

CALGARY FOOD BANK

2017-2018

ANNUAL REPORT





The volunteers always make you feel good. They smile and I never feel judged, just welcomed. I'm very grateful as a single mama to have access to this resource.

- Food Bank Client



Message from James McAra

There is no doubt that Calgary is resilient and that we look positively to the future. It has been a long haul since the price of oil dropped and that was on the heels of a financial meltdown ... but we demonstrate daily to the world that we care for our neighbors and our city. We are ensuring that we have a hunger-free community thanks to the generosity of Calgarians.

The Calgary Food Bank has not seen a reduction in demand for over five years. It is not the same people repeatedly calling and needing help either. The need for food continues to come from individuals and families facing an emergency that resulted from a crisis. A couple of Emergency Food Hampers and a strong connection with a partner that provides programming to address root causes can significantly reduce the crisis and prevent it from becoming a long-term event. This collective action ensures a solid recovery and lifelong resiliency.

It takes over 100,000 volunteer hours of to meet the demand for food and Food Bank services. Those hours represent 60% of the hours worked in the Calgary Food Bank and have a value to the community in excess of \$4.4 million. That is a lot of care and compassion for our neighbors. Volunteers ensure quality, healthy food, through safe food handling and the mantra, "if you would not eat it, why would you give it to someone else?"

In the past year, our programs outcomes were reviewed for their ability to change lives. We continue to ensure that we provide solutions that impact. The recommendations and thoughtful comments gathered from clients, agencies and others help us continue to prepare, adjust and improve programming. All of this takes place within the transparent environment in which we operate. Food safety is always paramount within all programs. Our specialization is to support individuals, families and other community partners with quality food, our time and support.

Food insecurity remains a symptom of a deeper challenge. We ask, what is the root cause of a situation faced by a person or community, and how can we combine food with a better pathway to recovery and resiliency? Every call, every conversation, and every interaction involve immediate support and a connection to a partner community agency. We want to ensure that next steps are valuable, not a waste of personal time and energy. Too many times people express that they never thought they would need the Food Bank. Now they find themselves in crisis, in need of food, but do not know where to turn for help. Their hunger drives their journey. The Calgary Food Bank has a critical role beyond food stability, increasingly called upon to ensure community connectivity and to aid in the navigation through a complex and often convoluted matrix of human services. Fortunately, we are well placed and practiced in sharing knowledge.

The Calgary Food Bank delivers across a spectrum from emergency response and acute nutritional well-being to prevention. We have demonstrated our preparedness and ability to adapt to sudden changes. We continue to work to maintain, what I like to call our 'nimblity', meaning our ability to be nimble while sharing our collective understanding of change. Demand has not reduced in the past five years, suggesting that public policy challenges remain, changes that need to be made to ensure our community has beneficial services and changes that must involve food insecurity. We must focus on preventing chronic food insecurity through updated policies that reflect challenges present today, not four decades ago. Unfortunately, driven in many cases by a resistance to needed change, public policies are not promoting wellness and resiliency.

Because Calgarians care, the Calgary Food Bank fights hunger and its root causes. We know that 'life occurs' and we must be prepared for changes and emergencies. Our cooperative spirit lives in the hundreds of volunteers, donors, and community partnerships, all harnessing the collective knowledge for recovery and restoration.





CALGARY FOOD BANK BOARD CHAIR

Message from Amy Leong

We have seen numerous and severe crisis impact Calgary in the past decade but our strength of spirit continues to provide optimism for the days ahead. In the past year we have seen the emergence of a systems based approach to community-based people services. Agencies are focusing more on collaborative frameworks and using that connectivity to interpret data, experience and forecasts. There is capacity across a spectrum of agencies, underwritten by the spirit and resources of the agencies themselves. We are experiencing greater impact from known actions and outcomes that are linked between agencies rather than in the traditional silos, isolated by antiquated funding and reporting practices.

The Calgary Food Bank has embraced the role of trusted advisor and information provider by engaging with community and government regarding the impact of food and emergency needs. We are engaging with environment, emergency management, data privacy, community well-being and economic development areas. We continue to be a knowledge leader for community engagement by focusing on our Mission, "Together, we fight hunger and its root causes because no-one should go hungry". Our clients and community partners continue to reinforce the

importance and appropriateness of our Mission through their actions and continued engagement. Identifying and addressing root causes that lead to poverty and emergency will guide our pathway to a hunger-free community.

