



Thank You
Calgary!
Your support
changes lives
www.calgaryfoodbank.com

CALGARY FOOD BANK

Community Owned
Community Supported

calgaryfoodbank.com

123
TARE 3,900KG
GVW 5,579KG

2019-2020

annual

REPORT

**CALGARY
FOOD BANK**



I am exceedingly thankful to the Food Bank for delivering the hamper during the lockdown as I thought I couldn't go. I have asthma that is dangerous if I have any respiratory illness, so I was scared. Great food is such a relief.

— Food Bank Client



AMY LEONG

BOARD CHAIR MESSAGE

On behalf of the Board of Directors, we are proud to see how the Calgary Food Bank and the community rose to the challenges of this past year. In the true spirit of our mission, we worked together to ensure no one goes hungry.

The first half of our fiscal year had us analyzing the high demand we continue to experience. Emergency food hamper requests kept rising as the economy in Calgary stagnated. Many of our clients were unemployed or underemployed, making it difficult to make ends meet. Our agency partners were struggling with funding cuts and increased need.

We were diligently reviewing how we would continue to provide a high level of service with this constantly increasing demand. Were our current programs at their peak? What changes could we implement to stay sustainable? How can we continue our path of fiscal responsibility? Then COVID-19 hit.

The pandemic and subsequent economic collapse tested everyone's preparedness, but the Calgary Food Bank proved they were ready and able to keep putting the community first. With only a two-day closure to refine processes, the staff and volunteers rallied to ensure we could continue meeting our clients' needs while maintaining health and safety in the face of uncertainty about the virus.

Agencies and other food organizations came together to share food, resources, and talent. Together, we were able to reach into communities and open our doors in new and unique ways.

As we move into this "new normal," we can confidently say that ongoing evaluation, collaboration, and preparedness will not only support Calgarians in crisis, but has also bonded a community to work together now and in the long run.

JAMES MCARA

PRESIDENT AND CEO MESSAGE

We started our fiscal year with an updated strategic road map to *Feed, Lead, and Connect* – a guide to help us with continued success in addressing food security for our community. Our road map had us focusing on using our experience, knowledge, and community capacity to identify and help address the root causes of hunger. Our programming was demonstrating that we are addressing both crisis and chronic food needs, as well as connecting people in a timely and effective way to partner agencies to address root causes of their food insecurity. Our technology was further refined to ensure food was available where it is needed most. With one click on an interactive map, volunteers are able to cross reference communities with our various satellite locations so that food needs are more accessible.

We were continuing to experience record high demand for our services. None of our programs have been immune to Calgary's social and economic challenges, but each one has risen to the challenge with significant positive impacts. Then in March, that path was suddenly disrupted and challenged by the COVID-19 pandemic. As if an economic recession in Alberta was not enough.

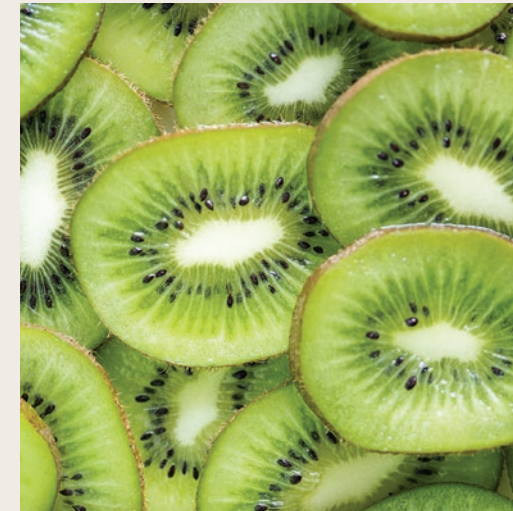
In an unprecedented move, the Premier officially defined food banks in Alberta as essential services during the pandemic. This allowed us to stay open, stay focused and continue to meet the critical food needs of Calgary. We plan to ensure that food banks are permanently on the essential services list for any emergency rather than having to repeatedly plead our case to successive governments.

