




**CALGARY
FOOD BANK**

FOOD
IS ONLY THE
BEGINNING
OF THE CONVERSATION.

ANNUAL REPORT 2016-2017



**TOGETHER, WE
FIGHT HUNGER**
and its root causes
because no one
should go hungry.

MESSAGE FROM THE **BOARD CHAIR**

As we enter our 35th year, we reflect, but we also continue to make inroads into the fight against hunger. What we learn each year informs and evolves our strategic direction. We understand much more today than when we first opened our doors.

Our continuous research and other information helps to create a long-range map. A map to address the many challenges our community members face when they come to our door for help.

We know there is no one root cause of hunger; and no one solution. This is certainly more evident today and over past three years as our economy continues to be rocked. These are the impacts that compromise individual/family resilience, particularly if there is no, or limited employer benefits, and/or no family or social network that can help.

So, what can one food bank do? We can identify key community agencies and partners that help families and individuals to discern a way out; a path forward.

Years ago, we recognized that people who come for help need so much more than food. Food is only the beginning of the conversation. This conversation allows a deeper look and an opportunity to share what we know about the organizations that are ready to help. Only then are we able to help each individual and family to engage in rebuilding their own resilience, in their own way to make food insecurity part of their past, and not a part of their future.

SIMON LAU
CALGARY FOOD BANK, BOARD CHAIR

MESSAGE FROM THE CEO

This past year, the Calgary Food Bank experienced a convergence of belief and energy. The belief that no Calgarian is left behind, and the energy to support Calgarians when they need us. We are entrusted with the spirit of the community, and are grateful for the significant support in food, time and funds to assist us in assisting others.

Our community continues to experience the deep stress indicators of an economic downturn. Your support continues to provide, and result in positive impacts for the community. Calgarians led by example, we followed suit.

Significant in this past year is the role volunteerism continues to play in the Food Bank's impact. For the first time ever, volunteers provided more than 55% of the hours needed to keep the food moving. From youth to seniors, weekly, daily; volunteers fueled this organization like never before. Volunteers are essential to greet, chat, sort, guide, encourage, build, engage, report and so much more.

2017 also provided a convergence of technology to support our work, our clients and our partner agencies. We use technology to assist our clients in their path toward wellbeing. Technology aids in our ability to be efficient and agile. The days of faxes and data entry delays are behind us, our inventory levels can now be monitored to ensure the right food gets to the right place at the right time. Safe food handling is ensured from the moment we receive a donation until the moment we share the food. Technology provides significant benefits of time saved and food provided to the people we serve. Our focus is to benefit individuals, families and partner agencies in attaining their goals. We continue to enhance our role as a community resource (food and connections) provider with partner

community agencies who share our vision of a hunger-free community. We provide customizable food-based programming across a spectrum of need, and we can prove that early connection of people with appropriate partner agencies speeds up crisis resolution.

These past couple of years have not been without challenge. Economic, social and cultural challenges experienced with the ongoing economic environment offer some of the most serious challenges. Food and shelter emerge as priorities. Food becomes the most variable as people need to pay more fixed costs for shelter, utilities, and transportation; leaving food as 'optional'; you can choose to eat less.

No matter how you change processes and the environment, the health and safety of the people connected to the organization is paramount. All volunteers and volunteer groups have completed our Health and Safety Orientation, a prerequisite to volunteering. We have demonstrated compliance, reporting and cause analysis as integral to our operations. Our Certificate of Recognition (COR) score exceeds 85% bi-annually and we always set our goal higher with greater challenges for coming years, because we are a safe and healthy organization.

Our work is guided by our community. Our community asks for solutions. We seek solutions by building on knowledge and facts. This is coupled with research, experience and proven partnerships to connect and pave a stronger pathway to succeed in reducing the need for a food bank, and to prevent the long-term effects of hunger.

JAMES MCARA
CALGARY FOOD BANK, PRESIDENT & CEO



**OUR WORK IS
GUIDED BY OUR
COMMUNITY.**



When I picked up my generous hamper last Tuesday, I was almost out of money with no job prospects. A message on my answering machine at home let me know I had a temp job starting the following Monday. It's been a good week, thanks in part to plenty of food in the fridge and cupboard. Thank you all for being a wonderful encouragement to me and making a big difference in my life."

~ A former client

HAMPERS

FIGHTING HUNGER AND ITS ROOT CAUSE

The Calgary Food Bank is often the first line of emergency food support for families and individuals in crisis. The crisis situation and the reasons for needed support are as varied as those coming through our doors. It's often something unexpected like sudden job loss, an increase in housing expense, or illness of a major wage earner. It is a personal crisis or an unforeseen event like a sudden economic downturn or natural disaster.

We provide seven to ten days' worth of nutritious food so there is no longer the worry about where a young man is getting his next meal or how a single mother will make lunch for her children. When the stress of providing food is literally taken off the table, the emergency can then be addressed.