In the coming year we anticipate little change in the challenges of a volatile economy. The impact of the past five years will continue to ripple for generations. Its impact on our community cannot be understated, nor can the role of food security in transitioning to stability and resiliency.

We must continue to provide emergency support while addressing the underlying conditions and public policies that impact the restoration of our city. This is not to say that the Calgary Food Bank will never close. We will close when public policies and decisions ensure emergency support while eliminating the conditions that lead to chronic food support needs.

The Calgary Food Bank could not provide for so many people without the support and strength of the community around us, and we could not provide meaningful and proven outcomes that fuel change. For this we are truly blessed.

FOOD MOVEMENT

Connecting to the supply

Over 35 years ago, Calgary Food Bank founders recognized the importance of redirecting viable food to support the community. We continue to connect the dots through food gleaning direct from industry. We connect with food retailers to help them understand the importance of donating quality items; and we work with transportation companies to get the food where it needs to be.

That's only the beginning. About 80% of our food donations come from more than 300 partners, and that represents critical relationships with grocery stores, retailers, manufacturers, wholesalers, transportation companies and farms. All of us, working together to create a hunger-free community with quality food that would otherwise go to waste.

80% of our donations come from 372 food industry partners.

Relationships with food industry partners also means we can make the connections when the need is the greatest. For example, when Ice River Springs heard about the heat wave in Calgary this past summer, we were contacted to ensure 25 pallets or 50,000 bottles of water were on their way to help our most vulnerable. As a distribution hub, we had the expertise to partner with shelters and manage the incoming volume. Through our

connections, this precious commodity went to help the homeless population at the Mustard Seed, Alpha House, CUPS and the Calgary Drop-In and Rehab Centre.

Sometimes connections are made at the least expected and most wonderful times. On a recent tour of our warehouse, 10 local Walmart Managers marveled at the Baby Room and our efforts to address the other needs of families with diapers and formula. We know that if you are struggling to put food on the table, the cost for diapers and formula can be quite out of reach. But we rely solely on donations and often do not have everything that a parent may need. Walmart managers obey restrictions around expiry dates and the connection to move close-to-date formula to families in need was created!

Even individual donors become part of the food movement process. This Spring, a former client wanted to give back with the cooperation of a local family owned produce wholesaler, by donating fruit and vegetables on a monthly basis. Once a month items such as apples, bananas and carrots are pre-arranged for pick-up from Freestone Produce and promptly distributed so that clients receive the freshest content in their hampers.

When we work together, food gets to where it needs to be and we start to create a hunger-free community.



Walmart Canada is committed to building communities. We believe that every family should have access to safe, affordable and nutritious food. But we realize for many families, this is not a reality. We are proud to work with the Calgary Food Bank to donate our unsold food, and to get it to those who need it most. Through this important partnership, we hope to make a real difference in relieving hunger in our community.

— Adam Zenzeluk
Store Manager, Royal Oak Walmart



9.4 MILLION
POUNDS OF FOOD DISTRIBUTED

\$18.4 MILLION
VALUE OF FOOD RESCUED

FOOD HAMPERS

The face of the food bank is anyone, anywhere, so how do we reach everyone?

Calgary is a city of a million-plus people with an expanse of quadrants and communities. And within every neighborhood, there is someone in need. In an effort to create a hunger-free community, we must ensure that Food Hampers are accessible for families and individuals in various neighborhoods.

Every week clients pick-up pre-arranged hampers at one of 17 different points in the city, each filled with seven days' worth of fresh and nutritious food, for every member of the family. But this is more than just a hamper or a meal – it is a week's worth of inclusion. It means their children are not singled out and have a lunch to take to school every day. Family time can be around the table as there is dinner every evening. There are even snacks for their guests on game night.

This past year, extra perishables were also available at some of the satellite locations, a new and well-received addition to the regular hampers. When volumes and shelf-life of items permitted, a variety of fresh and frozen fruits, vegetables, yogurt and frozen meats were distributed to clients.

Understanding that 30% of our clients are working, some at multiple jobs, we strive to make it as convenient as possible to access food support in a critical time of need. Therefore it was important to reduce the time to access services. On average, each client that came to these satellite locations saved 19 km, for a total of 118,874 kms in travel distance saved, equating to 2,378 hours in saved time. This means clients with diverse needs from a variety of social services are able to utilize their time, and travel expenses, more efficiently.