The Calgary Food Bank was only closed for two days at the beginning of the pandemic: one to gather a group of amazing people around

the challenge of food security in a pandemic, and the other to test our scenarios. We used our understanding of people, food, logistics, safety, and leadership to pivot quickly and created even safer food handling processes for sorting, shopping, and collecting food. We introduced a distribution model that prioritized personal safety and security for those in need of food. We used our collective experience with SARS, floods, and fire. This pandemic is like nothing we have ever planned for and our collective knowledge helps us ensure that we will be able to serve vulnerable Calgarians throughout this crisis and beyond.

Our leadership in food security and understanding of how food impacts change is being introduced to all levels of government for the first time. Planners, policy makers, and leaders are starting to incorporate this knowledge for emergency planning, social planning, and overall community development. Further impact is expected in agriculture, logistics, waste management, volunteer management, and leadership. Each of these areas will build stronger and more vibrant communities. Food is no longer a footnote; food banks are now included as a critical part of building solutions.

I watch this group of dedicated staff and volunteers continue to safely prioritize community and food security every day. On behalf of the Calgary Food Bank, thank you for your support and trust.



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.

98,135

hampers were distributed through our programs. The hamper programs include: Emergency Food Hampers, Hampers for the Homeless, Weekends and More and Welcome Home.

67,879

Emergency Food Hampers

24,579

Hampers for the Homeless

5,326

Weekends and More Hampers

351

Welcome Home Hampers

2.4M

pounds of food was shared with 30 food banks across Canada, valued at \$6.1 million, through the national and regional food share program.



74%

of our donations come from our 352 food industry partners. We rescued 10.1 million pounds of quality food with a value of \$26.3 million.

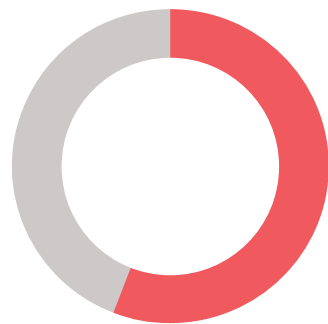


YEAR IN REVIEW

SEPTEMBER

AUGUST

2019-2020



56%
FAMILIES



44%
INDIVIDUALS



26%
WORKING



36%
CHILDREN

123,137

hours volunteered. Every day, 125 people volunteer 471 hours in 40 roles.



1.6M

pounds of food was distributed through Food Link to 215 programs, with a value of \$4.2 million.

66,042

phone calls for food support. 6,329 referrals given to connect clients for additional support.





PROGRAM

EMERGENCY FOOD HAMPERS

The Emergency Food Hamper Program is at the core of what we do. It is a critical first step to ensure no one goes hungry.

Aspen Family and Community Network Society, we are all working together.

When Calgarians were hit with a double blow this past year – first with the crash in oil prices then the economic fallout from the pandemic – the Emergency Food Hamper Program was there to support thousands of families and individuals in crisis.

When the state of emergency was declared in March due to the COVID-19 pandemic, this program became even more important. Many Calgarians with precarious, hourly, or low earnings were now out of work. At a time where many were stocking up for quarantine, those on the edges of poverty were struggling to make ends meet. How can you afford to stock up when you are already on a tight budget and don't have savings? How can you safely provide for your family today, or for two weeks? We immediately made changes to meet the needs of a scared community while ensuring the health and safety of our staff, volunteers, and clients.

Once we meet the initial need for food, we can then address the root causes of a client's food insecurity. Sometimes a client just needs food support for a couple of months until they're back on their feet and no longer have to decide between rent and food. Other times, they would benefit from another community support. Our partnerships with more than 344 community organizations enable us to make important referrals to programs that will help Calgarians on their path to resiliency. From mental health agencies such as the Distress Centre and the AHS Mental Health Clinic; employment services like the Aboriginal Futures Career and Training Centre; to domestic services at the Calgary Women's Emergency Shelter or

Firstly, hamper sizes were condensed to make sure we had enough basics for everyone who needed them. We started an outdoor drive-thru model of distribution, followed by online ID validation to reduce contact. As many of our partner organizations were closed, we amended our referral policies so that clients could receive immediate food support.

