



2018-2019

**ANNUAL
REPORT**

**CALGARY
FOOD BANK**



OUR VISION


A hunger-free community.

OUR MISSION

Together, we fight hunger and its root causes because no one should go hungry.

ABOUT US

The Calgary Food Bank is the city's main charitable food hub and the first line of support for anyone facing a food emergency. Addressing the food is our first step in triaging their emergency, then we make critical connections for them with our community partners and their programs. Our relationships in the community and food support to hundreds of other agencies means we can work collaboratively towards solving the problem of food insecurity in Calgary.

 [FIND OUT MORE ABOUT US](#)

BOARD CHAIR MESSAGE

This past year has continued to challenge Calgarians from all sides. At the Calgary Food Bank, there is increasing demand month over month, year over year. Those who are accessing food support have finally exhausted all their resources. Many are still unemployed or underemployed.

Although this has been the dominant theme for the past few years, the prevailing resilient attitude from clients, donors and partners is undeniable. From conversation to connection, clients are leaving with heads held high – their families are being fed and they now have resources to help navigate their current situation. Calgarians support their fellow Calgarians with generous donations to ensure their neighbours in need have quality food to help them through their crisis. Agency partners that share our vision for a hunger-free community are collaborating with us to help solve the underlying root causes of food insecurity.

The Calgary Food Bank has formalized a results-based management and evaluation approach to our programs and processes. Research-based feedback lets us better communicate our outcomes within and outside the

organization, and performance measures will guide our program decisions for the benefit of the clients and agencies we support.

It has been a reflective time for the Board and staff as we put the final touches on the strategic direction for the Calgary Food Bank. The process of review and refinement has been affirming in our purpose, resulting in new values for the organization that will propel our mission: **Together, we fight hunger and its root causes because no one should go hungry.**



AMY LEONG
CALGARY FOOD BANK
BOARD CHAIR



HIGHLIGHTS

192,391
LIVES AFFECTED

\$38.5M
INVESTED IN THE
COMMUNITY

151,080
VOLUNTEER
HOURS

233 FOOD LINK
PARTNERS

27 FOOD
BANKS
RECEIVED OVER
2 MILLION
POUNDS OF FOOD

362
FOOD INDUSTRY
PARTNERS

9.6M
POUNDS OF
FOOD RESCUED

PRESIDENT MESSAGE

“Always err on the side of compassion.” – Claudia Tennant

“An Elder is a person who walks the talk.” – Theresa Whiskeyjack

I find myself thinking of Claudia and Theresa’s words regularly. Their words of wisdom are a combination of experience and shared knowledge, and they provide me with guidance and focus every day.

These words are especially poignant as the Calgary Food Bank comes through one of its most difficult, yet rewarding years. The economic upheaval continues to impact so many lives, in so many ways. Social, cultural, and environmental challenges are manifesting in a city that has not seemed to catch a break since 2008’s global financial meltdown and the subsequent 2015 Alberta downturn.

We can report that our impact is a stronger and more resilient community, where people are connected and no longer hungry. In the past year, the Calgary Food Bank has been able to meet the needs in the community as we have been sharing and listening; sharing food and listening to clients and partners.

The collective impact of food and community is no less than lifesaving. We have found that the sooner we connect people to services that address the root cause of their crisis, the sooner the healing and recovery can begin. When clients take advantage of our proven partners’ programs, we can report that the need for emergency food hampers decreases. We can also confirm that people are on the road to resiliency, with 26 per cent of hamper recipients reporting wages rather than assistance programs as their primary income.

There has been a greater awareness of the scope and impact of our programs and services. We can demonstrate that we do more than just provide food; our programming changes lives through specialized hampers, food sharing, and connections to services. We deliver programming using a defined theory of change - logic models that demonstrate desired program outcomes, plus performance measurements to ensure that we adapt and focus our efforts on where we can make the most positive impact. Our programming has improved through rigorous review and adaptation, letting us deliver more value to the people we serve.

We continue to work with governments at all levels and share our data to help them make informed policy decisions

around food security. Research shows that if you are receiving provincial government social support, you will need the food bank because benefits have not kept up with the changing nature of employment, cost of living, and other factors. We can confirm that individuals and single parent families have the least programming or benefits support in overcoming their struggles, and that food hampers can become a lifeline.

This past year, the Calgary Food Bank once again received top grades from both Moneysense and Charity Intelligence for our abilities and impact. Not only are we held accountable by these watchdogs, but we are also held to a high standard by our donors. We are community owned and community supported and we take the stewarding of all donations, large or small, by the tin or the truckload, very seriously.

