hospital and admitted to the ICU. He was put on dialysis, and doctors immediately began tests for heart failure issues.

George has had a number of debilitating seizures over the past 16 years. He has been an AISH recipient for the last seven years since he is unable to work due to his health conditions. His wife Jennifer works 30 hours per week at \$16.50 per hour. Together, they have three children under the age of 11. Jennifer had to take time off of work to care for the children and manage the household. Because of the added expenses of gas, meals and hotel stays while George was hospitalized in Calgary, the family was struggling to make ends meet...

The Kidney Foundation was able to approve support from the Emergency Financial Assistance program to make sure George and his family had enough food, and to make sure their housing situation was secure.

Program staff say that as the pandemic has continued, and costs of living have increased, more kidney patients are sacrificing food budgets in order to cover other living expenses, which can be dangerous to their health. The Emergency Financial Assistance program helps to fill financial gaps and ensure kidney patients can maintain positive health outcomes.

HEALTHY PEOPLE, STRONG COMMUNITIES

Promoting supportive family relationships, positive mental health, physical wellbeing, inclusion and accessibility

Inclusion Foothills

27 people with pan-disabilities and their family members living in the Claresholm area received support from Inclusion Foothills. Children received support to navigate school-related challenges like bullying. Parents had support to access community and government supports for people with disabilities.

Inclusion Lethbridge

Individuals with developmental disabilities and their families received support on 112+ occasions to plan for an inclusive life through the transition from youth to adulthood. Beyond Graduation workshops break down steps and help families create a plan focused on, and directed by the youth with a developmental disability.

John Howard Society

The Transitions: Community Re-Entry Support program helped more than 100 individuals to make the transition back to the community after involvement with the justice system. Individuals are connected with addictions counselling, supports for food access, housing, employment and more.

Parkinson Association of Alberta

The Parkinson Association of Alberta supported 115 people in accessing virtual programs and group activities, and provided 294 one-on-one family support sessions for individuals living with Parkinson's, helping them remain connected to social opportunities, and peer supports.

SAIPA

Programs and self-advocacy workshops offered by the Southern Alberta Individualized Planning Association were accessed by 285 individuals in 2021. Participants develop skills to advocate for themselves in daily life, and empower them to ensure that voices from the disability community are heard by those in decision-making roles related to health and social services.

Schizophrenia Society of Alberta

In 2021, **30 individuals with Schizophrenia accessed peer support resources 1,142 times**. Due to Covid-19, groups took place online and were successful in reaching those who have challenges attending sessions in person.

John Howard Society

Transitions: Community Re-Entry Support

"One day, a middle-aged man who had been homeless for several months came into our office for a temporary identification replacement. He was hoping to change his situation and was beginning to look into social supports. Our life skill coordinator was able to help him obtain a CRA Online account, and our adminitrative assistant helped him to complete tax returns for the last few years. He still connects with our staff regularly as he works step by step towards his goals."

-Amanda Lawrence, Executive Director



ALL THAT KIDS CAN BE

Supporting school readiness, in and after-school supports, mentoring, healthy development, emergency shelter

Big Brothers Big Sisters of Lethbridge & District

A total of **214 children in need of positive, supportive relationships have been matched with adult mentors**. Bigs and Littles spend time together weekly taking part in hobbies, social activities, volunteering and more.

Covenant Foundation

Senior volunteers at Covenant Health residences prepared **6,634 school lunches for children at three city schools**. The impact of the School Lunch program is twofold - children have access to healthy food options during the school day, and seniors find meaning in their volunteer work while maintaining social connections and friendships.

Safe Haven Women's Shelter Society

Throughout the summer of 2021, **83 children attended the Safe Haven Summer Day Camp**, taking part in daily activities to express creativity, build healthy relationships, develop self-confidence, and explore the community. Targeted to children and families who have experienced bullying or family violence, the Summer Day Camp allows them to develop skills to work through anger and frustration, and supports them in breaking cycles of violence.

South Region Parents As Teachers

Personal visits from home educators were **delivered to 103** families to promote positive parent-child interactions, strengthen family relationships and encourage child **development** through book-sharing and opportunities of play. Parents learn new techniques for parenting and stress management, while children gain emotional literacy and a foundation for school readiness.

Safe Haven

Helping children build healthy habits, helping families break the cycle of violence.

"One family that participated in the Summer Camp was staying at the Emergency Shelter due to fleeing abuse. There were three of five children that attended the program everyday for almost three weeks. The kids being able to do this while staying at the shelter gave their mom the time to focus and be able to make appointments, phone calls, and find housing for the family. The children got to meet new people and make connections with other children their own age that they wouldn't have been able to do otherwise. The children had the chance to socialize, learn, and engage in a safe environment with regular activities that emphasized teamwork, inclusion, and the development of a positive self."

-Program Staff (Safe Haven Summer Day Camp)



Celebrating Southern Alberta Philanthropists

Lethbridge is known for being charitable, and has once again secured a place in the top 10 most generous places in Canada.

According to a recent report based on tax filing data from 2015 to 2019, Lethbridge ranks seventh when it comes to the most charitable places by number of donations per donor. The report compiled by the organization Charitable Impact in Vancouver, B.C. says that Lethbridge has increased its charitable giving by 0.4 per cent over previous reporting periods.

In terms of percentage of income donated to registered charities, Lethbridge comes in at eighth place with 1.15 per cent while the national average is 0.62 per cent.

National Philanthropy Day on November 15 is an opportunity each year to recognize those community members whose commitment to philanthropy makes a difference in the lives of others. The Association of Fundraising Professionals' Inspiring Philanthropy Awards recognized six incredible philanthropists in Lethbridge.