73% of the clients were unaware of the support available and 13,317 referrals were given to connect clients with these social agencies.

Collaborations to create food hubs within service agencies also began this year. We created and delivered healthy hampers to agencies and clients for pick-up in their own community.



180,666
LIVES
AFFECTED



66,204
EMERGENCY
HAMPERS



12,997
SPECIALTY
HAMPERS





The food bank is very helpful for us low income families because the money that is allocated for food is going to be used in other needs like clothing, especially now that winter is coming. It's a good thing that there are food bank depot for pick up so that we will not be traveling that far going to the main depot."

Valuable time can now be focused on the other resources at the agency. "I was very pleased with going to see someone I already know, and who is familiar with my situation. It felt very personal, and I didn't have to explain my already painful situation. It felt very dignified," a client expressed.

Providing community support and ensuring that everyone receives relevant information about the programs and services available to help them address the root causes of their food insecurity is a fundamental part of our process. This year, 73% of the clients arriving at the food bank were unaware of support available and 13,317 referrals were given to connect clients with the social agencies.

"Our church and the Drop-In Centre were the major reasons we were able to get back on our feet and both agencies gave us extreme hope."

Thanks to the volunteers and agencies throughout the city, we are proud to be helping build people's resiliency.



13,317
REFERRALS
TO AGENCIES



61,834
REQUEST CALLS
FOR HAMPERS



24,209
REFERRALS
FROM AGENCIES



Connecting with proven partners through food



For many agencies in Calgary, food is a critical component of client support. But allocating resources to purchase food or source food donations is costly and time consuming, taking away from addressing the root causes of food insecurity. For 112 agencies with 239 programs, the Calgary Food Bank's Food Link program is their place to collect quality food and supplies.

Last year, more than 2.5 million pounds of food were distributed through Food Link and our partner agencies saved more than 5 million dollars. Agencies utilize these savings in a variety of ways. Some invest in their facility's maintenance, others might augment their programming or take their residents out for special events or trips, or they might purchase general supplies for their programming. "Using Food Link doesn't off-set expenses, rather it allows us to run the programs we do. In other words, if we weren't accessing Food Link we may not be able to run the programs at all," an agency recently told us. For Alcove, an addiction recovery organization for women, Food Link saves them 40% of their budget, according to Executive Director Cheryl Nandee, "and with the loss of some major funders this year, we wouldn't survive if we had to worry about food costs."

For 10% of the agencies accessing Food Link, this is the only source of food for their organization. While 61% of the agencies visit more than twice a month, the average number of visits is six and half



Food Link allows The Lord's Lunch program to even exist. Without it there would be no food and our outreach would no longer be."

times per month. For example, some organizations come daily to top-up their food supply such as the Calgary Drop-In & Rehab Centre, and others like the Salvation Army come two or three times a week. Smaller agencies require only weekly visits, such as The Lord's Lunch, an agency that provides about 300 meals every month to Calgarians living on the street.

2.5 million pounds of food was distributed to 239 Food Link agency programs.

For some agencies Food Link is just one of the Calgary Food Bank's programs and services that they access for their clients. Food Link may make a warm drink and filling meal at a shelter possible, and that may spark a conversation about the availability of the Weekends and More program's kid-friendly hampers at schools and end with a Food Hamper referral.

agency PROFILE

WOOD'S HOMES

Wood's Homes is a nationally-recognized children's mental health centre, that delivers 40+ programs across the province to children, youth and their families. Food is the strong connector for many of these youth. Last year, Food Link supplied 26,790 pounds of food that went to their Live-in programs; food that contributed to healthy breakfasts, lunches and dinners for young minds and bodies. 769 Hampers for the Homeless were distributed to at-risk youth who seek help at their EXIT Youth Hub, located at their campus in Inglewood. Food helped spark conversations and resulted in connections to critical supports for these youth. 312 referrals for Food Hampers came from their Home Connections program, where counsellors visit struggling families in their home. The provision of food minimizes some of the stressors in their environment and helps them focus on finding solutions to their crisis.