Every day, we follow the wisdom of Claudia and Theresa: be compassionate and walk the talk. **Together, we fight hunger and its root causes because no one should go hungry.**



JAMES MCARA
CALGARY FOOD BANK
PRESIDENT AND CEO



OUR *values*

CLIENT-CENTRICITY

We provide quality food with compassion, dignity, efficiency, and respect. We build resiliency in clients through the sharing of food. We center our attention on our clients' experiences, feedback, and needs so that our clients are treated with dignity and respect.

COMMUNITY

Our community comes together to help people in crisis. Our community's contributions of food, funds, and time are our primary resources. Every contribution makes an impact.

CLARITY

All stakeholders understand their roles and how they help us meet our vision and mission. We are effective, transparent, and accountable stewards of our community's resources.

COLLABORATION

We partner with others to address the root causes of food insecurity. We are one important part of a bigger solution.





STRATEGIC *priorities*

FEED

Relieve hunger and provide support for clients who are experiencing food insecurity.

LEAD

Expand our role as a catalyst in inspiring, engaging, and empowering community to build a food-secure future.

CONNECT

Continue to strengthen our network to address root causes of food insecurity.

EMERGENCY FOOD HAMPER



I've got some financial issues and a coordinator at the student association where I volunteer recommended to go to the Calgary Food Bank. The agent I talked to was extremely tolerant and understanding to my situation and helped me in getting the hamper. That support helped me to prepare for winter. I was able to buy a new pair of gloves and winter jacket."

– Food Bank Client

The Emergency Food Hamper Program is at the core of our mission and what we do every day.

The Calgary Food Bank started in 1982 distributing emergency food hampers to Calgarians experiencing food insecurity due to unprecedented unemployment and poverty levels. Thirty-six years later, the Emergency Food Hamper Program continues to provide more than a week's worth of nutritious food to families and individuals who are struggling.

And Calgarians are still struggling. Although everyone is experiencing their own unique set of circumstances that have brought them to a food bank, there are some commonalities. Some of the frequently cited reasons that clients give for coming to the Calgary Food Bank include:

- lack of funds, or more specifically, insufficient full-time income
- no income
- job loss or continued unemployment
- reduced work hours

An emergency food hamper not only relieves a client's hunger and provides nutritious food, but also relieves financial pressures. A hamper for four people has an estimated market value of \$316. For those having difficulties making ends meet, \$316 is a significant amount that can

168,790
LIVES AFFECTED

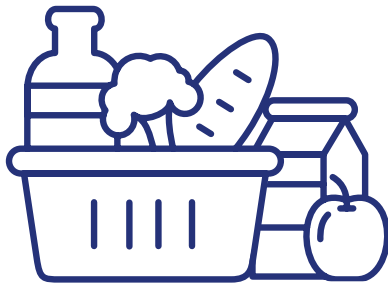
now go towards other expenses such as transportation, health care, or the needs of children or other dependents. When clients were surveyed, they told us that they now had money they could use to pay rent, utilities, childcare bills, and more.

Another critical part of the Emergency Food Hamper Program is to help clients build connections and address the root causes of their food insecurity by giving them referrals to other community services. We work with 429 community agencies and their affiliated programs. Last year, 24,525 referrals were given to connect clients to these programs.

One of the many agencies we refer clients to is the Mustard Seed. They assist clients with employment, health and wellness, and housing needs. When clients can address the underlying issues causing their food insecurity, it ultimately decreases their need for the food bank.



