



**United Way**  
Kingston, Frontenac,  
Lennox and Addington

## **UPDATED SERVICE LEVELS DURING COVID-19**

### **PLEASE NOTE**

While many organizations have closed to the public during this unprecedented time, several are continuing to provide alternate methods of service to support youth.

United Way is working with organizations to help keep youth informed about these changes. Please check this listing for new information about accessing programs.

Where to connect youth who are dealing with homelessness or at risk of becoming homeless.

## Kingston Youth Shelter

- **Emergency Shelter for Youth, 16-24yrs**  
*KYS has moved to 113 Lower Union Street*  
Youth Intake suspended until further notice

- **Kingston Youth Transitions**  
*Transitional housing for youth 16-24yrs in need of supportive housing, basic life and living skills.*  
Youth Intake suspended until further notice

- **Family Mediation Program**  
*Youth age 16-24 yrs experiencing family conflict and at risk of homelessness; referrals can be through agency, youth or family.*

- **Prevention Diversion Program**  
*Youth seeking housing assistance, facing eviction, or in need of help to navigate mental health or addictions support.*

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## Home Base Housing

540 Montreal Street, Kingston  
613-776-9996

- **Kingston Youth Services**  
*For youth ages 16-24yrs who face imminent risk of becoming homeless.*

- **RISE@one4nine**  
613-542-7579  
*Permanent and supported transitional housing for youth **\*\*Referrals for supported housing via Prevention Diversion Staff.***

- **Rapid Rehousing and Housing First**  
613-776-9996

*Case management and support in finding and maintaining housing for youth, with medium to high acuity, who are homeless.*

Phone Calls are currently unavailable

Email: [transitions@kingstonyouthshelter.org](mailto:transitions@kingstonyouthshelter.org)  
or, message via Facebook

Youth are encouraged to contact counsellors to help problem-solve/refer to other services.

Email: [transitions@kingstonyouthshelter.org](mailto:transitions@kingstonyouthshelter.org)

Face-to-Face meetings currently unavailable.

Text or call: 613-572-6977

Email: [families@kingstonyouthshelter.org](mailto:families@kingstonyouthshelter.org)

Contact Mitchell

Text or call: 613-572-6018

Email: [mitchell@kingstonyouthshelter.org](mailto:mitchell@kingstonyouthshelter.org)

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**Corey Herzog-Fequet, Prevention Diversion Case Manager**

[cherzog-fequet@kingstonhomebase.ca](mailto:cherzog-fequet@kingstonhomebase.ca)

**Megan Ross, Prevention Diversion/Housing First Case Manager**

[mross@kingstonhomebase.ca](mailto:mross@kingstonhomebase.ca)

**Danny Milne, Program Coordinator**

[dmilne@kingstonhomebase.ca](mailto:dmilne@kingstonhomebase.ca)

**Danielle Coles, Housing First Case Manager**

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613-876-6698

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**Zack Revell, Community Worker**

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**Zack Stead, Housing First Case Manager**

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**Will Raleigh, Housing First Case Manager**

[wraleigh@kingstonhomebase.ca](mailto:wraleigh@kingstonhomebase.ca)

### **ONE ROOF Kingston Youth Hub**

426 Barrie Street, Kingston  
613-776-9996

- **Housing Assistance** or help navigating community supports.
- **Housing First Worker**  
*Must be on a current Housing First Case Management Team.*

*A partnership between more than 27 youth serving organizations, working together to support youth ages 16 - 24 years.*

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### **Lennox & Addington County Youth Hub**

41 Dundas Street West, Napanee  
(Robert Street entrance)

**Closed until further notice** – updates available via Facebook @LAYouthHub

A partnership between 18 youth serving organizations, working together to support youth ages 16-24.