After we address food needs, the next step is a conversation to see how we can connect clients to other services. What has happened in their lives that brought them here? Each person

and situation is unique, so is each solution. We make the appropriate referrals to more than 400 Calgary agencies and programs for other community support.

Over 7,704 referrals went out to other agencies in 2016-2017

Year-over-year we see demand increasing and we do not anticipate this to change anytime soon. There is a history of emergency at a personal and city-wide level. This drives us to continue to evaluate our programs and take strategic steps to ensure we can sustain these high levels now and into future.

FAST FACTS / HAMPERS

184,548
LIVES AFFECTED



68,084
EMERGENCY
HAMPERS



3.5 MILLION MEALS

35,918
SPECIALTY HAMPERS

45
Celiac
205
Renal Care
525
Pantry
1,233
Prenatal

8,710
Weekends
and More
11,091
Infant
14,109
Homeless
Hampers

35%
PERISHABLES*



10%
GRAINS*



55%
NON-PERISHABLES*



*Values are calculated by weight

26,556

referrals from
300+ agencies
for hampers

61,069
CALLS
RECEIVED IN 2017



The
average
call is 5
minutes

LAST YEAR, **90,864 HAMPERS** WERE DISTRIBUTED

FIGHTING HUNGER AND ITS ROOT CAUSE

Food Link is our program that provides quality food and supplies to Calgary non-profit and community organizations. It was created in co-operation with our food industry partners who looked for ways to broaden their donations to other groups in Calgary. Since we have the community connections and the capacity to handle bulk food donations, it was a natural fit for everyone to come to one location. With Food Link as their one-stop-shop, agencies can focus their time and resources on important program delivery instead of sourcing food.

We don't have to look far to see examples of the impact. Just this past summer the Cornerstone Youth Centre, a youth serving agency, received over \$50,000 worth of food which made nearly 500 meals a week for eight weeks. Women's Emergency Shelter, Awo Taan Healing Lodge Society, made three meals-a-day for 400 children; and Easter Seals Camp Horizon received enough food to make over 600 meals a day.

**3,000,000 meals and snacks
were served by Food Link
programs and initiatives.**

This program is an important agency connector. When conversations happen in Food Link, information is shared and resources are pooled. From creating the daily menu at the Drop-In Centre that feeds 1,000 people three times a day; to finding a home for an unused freezer; program advice for clients; or sharing cookies from new friends, food makes daily conversations and connections possible at our Door #10.

Last year, over 2.9 million pounds of food was distributed to more than 220 Food Link agencies.



The majority of our food comes from Food Link, to serve snacks, lunch and meals for our youth. Now we have started a breakfast program! We can support youth who otherwise are underfed and needing support. Thank you everyone at the Food Bank!"

~ Cornerstone Youth Centre



got milk?

Qualified organizations that serve meals to pre-school aged children and/or pregnant nursing women in educational, group, or support programs, receive bulk milk for their clients.

There are now 27 agencies receiving 500 two-litre cartons of milk each week, ensuring that truly vulnerable families are getting the nutrition they need. These organizations include the Calgary Women's Emergency Shelter, CUPS, Inn from the Cold, Louise Dean school, the Children's Cottage and YWCA Sheriff King Home.



FAST FACTS / VOLUNTEERS



126,782
VOLUNTEER
HOURS TOTAL

**VOLUNTEER
STAFF RATIO 3:1**

1,128 GROUPS

IN A TYPICAL 3 HOUR SHIFT

30
VOLUNTEERS
make 300-600
Emergency hampers

10
VOLUNTEERS
make 600
Homeless hampers

30
VOLUNTEERS
sort 12,000
pounds of food

WEEKENDS AND MORE

NO ONE SHOULD GO HUNGRY

Imagine starting every day hungry and unable to focus or think about anything other than a growling stomach or a pounding head. Unfortunately, this reality exists for some children in Calgary. Last year, over 65,700 children made up 39 per cent of Calgary Food Bank clients. That number only includes those that come to the food bank with their families.

We agree with teachers and parents that hunger should not be a barrier to learning. There is no doubt that feeding children has a positive impact on their academic performance, social interactions and health. The Calgary Food Bank, together with the Calgary Board of Education, recognize that students who rely on food programs in their schools during the week need nutritious food on the weekends to stay healthy and learning.

Students in the Weekends and More (WAM) program are identified by their teacher, counsellor or resource worker. They receive hampers containing two days' worth of kid-friendly meals that discreetly fit into a backpack. Included are two items from each food group that ideally will involve minimal cooking or preparation and all food items come from an approved list created with the help of Alberta Health Services Nutritionists.

“ The expression of joy and excitement on their faces makes my heart melt each Friday. Weekends, long weekends and holidays were always our saddest times wondering what our children had available to them. Thank you, thank you! This program has impacted our students in their daily lives and our school has been able to reach out and assist our little ones in ways I never thought would be feasible!”