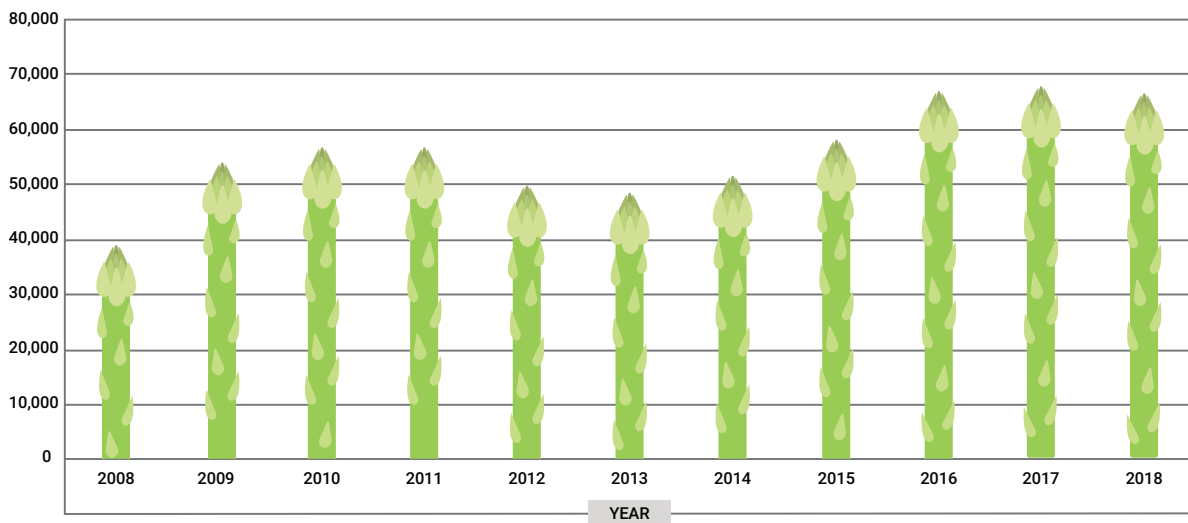
69,249
HAMPERS
DISTRIBUTED



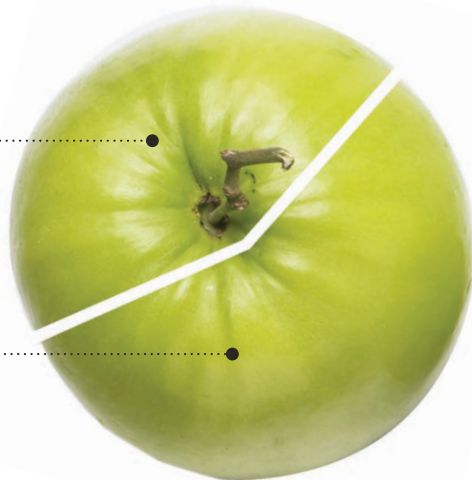
14,152
SPECIALTY
HAMPERS

EMERGENCY FOOD HAMPER DEMAND 2008-2018

Over the past 10 years, we have distributed 605,013 Emergency Food Hampers.
Demand continues to be on the rise.



43%
INDIVIDUALS

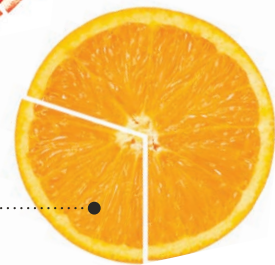


57%
FAMILIES



39%
CHILDREN

30%
WORKING



WEEKENDS AND MORE

6,799
HAMPERS
DISTRIBUTED

12
SCHOOLS

2,070
STUDENT LIVES
AFFECTED

When hundreds of students in Calgary were identified as chronically hungry, the Calgary Board of Education school-based partnership, Weekends and More, was created. Since 2014, students have received nutritious food hampers containing two to three days' worth of kid-friendly food that discreetly fits into a backpack.

This program works to help alleviate hunger and the stigma of food insecurity in our students. By providing Weekends and More hampers to participating schools, staff and teachers can support students who are struggling with access to nutritious food on weekends. These hampers contain easy to prepare meals to meet the needs of students who would otherwise go without food when they are away from school meal programs.

Twelve schools are now participating in the program: 10 elementary and two junior high schools. Weekends and More is not in high schools, since older students are more resilient, accessing food at part-time jobs or friends' homes to meet their immediate food needs.

WHAT'S IN A WEEKENDS AND MORE HAMPER?

Two to three days' worth of shelf stable, easy to prepare and ready to eat items. Food items come from an approved list created with the help of Alberta Health Services nutritionists. Included are two of each item: dairy, protein, grain, fruit, and vegetables.

Food insecurity can have lasting and devastating effects, especially on younger populations. Chronic hunger leads to attention problems, poor grades, chronic health conditions, nutrient deficiencies, and even depression. Feeding students has a positive impact on their academics, social interactions, and health, and Weekends and More ensures that hunger is not a barrier to learning.



VISIT OUR WEBSITE FOR MORE ABOUT
THE WEEKENDS AND MORE PROGRAM



This program has helped students and their family greatly throughout the year. They know that they have food for the weekend, and this helps to alleviate anxiety, and allows them to stay focused on their learning, and being kids.”

- Calgary Board of Education Teacher





[FIND OUT MORE ABOUT US](#)



GET MORE INFORMATION ON THE HAMPERS FOR THE HOMELESS PROGRAM

HAMPERS FOR THE HOMELESS



I had to spend some time in a shelter while I was getting back on my feet. Every morning I received a bag, the food I needed for the day so I could work. I'm in my own place now, and I believe this food saved my life.”