67,879
HAMPERS
DISTRIBUTED

Twenty-three
**SATELLITE
LOCATIONS**

66,042
PHONE CALLS
ANSWERED

The early weeks of the pandemic demanded flexibility and quick thinking; no idea was off the table. Hamper request phone line hours were increased, the number of days between hamper requests was relaxed to ten, hamper sizes returned to seven days' worth of food; and distribution hours were extended to 9.5 hours per day. Some of our satellite locations were shuttered, so the addition of new pop-up locations at The Genesis Centre, Murray Copot Arena, and First Alliance Church made hamper pickup easier for our clients.

Thanks to feedback from clients who couldn't pick up their hamper due to illness, self-isolation, or lack of childcare, we introduced a new mode of hamper distribution: Third-party Pick-ups. Clients could now have a family member, friend, or another group pick up their hamper on their behalf with the scan of a unique QR code. From April through August, more than 240 hampers were distributed through this new system, including pick-up and delivery with the volunteer group, YYC Grocery Delivery. Clients could securely verify their identification online, and we could be there for vulnerable Calgarians when they needed us most.

As the weeks wore on, there was a stabilization in emergency food hamper requests coinciding with the introduction of the Canada Emergency Response Benefit (CERB). *"In effect, it is fair to say that the CERB has provided enough support to those who lost their jobs due to the pandemic to mitigate the strain on food banks across the country. While some areas/food banks have still been hard hit by the economic fallout of the pandemic, most food banks have been able to manage the demand due to the social support programs that have been put in place, and none have had a greater widespread impact than the CERB,"* said Philippe Ozga, Director, Government Relations and Advocacy, in a Food Banks Canada statement.

With 165,087 visits this year, receiving an emergency food hamper was a starting point for many Calgarians. Many were new to the Food Bank and didn't expect to be a client. If this pandemic has taught us anything, it is that we are here for each other because anyone could be one incident away from needing help.



3,628

birthday bags handed out to our clients aged 1-12.

12,522

specialty hampers distributed to our clients.

6,329

clients referred to other agencies for additional support.



WORKING TOGETHER

At the beginning of the COVID-19 pandemic, there was a heightened sense of anxiety, especially in food insecure households. The tone on our phone lines changed significantly; people were nervous and stressed, they had never turned to the food bank before, and they had many questions about the services available from us and other local agencies.

Canadian Mental Health Association – Calgary (CMHA Calgary) was quick to help us in the Call Centre, providing help with high-stress calls and providing peer support training to our staff and volunteers. CMHA Calgary staff also stepped up to build Hampers for the Homeless, distributing the bags through SORCe to make sure our city's most vulnerable were fed.

"Our staff were looking for tangible ways to contribute during the shutdown and they jumped at the chance to help," said Michelle McAra, Project Coordinator at CMHA Calgary. "This is their work – helping people – and this was a chance to switch gears and continue working with people on their recovery journey through food support. It was scary and immensely rewarding at the same time. Not only were we able to share resources, our teams received the benefit of knowing they were making a difference."

Bringing together people skills, mental health experience, and expertise in food logistics, the collaboration between the Calgary Food Bank and CMHA Calgary in the early days of the pandemic ensured people were supported when at their most vulnerable.



PHOTO: NICOLE HALVERSON PHOTOGRAPHY

PROGRAM

WEEKENDS AND MORE

The Weekends and More Program works to alleviate hunger and the stigma of food insecurity for students. Hampers are provided to participating schools so staff and teachers can support students who are struggling with access to nutritious food on weekends. These hampers fit in a discreet bag and 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.

When students don't have to worry about food, they see improvements in their academics, social interactions, and health. Weekends and More hampers ensure that hunger is not a barrier to learning. This program is also a catalyst for students and staff to have a conversation about life at home and potentially identify the root cause of a family's food insecurity. Reasons can be as simple as a family not being aware that food banks or other services exist. Connecting the entire family to other community supports is positive for everyone.

From September through March, we were already providing 270 students a month with kid-friendly, non-perishable Weekends and More hampers through 12 schools when schools closed due to the COVID-19 pandemic. Suddenly, hundreds of students were left without the food support they relied on and this gap had to be addressed.