Wood's Homes Communications Manager Sylvia MacIver explains the impact of the Food Link program on the organization, "If we had to source food, we would have to relinquish other important supports. If not for the 2,700 pounds of food we receive for our Youth Culinary Arts program, we would be limited in hiring counsellors who provide support alongside these young people as they train for employment. The program and our staff are critical in helping to build our client's confidence, work ethic, job and life skills- all with the intent of helping them find healthy independent living."



26,790
POUNDS OF
FOOD RECEIVED



769
HAMPERS FOR
THE HOMELESS



312
REFERRALS FOR
FOOD HAMPERS

Numbers reflect the impact on Wood's Homes through the Food Link Program



OUR VOLUNTEERS

The gift of time provides so much, for so many

It's a brisk 6 a.m. morning when the lights come on at the Calgary Food Bank and volunteers are starting the day. For the next 14 hours a self-less army will drive the trucks to pick-up food; greet clients; sort food donations; build hampers; support someone on the phone; work on the distribution line; guide donors through the building; and take donations at events. It's a process that happens every weekday in the warehouse and weekends in the community, all in an effort to create a hunger-free community.

Every day there are 149 people in 45 different roles for a total of 567 hours

Volunteers provide more than 60% of the hours needed to keep the food moving. This daily undertaking equates to more than 70 full time equivalent staff positions. Every day there are 149 people in 45 different roles for a total of 567 hours, proof that we could not do what we do without the generous time, talent and energy of volunteers. From youth to seniors, families and groups, volunteers fuel this organization.



My work as a volunteer in the phone room is a rewarding experience. Working with selfless, tireless, and dedicated staff and volunteers side by side is an honour, and helping people who are in need in our community is an incredibly humbling experience. The Calgary Food Bank is the perfect place for me, where I can truly help those who are in need.”

- Cynthia Chee, Volunteer



49,104
VOLUNTEER
SHIFTS



photo: Neil Zeller

148,104
VOLUNTEER
HOURS



1,379
VOLUNTEER
GROUPS

every day VOLUNTEERS

SORT
12,000
POUNDS
OF FOOD

RECEIVE
61,242
POUNDS
OF FOOD



DISTRIBUTE
264
HAMPERS TO
621
PEOPLE



“I have been volunteering at the Food Bank for 23 years. To me it is not work, it is fun and you meet nice people. I love it. I plan to keep going as long as I can. I just turned 80.”

- Rita Lohues

“Nothing is as basic a need as food. Volunteering at the Calgary Food Bank has enabled me to give back and help those who have been dealt a poor hand in life.”

- Steve King



IN A TYPICAL **3 HOUR** SHIFT OUR VOLUNTEERS CREATE:

42
WEEKENDS
& MORE
HAMPERS

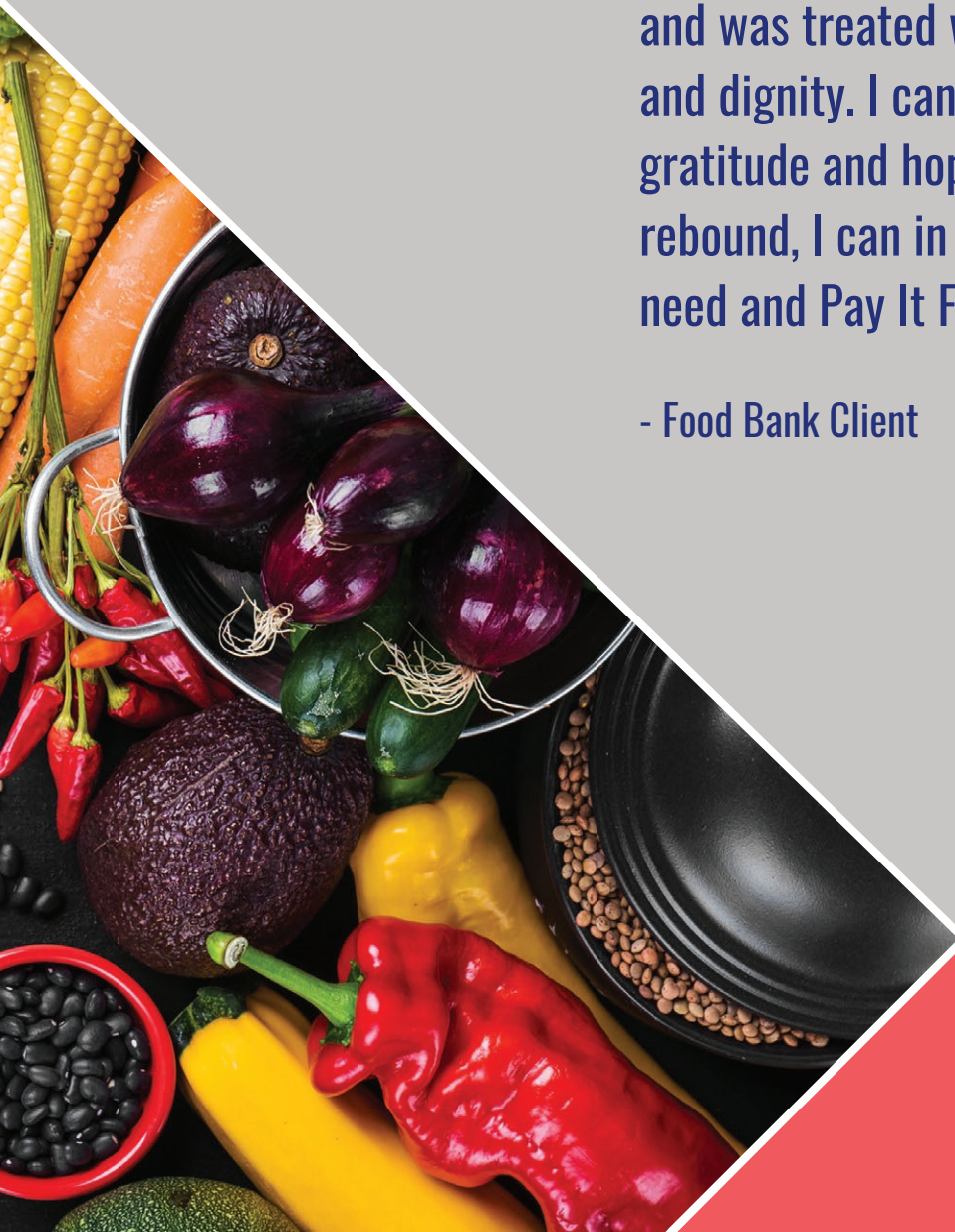
300-600
EMERGENCY
FOOD HAMPERS

600
HAMPERS
FOR THE
HOMELESS



Angels in disguise as humans. You call the main line and arrange a hamper pick up, they ask you some financial and are very courteous. I arrived and was treated with respect, love and dignity. I cannot show enough gratitude and hope one day when I rebound, I can in turn help another in need and Pay It Forward.

- Food Bank Client



OUR DONORS

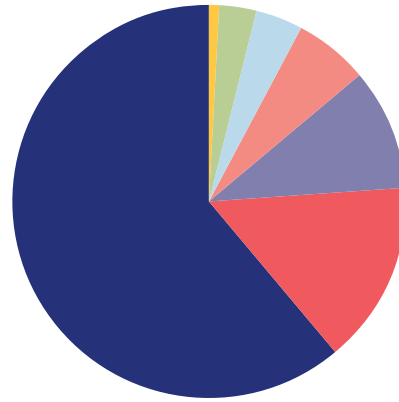
You inspire us everyday in the ways you help to ensure no one goes hungry in our community

For 35 years, the creative and thoughtful members of our community – YOU – continue to make your city a hunger-free community. By creating a lasting impact ensuring individuals have access to Food Hampers, you provide hope for those facing a personal crisis.

Children who inspire us are those who think of others and encourage their friends to as well. Katelyn, Ryder, Lucas, Cynthia, Amara and Brody are only few of nearly 60 children who on their birthdays, asked their friends and relatives to provide money, food or gifts for the children that come into the Food Bank. The gifts come in with quotes like this one from a seven-year-old girl "Give to people in need of food. Love K".

Children who inspire us are those who think of others and encourage their friends to as well.

Families and volunteers tell us how important providing for their community is to them by requesting family, friends, and employers to provide tribute gifts in memory of a loved one, in lieu of long term service awards, or in celebration of a personal event or milestone. Many make annual donations for special occasions such as Thanksgiving, Christmas, Hanukkah, or Ramadan in honour of friends, family, or co-workers in lieu of gifts.