– Recipient of a Hamper for the Homeless

Hampers for the Homeless is a program that provides food to the agencies that work with the homeless population in Calgary. Hampers provide short-term relief of hunger with easy to open, ready to eat, shelf stable food for one to two days. A bulk food option is also available to agencies who prefer to customize content for their client base. The hampers and the food they provide are invaluable to vulnerable individuals and the agencies that serve them.

Food is a catalyst to supporting anyone in need, and this hamper program gives the qualified agencies who serve the homeless a starting point for conversation with those in crisis.

The estimated market value for a hamper is \$30. While this provides financial relief for both the recipient and the agency, the value of the hamper goes beyond the dollar amount.

WHAT'S IN A HAMPER FOR THE HOMELESS?

One to two days' worth of ready to eat, shelf stable, and easy to open items. Included are items such as: canned meat, canned or dry soup, fruit or pudding, juice/drinks, oatmeal, and snacks.

When agencies aren't focusing on food, they can focus on their core programming and use their resources to connect and work more closely with their clients, increasing their chances of being transitioned out of homelessness.

21,531
HAMPERS
DISTRIBUTED

13
AGENCIES

**MONEY
SAVED**
\$645,930*

*Dollar value of hamper savings, allowing agencies to focus on their programming rather than outsourcing food.

FEED • LEAD • CONNECT

WELCOME HOME

Moving can be a stressful time, especially when transitioning from homelessness to housing. The Welcome Home Program is there to provide extra support during this time.

The program provides hampers containing pantry staples, cleaning supplies, and hygiene items to individuals and families transitioning into housing after experiencing homelessness. Working in collaboration with the Community Kitchen Program of Calgary, hampers are distributed with essential items to establish a new household. People who are moving into permanent housing often experience food insecurity due to the costs associated with establishing a home. A Welcome Home hamper, a value of \$226, helps ease that burden by providing basic essentials.

Last year, 18 qualified agencies distributed 501 Welcome Home hampers to their clients. By working with agencies who are addressing the needs of those transitioning into secure housing, agencies are able to ensure there is access to support and address situations that may create food insecurity. Over half of the clients receiving a Welcome Home hamper also received a food hamper through the Emergency Food Hamper Program. The Welcome Home Program is working towards ensuring that food insecurity does not deter progress in maintaining housing.

501
WELCOME HOME
HAMPERS DISTRIBUTED



[READ MORE ABOUT THE WELCOME HOME PROGRAM](#)

FOOD MOVEMENT AND RESCUE

27 FOOD BANKS
RECEIVED OVER
2 MILLION
POUNDS OF FOOD



The Calgary Food Bank rescues viable food and this year, redirected more than 9.6 million pounds to support the community.

Eighty-three per cent of food donations come from 362 food industry partners including local grocers, farmers, retail chains, vendors, manufacturers, wholesalers, and transportation companies. These donations come directly from the gleaning process because of factors like near-date perishables, overstock items, and bent packaging.

Calgary has been a delivery hub for the food industry supply chain, and the Calgary Food Bank has worked hard to be a link in that chain. However, supply hubs are changing, suppliers are moving, and warehouses are closing. A top priority for the Calgary Food Bank is developing new partnerships in a newly competitive food redistribution market while still exceeding health and safety protocols and meeting high demand for emergency food.

“We view the Calgary Food Bank as a key partner and mentor. There doesn’t appear to be any matter too small or big that they can’t help us with. The kindness and generosity they have shown to our clients, staff, volunteers and board members is greatly appreciated. It is a great comfort to know that we have their support, now, and in the days to come.”

– Pamela McLean, Okotoks Food Bank

Our experience and expertise in this area, as well as our capacity to accept and distribute large volumes of food, allow us to redistribute food to other organizations that need it as part of the Regional and National Food Share Program. Last year, we supplied 27 food banks with more than 2 million pounds of food, with an estimated value of \$5 million.

\$25M
THE VALUE OF THE
FOOD RESCUED

362
FOOD INDUSTRY
PARTNERS

9.6M
POUNDS OF FOOD
DISTRIBUTED



WANT TO KNOW MORE ABOUT FOOD RESCUE?

FEED • LEAD • CONNECT

FOOD LINK



People have loved the food that we have been able to cook as a result of using Food Link. They are healthier meals with a greater variety than what we have offered before.”