This was a critical opportunity for the Calgary Food Bank to work more closely with partner organizations and community leaders to ensure students were able to access food supports in a safe, secure, and centralized way.

With combined years of experience, relationships, and food safety knowledge, we partnered with Calgary Meals on Wheels, Community Kitchen Program of Calgary, and Brown Bagging for Calgary's Kids to coordinate food distribution at strategic locations throughout the city so students and their families could access meals, snacks, and food hampers. For weeks, volunteers packed and distributed over 10,000 hampers using the Weekends and More model at South Centre Mall, Murray Copot Arena, and the Genesis Centre.

In addition, community groups and individuals gathered to feed students in their local community. We joined conversations early on to understand where gaps were in these communities and everyone worked together to maximize food distribution and ensure those gaps were covered.

Thanks to funding, business contributions, and community participation, the Weekends and More Partnership was able to support 900 students and their families through the early days of the pandemic and through the summer.



The Weekends and More Program has helped significantly in offsetting grocery costs and made our lives less burdensome during this unstable time. From the leadership to the friendliness of the volunteers ensuring we were taken care of - it was exceptional. This program is one-of-a-kind and made things much more manageable for my family. Thank you.

— Weekends and More Partnership Recipient

5,326
HAMPERS
DISTRIBUTED

twelve
SCHOOLS

1,810
STUDENT LIVES
AFFECTED

PROGRAM

HAMPERS FOR THE HOMELESS

24,579
HAMPERS
DISTRIBUTED

Twelve
AGENCIES

Food is a catalyst to supporting anyone in need; the Hampers for the Homeless Program gives organizations working with those in crisis a starting point for a conversation and a chance to offer support. This program addresses food insecurity by providing the short-term relief of hunger to those living rough. The hampers and the food provided is invaluable to vulnerable individuals and the agencies that serve them.

This program has always had a highly client-centric focus. For example, the content for the hampers is continually being evaluated and adjusted to meet the needs of this specific population. We review important feedback from clients through our partner agencies and by meeting with groups such as the Calgary Homeless Foundation's Client Action Committee. The hampers now include easy to open, ready to eat, shelf stable food for up to two days, including fresh fruit that's easy to eat, soup in microwave-safe containers instead of in cans, and protein items like beef jerky or pepperoni sticks.

When we learned that some organizations were dismantling hampers and preparing smaller bags, we saw an opportunity and created a bulk food option for agencies who prefer to customize hamper content. Agencies that use this option can choose and order items they know they need, reducing waste and better allocating resources.

We were making major strides in the first half of the year, providing almost 12,000 hampers from September until March when COVID-19 hit. The organizations and businesses the homeless population relied on were closed, leaving many without access to resources, meals, or even microwaves and hot water. Understanding the immediate need as their numbers surged, the Salvation Army doubled their weekly 50 hampers to 100 from March to August. Throughout the pandemic, we have been able to not only continue to provide the same content, but also work together with agencies that are connecting and making a difference through a basic human right – food.

PROGRAM

WELCOME HOME

Moving is stressful, and even more so when transitioning into housing after experiencing homelessness. Together, with the Community Kitchen Program of Calgary, the Welcome Home Program provides hampers containing pantry staples, cleaning supplies, and hygiene items to help with the costs associated with establishing a new home.

91 per cent of the clients receiving a Welcome Home hamper also received an emergency food hamper, as those moving into permanent housing often must choose between food and

other costs associated with the move. Damage deposits, furniture, utility bills, and more can add up unexpectedly and quickly. The Welcome Home Program lets agencies help address situations that may create food insecurity, while we make sure the food piece is taken care of. This collaborative program is working towards ensuring that food insecurity does not deter progress in maintaining housing.

Last year, 22 qualified agencies distributed 351 Welcome Home hampers to their clients.



This program helps our outreach staff provide basic needs to those who are experiencing homelessness. It has been a significant help during the pandemic when businesses were closed and options for food decreased, we saw an increased need for these hampers.