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### **Rural Frontenac Community Services**

1020 Elizabeth Street, Sharbot Lake  
613-279-3151

- **Rural Youth Outreach Worker**  
*The youth liaison worker works with various service providers to help youth access supportive services, and assistance to help them remain in their home or find housing.*
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### **Kingston Interval House**

*Young women ages 16+ yrs with/without children experiencing domestic violence/abuse in need of support, connection to services.*

*\*Women do not need to reside in the shelter to receive Outreach Services.*

**Direct Crisis Line:** 613-546-1777

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### **Lennox & Addington Interval House**

174 Centre Street North, Napanee  
613-354-0808

*Shelter for female victims of domestic violence age 16+ years with/without children*

**Toll Free 24/7 Crisis Line:** 1-800-667-1010

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**One Roof is answering phones and having virtual meetings with youth.**

**Call:** 613-776-9996  
**Ask for Megan or Cory**

**Call:** 613-776-9996  
**Ask for Will**

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**Phone calls and email are available**

**Contact Victoria**

**Call:** 613-308-9338  
**Email:** [youthhubnapanee@kchc.ca](mailto:youthhubnapanee@kchc.ca) or, [victoria@kchc.ca](mailto:victoria@kchc.ca)

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**Youth Hub and Facilities are currently closed.**

**Services are available by telephone between 9am-4pm.**

**Call Sarah:** 613-532-3152

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**In-Shelter Youth Workers; Outreach Workers (Aboriginal, French language services available)**

**Call:** 613-546-1833

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**Emergency short-term hotel accommodation (up to 3 days)** in Napanee is also available for male and female homeless youth

**Call:** 613-354-0808  
Coordinated through L&A Interval House

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## Addiction & Mental Health Services KFLA

552 Princess Street, Kingston

- **Youth Support Program**  
*Homeless youth or youth at risk of homelessness experiencing addiction/mental health issues.*
- **Addiction & Mental Health**  
*Additionally, the agency offers professional counselling for youth (and adults) with addiction and mental health issues. Ages 16+*
- **Crisis Services**  
*Free, confidential and delivered in a respectful, non-judgemental manner by a multidisciplinary team of mental health and addiction specialists.*

Updates available at: <https://www.amhs-kfla.ca/coronavirus-disease-covid-19/>

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## Maltby Centre

100-31 Hyperion Court, Kingston (main office)

*Counselling services for youth up to 18yrs and their families, to address mental health concerns like anxiety, depression, suicidal thoughts, emotional regulation, trauma impact.*

**Walk-in Clinics for youth – Currently not available**

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## Youth Hab (housed with AMHS Kingston)

*Unconnected youth with mild to moderate, or severe but stable, mental health/addiction issues who are transitioning from children's mental health services to adult mental health services – connections to housing, finances, food, education, employment, health care, life skills, social/recreational*

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## St. Lawrence Youth Association

817 Division Street, Kingston  
613-542-9634

*Youth previously or currently placed in detention/custody (Sundance or Achievement St. Lawrence) or by case referral from probation.*

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**All Groups are currently on hold.  
Over-the-phone support is available.**

**Current youth clients can access their case workers by phone.** Monday-Friday 8am-4pm

**Call:** 613-544-1356

**Email:** [info@amhs-kfla.ca](mailto:info@amhs-kfla.ca)

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## 24/7 Crisis Phone Line

- Kingston/Frontenac: 613-544-1356  
Toll Free: 1-866-616-6005
  - Lennox & Addington: 613-354-7388  
Toll Free: 1-800-267-7877
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**Phone and video counselling only; no face-to-face services until further notice.**

**Call:** 613-546-8535 or 1-844-855-8340

**Email:** [inquiry@maltbycentre.ca](mailto:inquiry@maltbycentre.ca)

**Current Clients:** please reach out to your point of contact can contact at Maltby to book your phone or Zoom session.

**Crisis after-hours line:** 613-544-4229

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## Shannon Ruddy

Transitional Age Youth (TAY) Connector  
(for youth 16-24yrs in Kingston, Napanee)

**Call:** 613-544-9175

**Email:** [shannonr@youthab.ca](mailto:shannonr@youthab.ca)

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## Brett Deodato, Reintegration Worker

(for youth 12-18yrs in KFLA released from detention/custody)

**Call:** 613-539-6602

**Email:** [brett@staff.slya.ca](mailto:brett@staff.slya.ca)

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## Marina Andrawis, Youth Justice Family Worker

(for youth 12-18yrs in KFLA and their families)