– Food Link Agency

Food Link is a program that provides quality bulk food and supplies to charitable organizations in Calgary and area so they can focus their resources on program development and delivery. Food is a great connector and many of these organizations connect with clients over meals and snacks with vulnerable populations. This can range from preparing three meals a day at the Calgary Dream Centre to having snacks for the children attending family programs at The Salvation Army. Food Link has become a reliable source of food for organizations, helping them in turn to be a reliable source of food for their clients.

Through Food Link, the Calgary Food Bank is helping organizations to free up finances and other resources so that they can focus on program delivery that help address root causes of food insecurity. Last year, 233

organizations accessed food and supplies valued at \$6.4 million. Agencies that utilize Food Link supplement their food supply, and almost half are able to invest in expanding and improving programming because of the cost savings. Staff development, offering more programs, or expanding their scope are just some of the examples that are making a bigger impact on their clientele and therefore the community. Most of these organizations spend less than \$4,000 a year on food purchases, and for some, food from this program is the only way they can feed their clients as they operate without a budget, relying on donations.

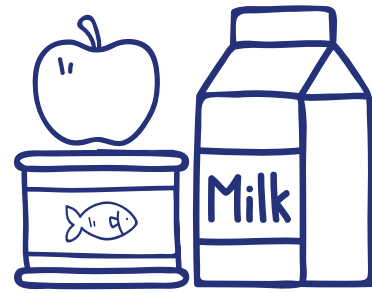
As one agency put it, “money saved by using Food Link is redistributed back into our programs, through improved services and development of new programs.”



[READ MORE ABOUT HOW WE WORK WITH ORGANIZATIONS!](#)



2.5M POUNDS OF FOOD AND SUPPLIES DISTRIBUTED VALUED AT \$6.4M



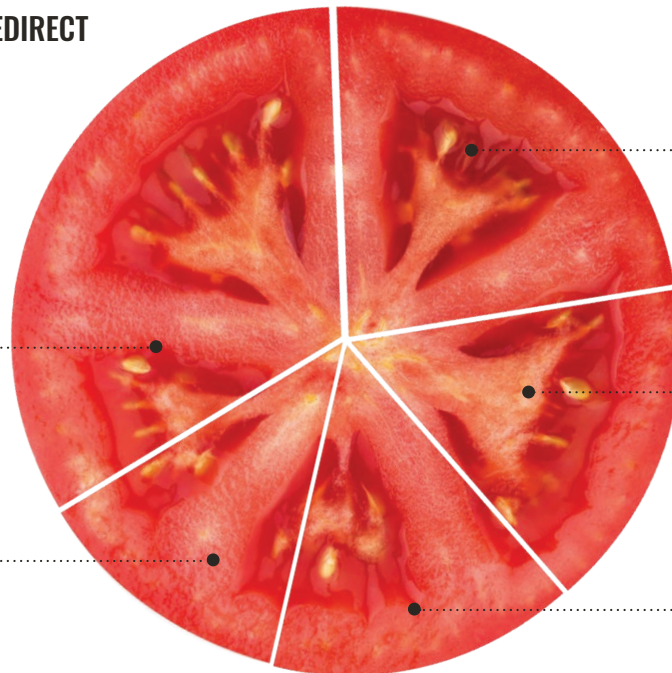
**MOST COMMON WAYS
ORGANIZATIONS REDIRECT
THEIR FUNDS BY
USING FOOD LINK**

33%

IMPROVE
PROGRAMMING

13%

SUPPLIES



23%

FOOD
PURCHASES

16%

NO FOOD
BUDGET

15%

EXPAND
PROGRAMS

TOP FOOD LINK ORGANIZATIONS

**CALGARY
DREAM CENTRE**

190,164 POUNDS
OF FOOD VALUED AT
\$494,426

190,517 POUNDS
OF FOOD VALUED AT
\$495,344

**SALVATION
A R M Y**

**CALGARY
DROP-IN CENTRE**

182,529 POUNDS
OF FOOD VALUED AT
\$474,575

FEED • LEAD • CONNECT

OUR VOLUNTEERS



The sign on the door reads: Quiet Please. Inside there are 12 desks where volunteers are speaking in hushed voices. This is the call centre, the first point of contact for clients who are calling in to request an emergency food hamper. The phone lines have been open for three hours and already hundreds of calls have been answered, with only a few remaining in the queue. This compassionate group knows they have helped many this morning, not only meeting their food needs but listening. Listening with empathy and referring them to other important resources that can help them with their situations.

Outside of the call centre is the sound of lively chatter and laughter in Volunteer Central. There is something so uplifting

about this space. Whether it's a morning break from sorting food or preparation for the evening hamper distribution shift, this is where volunteers gather to connect with each other.