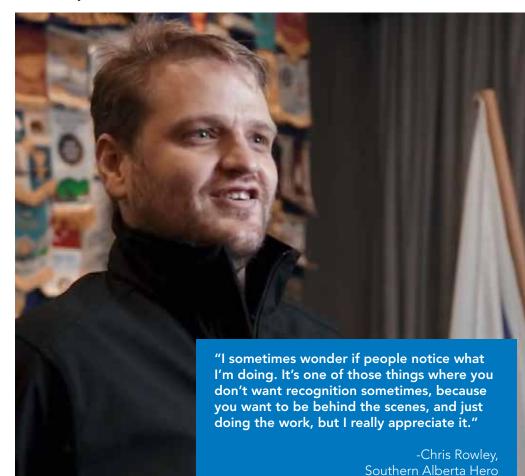
United Way of Lethbridge & South Western Alberta was thrilled by the news that Chris Rowley, a longtime volunteer and friend of United Way was to be recognized as a Southern Alberta Hero for his unwavering dedication to many organizations and causes through volunteerism and advocacy.

Chris is a passionate advocate for inclusion and equity in the disability community. As someone who identifies as having a

disability, he has worked tirelessly to give a voice to people with intellectual and developmental disabilities, and to educate and influence communities and governments to ensure higher levels of inclusion for them.

Chris volunteers with many local groups and organizations, including United Way, SAIPA, Inclusion Lethbridge, and SAGE Clan, and is a familiar face volunteering at community events like farmer's markets, the Electronic Music Festival, and Pride Fest.

Chris is a constant, unwavering advocate for not only inclusion, but for kindness, understanding, compassion, and fairness. With a strong focus on philanthropy through volunteerism, the work he does truly makes him a Southern Alberta Hero.



Expressions of Reconciliation



The Expressions of Reconciliation Art & Media Contest was created four years ago as a way for our community to move forward together in truth and reconciliation.

The theme of the contest in 2022 was "Voice & Representation," aligning with the City's Reconciliation Week theme. Artists of all ages and abilities were invited to submit a piece for a chance to win a cash prize. First, second, and third place winners were selected by a jury, while a public vote on Facebook determined the winner of the People's Choice prize.

United Way would like to thank the Reconciliation Lethbridge Advisory Committee, the City of Lethbridge, and the Lethbridge Indigenous Sharing Network for co-sponsoring the prize funds, and CASA for arranging space to display all of the entries for public viewing. We also appreciate the support of the jury members who assisted in choosing the winners.

"I wrote this poem to bring light to real issues affecting my community, and I wanted to make a difference through something powerful and simplistic. There are a lot of issues that are brushed over or ignored. I wanted to help people see what I see, and help them understand how important it is to listen."

-Naima Rain Young Pine, 1st Place Winner We are especially thankful to each of the artists, whose work has sparked conversations about reconciliation, and has no doubt inspired the creativity of many other artists in our community.

1st Place – Naima Rain Young Pine (age 16) for *Life in My Eyes*, a poem based on personal observations.

2nd Place – Lorali Day Chief (age 12) for *Stories From Our Hearts*, a written account and accompanying image.

3rd Place – Ari Gilbert (age 12) for *Who I Am*, a poem about individual and family identity.

People's Choice – Darlene Urban for *Every Child Matters*, a folded book design.



RIGHT: Ari Gilbert (3rd place winner), Naima Young Pine (1st place winner), Lorali Day Chief (2nd place winner)

Tee Off to Show Your Local Love!



United Way's annual Golf Classic raises funds each year to enhance United Way's capacity to support essential local programs.

We were pleased to return to Paradise Canyon for our annual Golf Classic after the cancellation of the tournament in 2020 due to COVID-19. Despite a day of heavy rain, and modifications to ensure player safety, the tournament raised over \$20,000 to support our work to invest in local programs and services that change lives.

We're thankful to title sponsors Servus Credit Union, and the many sponsors and supporters of the tournament for making this day possible:

- 106.7 Rock & Kiss107.7
- Alpine Drywall LTD
- Avison Young
- A-WIN Insurance
- Bert & Mac's Source for Sports
- Black Velvet Distillery
- Brown's Socialhouse
- C & A Industries Inc.
- Cavendish Farms
- Century 21 & Mark Kozak
- Chatters Salons
- 94.1 CJOC & 98.1 2Day FM
- DA Building Systems
- Davidson and Williams LLP
- Davis GMC Buick
- Don & Alice Guick
- Donahue Electric
- Exhibition Park
- Fee Simple Law LLP
- Henderson Lake Golf Course
- Hy-Tech Production Ltd.
- Interfaith Food Bank
- James Bartsch
- KPMG LLP

- Leon's Furniture
- Lethbridge Auto Dealers' Association
- Lethbridge Country Club
- Lethbridge Hurricanes Hockey Club
- Optical Studio
- Original Joe's
- Paladin Security
- Parkinson Association of Alberta
- Richard A. Low & Co. LLP
- Safe Haven Women's Shelter Society
- Save-On-Foods North Lethbridge
- Schizophrenia Society of Alberta
- Schwartz Reliance Insurance
- Scotia Wealth Management
- Servus Credit Union
- Silver Ridge Construction
- The Lethbridge Herald
- True North Axe Throwing
- Two Guys & A Pizza Place
- Tyler Martineau The Martineau Advantage
- U of L Bookstore
- U of L Sports & Recreation
- Westland Insurance
- Wine & Beyond





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