**Call:** 613-483-2704

**Email:** [marinaa@staff.slya.ca](mailto:marinaa@staff.slya.ca)

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## Youth Diversion

559 Bagot Street, Kingston

### - Kairos Program

*Specializes in treatment for youth between 9-24yrs, who are experiencing any level of substance use, personally or with a family member.*

### - CHANCE Mentoring Program

*Promising youth are matched with adult volunteer mentors who meet for 2-3hrs weekly for a minimum of 6 months.*

### - Intersections Program

*For youth 8-18 years with behavior issues, at risk of becoming justice involved. \*\*Referrals through Kingston Police/OPP/FACS only.*

## Counselling for youth impacted by substance use:

Counsellors continue to connect with youth through various forms of social media or by phone. Limited face to face contact will be considered.

Call: 613-548-4535

Email: [info@youthdiversion.org](mailto:info@youthdiversion.org)

**Mentoring will continue, with extra precautions being taken and/or alternative forms of interactions being arranged with mentees.**

Litesha Lucas, Intersections Coordinator

[lucas@youthdiversion.org](mailto:lucas@youthdiversion.org)

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## Resolve Counselling Services

417 Bagot Street, Kingston

- *Counselling for youth up to 25 yrs experiencing social, emotional and/or relationship difficulties.*

- **Youth in Transition Program**

- **Youth Housing Support Worker**

- **Youth Outreach Counselling Program**

Continuing - RISE and One Roof providing phone counselling

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**Phone Counselling for youth.** Video may be available in some cases.

Call: 613-549-1243, 9am – 5pm

Email: [intake@resolvecounselling.org](mailto:intake@resolvecounselling.org)

### Intake/Case Management

To book a session

Call: 613-549-7850 ext. 3216

Email: [intake@resolvecounselling.org](mailto:intake@resolvecounselling.org)

Mon, Wed – 8:30am-5pm

Tues, Thurs – 8:30am-8pm

Friday – 8:30am-4pm

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## Sexual Assault Centre

400 Elliott Avenue,

Unit 1 (Rockcliffe Plaza), Kingston

*Provides crisis support, counselling, information, referral and advocacy services for survivors of sexual violence.*

**Crisis and Support Line: 1-877-544-6424**

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**The Centre is closed until further notice.**

**Counselling services, intake and referrals are available** through distance counselling only (video, telephone).

Call: 613-545-0762







## Larissa's Story: Youth Homelessness

I have been without a home since I was 16, I'm 20 now. I was sexually and physically abused by both parents since I was young. I finally gave up one night and started talking back so they kicked me out that night. Somebody told me there was a youth shelter in Kingston so the next morning I bought a train ticket and decided to check it out.

When I finished high school, and they told me about RISE. Where I am now, you get support, but you also get to live on your own and see what it's like. It's safe. I want to get my own apartment someday. I just finished a placement to get ready for job interviews. I'm planning to go to university.

Youth homelessness is a problem in Kingston. Not everybody notices how hard it is to be homeless. Many youth don't yet know how to act like adults or how they should be treated. I've learned that it's a bad day, not a bad life. You can make the changes you want to make if you focus on them. When you decide you're ready, there are people who want to help.



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[www.unitedwaykfla.ca](http://www.unitedwaykfla.ca)



## Brian's Story: Youth Homelessness

Brian has lived in poverty his entire life. As a young boy, Brian had to struggle to survive, living in unsafe environments, not being able to properly feed himself every day.

Living in poverty affects you, especially at a young age. Brian lived in a very unstable environment with his mother, which in turn, led him to befriend people who were there to bring him down. He started doing drugs as a teenager and drinking excessively. At the age of 16, Brian was homeless, addicted to drugs and alcohol, and had quit school.

He came across a program that was suggested to him by a friend. Youth Services Program at Home Base Housing helps homeless and troubled youth turn their lives around. Brian was accepted into the program. He has been clean off drugs and alcohol for 4 years, lives in his own place, and started working full time. Without the help and funding from the United Way to support his transition through Home Base Housing and into his newly formed life, Brian believes that he would never have been able to achieve these successes.



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