Our 4,243 volunteers make an incredible impact helping families and individuals in crisis. Every day they:

- sort through 12,000 pounds of food
- ensure 11 kids receive a birthday bag
- make 42 Weekends and More hampers for students
- receive 61,242 pounds of food
- distribute 264 hampers to 621 people

VOLUNTEER HIGHLIGHTS

151,080
VOLUNTEER
HOURS

EVERY DAY
188 PEOPLE
VOLUNTEER
581 HOURS
IN 42 ROLES

VOLUNTEERS PROVIDE
60% OF THE HOURS
TO HELP FEED YYC

1,533
VOLUNTEER GROUPS

48,924
VOLUNTEER
SHIFTS



"I want to do something for the community."

– Bridgette Klein, Volunteer



WANT TO VOLUNTEER? CHECK OUT ALL THE OPPORTUNITIES, THERE IS SOMETHING FOR EVERYONE!



PHOTO CREDIT:
NICOLE HALVERSON PHOTOGRAPHY

COMMUNITY ENGAGEMENT



At Calbridge Homes, making a difference in people’s lives, and supporting the cities we live and build in is immensely important to us. The Friends Helping Friends food drive is an initiative that we are so proud to be a part of and it’s amazing to see the community come together every year to help out our families in need.”

– Calbridge Homes, Friends Helping Friends Sponsor

Almost every day, there is a collection or event in support of the Calgary Food Bank, proving we are truly community owned and community supported. Every year, we are supported by thousands of food drives, fundraisers, and events with Calgarians attending, donating, and volunteering.

Last year, the Calgary Food Bank benefitted from 1,521 community driven initiatives raising \$3.4 million in funds and 1.9 million pounds of food. Through our nine signature events, we raised \$2.1 million in funds and 1.1 million pounds of food.

The community supports us in so many ways, from fundraisers to legacy gifts. For example, one gentleman calls every single day to donate five dollars – a committed and generous act of giving. Some families choose to donate in memory of a loved one or to mark a special occasion like a wedding or an anniversary. Others leave a legacy with a planned gift. From annual donations to receiving portions of Realtor referral fees, the ways to make a difference are varied and personal.

Calgarians have always been generous with their funds, energy, and time. Because we receive no government or United Way funding, we rely solely on the generous support from the community. Every donation is a true gift!

Thank you Calgary, we could not do what we do without you!

FOR EVERY

\$1 *donated*



OUR *signature* EVENTS

CITY-WIDE FOOD DRIVE
CANSTRUCTION 


FRIENDS
HELPING
FRIENDS

**BARE BOTTOM
DIAPER DRIVE**
PUT THE BOOTS
TO HUNGER 

**STUFF
A BUS**


 CBC FOOD BANK DRIVE
 MAYOR’S FOOD DRIVE
EMPTY BOWL BENEFIT

FINANCIAL SNAPSHOT

FISCAL YEAR SEPTEMBER 1, 2018 TO AUGUST 31, 2019.