~ Participating school

WAM hampers are also a catalyst for students and staff to have a conversation about life at home, with a view to discover what may be the root cause of their food insecurity. A myriad of reasons include a lack of knowledge, as simple as a family not being aware a food bank or their services exist. A look at the student's home environment helps connect the entire family to other community supports, and that is positive for everyone.

One teacher explains that “We have been able to ensure kids are secure in where their meals will come from through the weekend and it is often a very soft, caring and kind touch point for a student to have at the end of the week.”

10
Schools

2,770
Student Lives
Affected

52,260
kid-friendly
meals

8,710
WAM hampers



FOOD MOVEMENT

A HUNGER-FREE COMMUNITY

Food rescue is the process of gleaning viable food so that it is not going to waste. Instead it's redirected to support local communities. We directly collect from food industry, ever since our inception, and redirect food locally, provincially and even nationally.

**80% of food donations
come from more than 400
food industry partners**

We work to ensure we receive quality food donations. This is paramount to our food industry relationships. Not only for ensuring that clients receive nutritious, emergency hamper content, but also to ensure that we watch for true waste and its subsequent costs. When we have a food

conversation with our industry partners, there is the opportunity to find out how we can all work together towards a hunger-free community with zero waste. Perhaps it's a local farmer who can take our organic waste for his livestock, thus reducing our carbon footprint; or a trucking company that has a delivery of too-cold yogurt that we can share with clients instead of heading to the landfill.

We are also considered a critical food distribution hub because of our location, warehouse capacity, technology, and staff expertise, such as Food Safety Training. We are able to closely work with food industry to ensure food is delivered where it is needed most.

As Calgary Food Bank CEO, James McAra says, "Food insecurity isn't just a case of not enough food, it's also about getting the food to the place where people need it."

Last year we distributed **2.8 million pounds** of food to **32 food banks** in Alberta and across the country.



OUR FOOD INDUSTRY PARTNERS INCLUDE:

- Grocery stores
- Farmers markets
- Restaurants
- Wholesalers
- Manufacturers
- Vendors
- Transportation companies
- Processors
- Farms



FINANCIAL OVERVIEW

IMPACT 2016-17

Our fiscal year is September 1, 2016 to August 31, 2017.

\$28 MILLION

TOTAL VALUE OF FOOD

+

\$10 MILLION

TOTAL FUNDS DONATED

\$38 MILLION

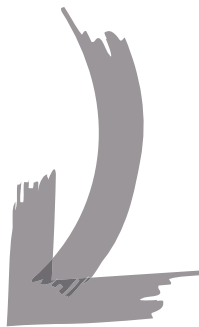
IN FOOD & FUNDS INVESTED
IN THE COMMUNITY



\$860,000
IN WEEKENDS
AND MORE



\$1.8 MILLION
IN HOMELESS
HAMPERS



\$2.8 MILLION
IN FOOD LINK



\$6 MILLION
IN REGIONAL
FOOD SHARE



\$16.6 MILLION
IN CLIENT SERVICES



FUNDS DONATED \$10 MILLION

PERSONAL	46%
CORPORATIONS	24%
FOUNDATIONS	16%
COMMUNITIES	9%
FOOD INDUSTRY	3%
ALBERTA CULTURE & MUNICIPAL GRANTS	2%



FOOD DONATION \$28 MILLION

\$22 MILLION
DONATED FROM
FOOD INDUSTRY

Visit calgaryfoodbank.com/charityintelligence
for a complete overview of the Food Bank.

THE IMPACT OF YOUR DONATIONS

90,864
hampers



10

SATELLITE
DEPOTS
ACROSS
CALGARY



26,556

referrals for
hampers

220+

FOOD LINK PARTNER
AGENCIES



every DAY

168

VOLUNTEERS
DONATE



184,548
LIVES AFFECTED

59% families
41% individuals
39% children
18% single
parents



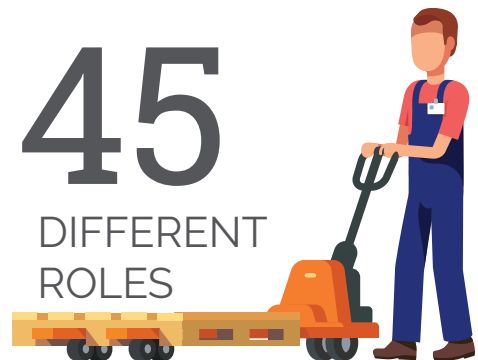
485

HOURS IN



45

DIFFERENT
ROLES



We are the largest, most accessible Food Bank in Calgary serving families, individuals and organizations. We are not a government or United Way agency. We rely solely on the generous support of the community.



COMMUNITY OWNED
COMMUNITY SUPPORTED

**CALGARY
FOOD BANK**

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