239
TRIBUTE GIFTS

- 61% MEMORIALS
- 15% HOLIDAY
- 10% BIRTHDAY BAGS
- 6% BIRTHDAY FOOD
- 4% BIRTHDAY CASH
- 3% ANNIVERSARIES
- 1% WEDDINGS

Many donors provide donations for personal reasons, like Tim and Sharee. They are devoted parents who watched their only child fall in love with someone with addiction issues. This young woman worked two part-time jobs and struggled to pay for the basics like rent and utilities. When she finally phoned the Food Bank, she found that we could also provide referrals to partner agencies who address the root causes of hunger. When Tim and Sharee wanted to help but couldn't, the Food Bank and their partner agencies did. Tim and Sharee are grateful someone cared enough, and now show their appreciation by providing a monthly donation to make sure the Food Bank will be there for anyone who needs food and help to make food insecurity part of their past, not part of their future.



FINANCIAL OVERVIEW

The impact of your donations

Our fiscal year is September 1, 2017 to August 31, 2018.

\$28 MILLION

TOTAL VALUE OF FOOD

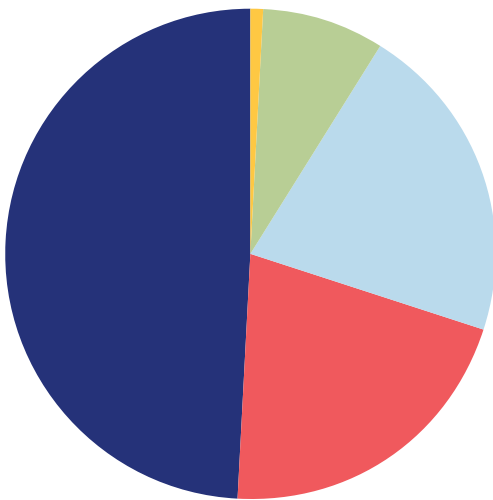
+

\$9 MILLION

TOTAL FUNDS DONATED

\$37 MILLION

IN FOOD & FUNDS INVESTED IN THE COMMUNITY



FUNDS DONATED

- 49% PERSONAL CORPORATIONS
- 21% FOUNDATIONS
- 21% COMMUNITIES
- 8% ALBERTA CULTURE AND MUNICIPAL GRANTS
- 1%

We are the 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.

IMPACT OF FOOD AND FUNDS



\$21 MILLION

EMERGENCY
FOOD HAMPERS



\$3 MILLION

FOOD LINK



\$7 MILLION

REGIONAL
FOOD SHARE



\$2 MILLION

HAMPERS FOR
THE HOMELESS



\$509,513

WEEKENDS AND
MORE PROGRAM

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



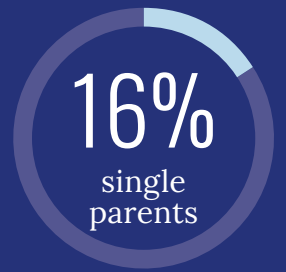
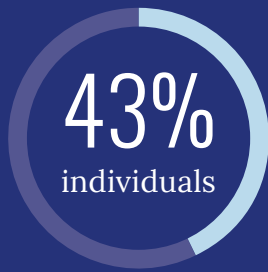
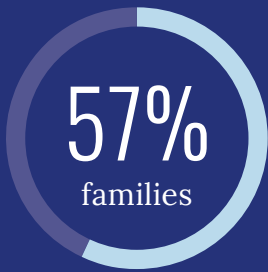
180,666
LIVES AFFECTED

66,204
EMERGENCY
FOOD HAMPERS

61,834
REQUEST CALLS
FOR HAMPERS

11
DEPOTS

13,317
REFERRALS TO
AGENCIES



food LINK



12,997
SPECIALTY
HAMPERS

celiac, renal, prenatal, pantry, infant



14,080
HAMPERS FOR
THE HOMELESS

239
AGENCY
PROGRAMS

2.5 MILLION
POUNDS OF FOOD
DISTRIBUTED



weekends
& MORE

HAMPERS DISTRIBUTED

8,621

STUDENTS LIVES AFFECTED

2,570



24,209

REFERRALS FROM
300+ AGENCIES

COMMUNITY OWNED
COMMUNITY SUPPORTED



THANK
GOODNESS
YOU ARE
HERE.

– Former client,
current donor



**CALGARY
FOOD BANK**

403-253-2059 | calgaryfoodbank.com

5000 11 St SE
Calgary, AB T2H 2Y5
info@calgaryfoodbank.com

Charitable #: 130 167 349 RR0001