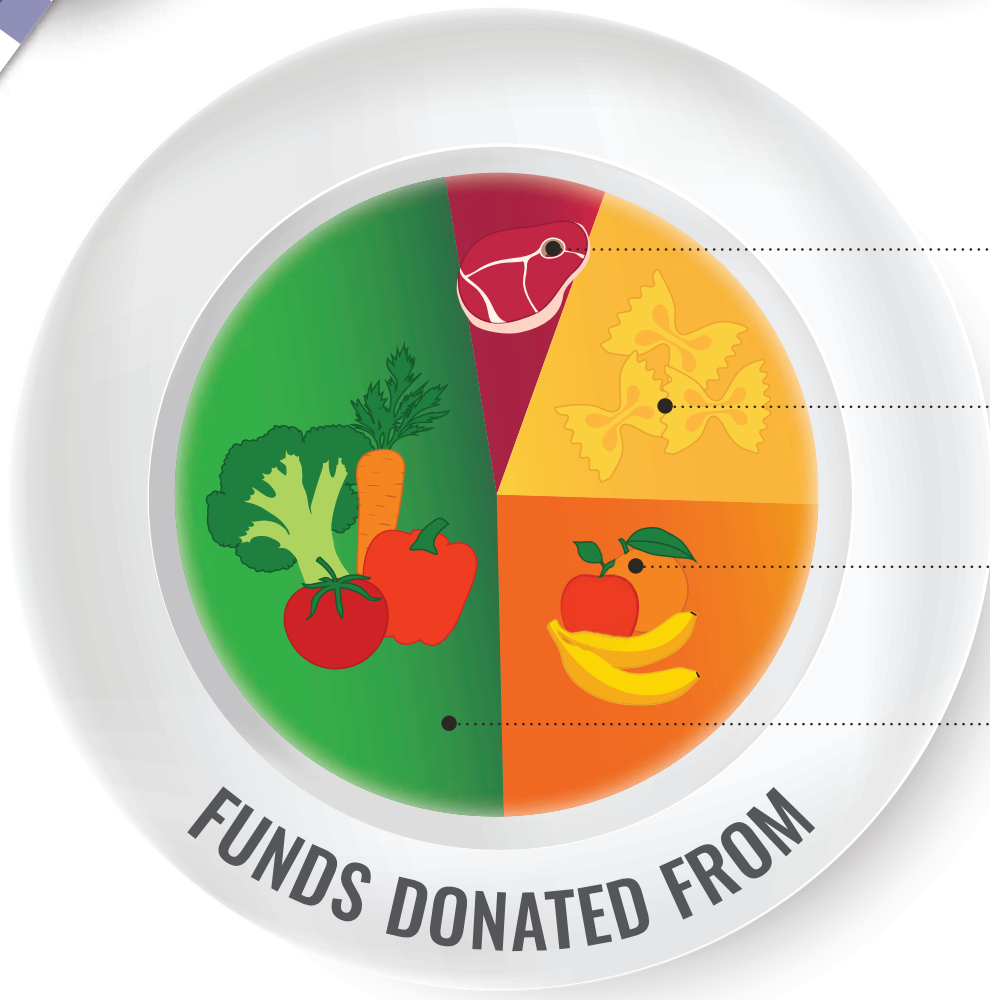


\$9.3M

FUNDS DONATED

\$32.4M

VALUE OF FOOD DONATED



8%

COMMUNITIES

20%

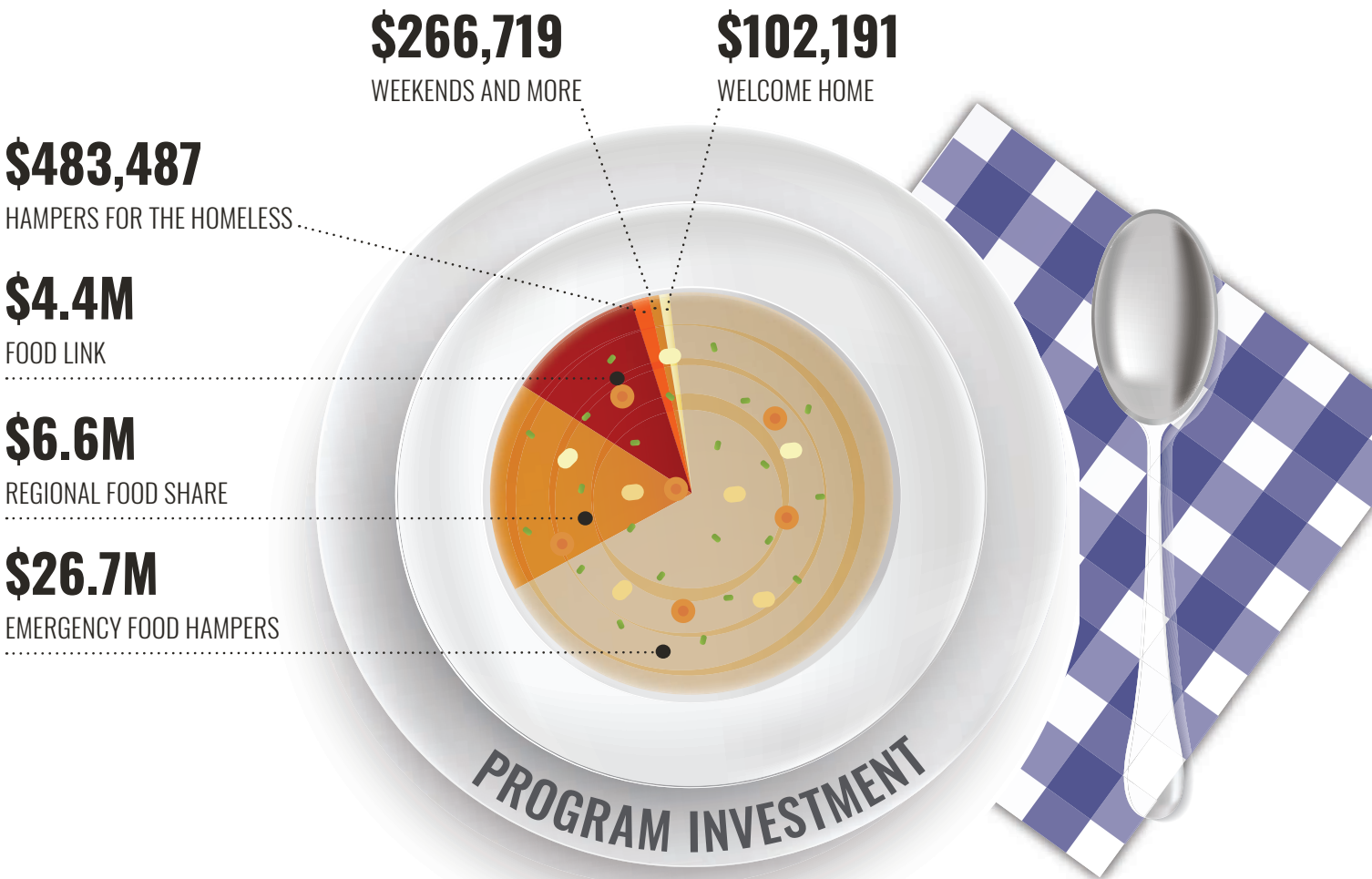
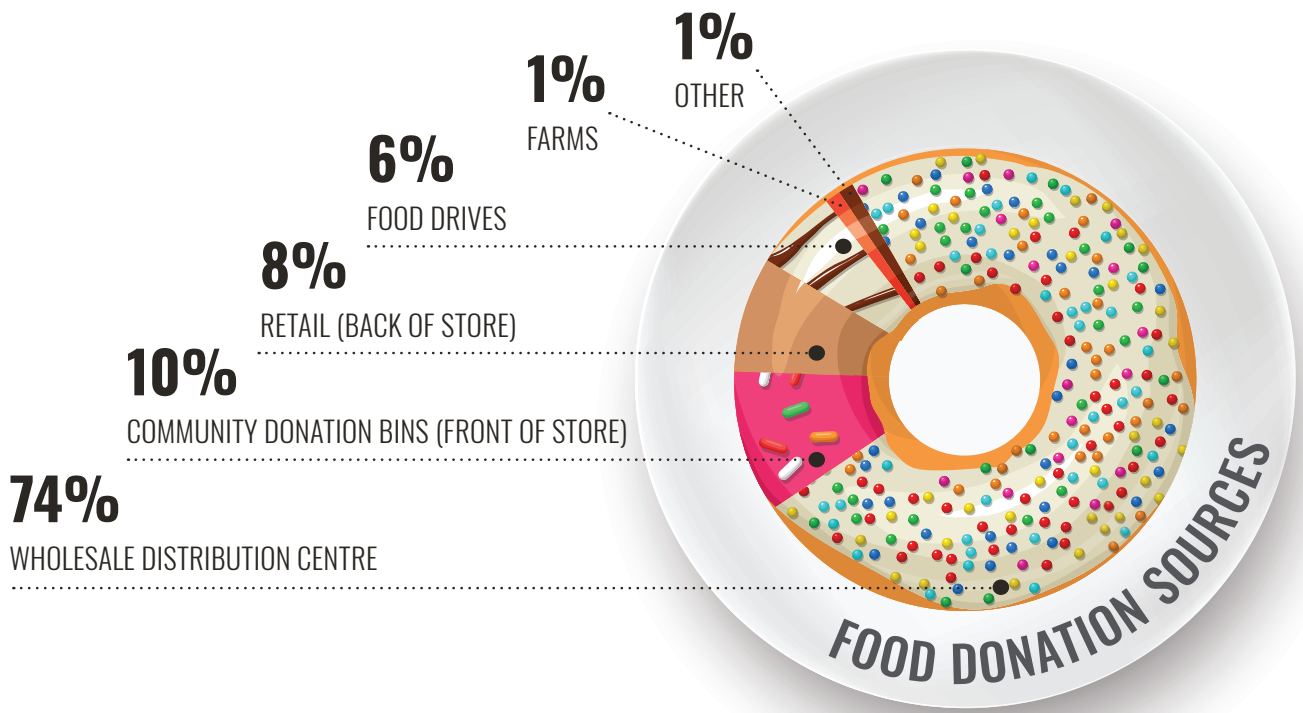
FOUNDATIONS

24%

CORPORATIONS

48%

PERSONAL



**COMMUNITY
OWNED**

**COMMUNITY
SUPPORTED**



5000 11 St SE
Calgary, AB T2H 2Y5
calgaryfoodbank.com
403-253-2059

Charitable #: 130 167 349 RR0001