— Calgary Alpha House, DOAP Team, Hampers for the Homeless Agency



PROGRAM

FOOD LINK

We're not the only ones who know that food is a great connector. Many agencies in and around Calgary provide their clients with meals and snacks as they help them out of crisis and towards self-sufficiency. To help with their efforts, the Food Link Program provides food and supplies to qualified organizations so they can focus their resources on important program delivery and addressing root causes of food insecurity instead of worrying about sourcing food.

When agencies use Food Link to supplement their food supply, they use fewer resources to source food, allowing them to expand and improve programming and help clients move past their challenges. Staff development, offering more programs, or expanding their scope make a big impact on an agency's clientele and the community.

When the COVID-19 pandemic hit, many of the city's agencies were forced to close and the Food Link Program had to modify operations. To ensure food was being distributed safely, only agencies that had a commercial kitchen and were cooking meals for their residents were able to use the program. From mid-March until the end of August, 29 Food Link agencies received more than 341,000 pounds of quality food and supplies.

At the Calgary Food Bank, we are constantly evaluating our programs and learning from our clients so we can make the greatest impact.

Through this process, we determined that we needed to prioritize our criteria to engage agencies that are working to address root causes of food insecurity. Our focus is now on registered charities whose proven programming serves a food-insecure population to create resiliency for their clients' futures.

The interconnectivity of our programs means we can efficiently move former Food Link agencies to the best Food Bank service so that their resources can best be addressed to meet their client's needs. For example, agencies whose clients are experiencing food insecurity are directed to the Emergency Food Hamper Program and with the recent changes, are able to access more hampers, more often, with a variety of pick-up options. For organizations working with homeless populations, we created smaller food appropriate hampers and bulk order options. Organizations that are registered as food banks are directed to the Food Share Program; others are making use of the Purchasing Power Program. Organizations such as the Centre Street Church and the Magic of Christmas who had one-time events or occasions were helped through our Food Grants.

This is not just about moving food, but also how we can change lives in partnership with other critical support systems in the community. When we work together, we can better assist our most vulnerable, moving them out of a cycle of poverty and on a path to resiliency.



Reopening Food Link during this pandemic has been great for the people we serve! The process for ordering and picking up orders has made our jobs more efficient, less time-consuming and definitely safer. We were able to find unique products prior to COVID-19 allowing us to prepare diverse menus, however overall the selection has been good and appropriate for the people we serve. Everyone with the SHARP Foundation is very appreciative for how the Food Bank has risen to the challenge of ensuring food continues to reach our community's most vulnerable!

— SHARP Foundation, Food Link Agency

— TOP FOOD LINK AGENCIES —

CALGARY DREAM CENTRE
received 190,109 pounds of food valued at \$494,283.

SALVATION ARMY
received 169,185 pounds of food valued at \$439,881.

CALGARY DROP IN CENTRE
received 138,895 pounds of food valued at \$361,127.

PROGRAM

FOOD RESCUE AND SHARE



At the heart of our operation is Food Rescue, the process of gleaming viable food and redirecting it to support agencies, clients, and food banks in southern Alberta. What we call gleaming is the act of rescuing food that is still consumable; this accounts for 74 per cent of the 13.5 million pounds of food donations received last year. Our 352 food industry partners may have food they cannot sell due to factors such as near date perishables, over stock items, labelling errors, or bent packaging.

A prime example of food rescue in action is the donation of fresh produce from Van Giessen Growers. They had a bumper crop of celery – more celery than they could ever sell to grocers or farmers markets. It was perfectly consumable, but they had no one to give it to. Rather than just tilling it under, they reached out and for the month of August there was fresh, nutritious celery in our emergency food hampers.

When the COVID-19 pandemic hit in March, our traditional food industry partners were focused on filling grocery store shelves and there wasn't a lot of excess to share. Then with the shuttering of caterers, food services, and restaurants, there was an immediate need to redirect quality fresh food. The volume was enormous, too much for one organization, so collaboration with like-minded food safety organizations such as the Leftovers Foundation and Second Harvest helped to get the food to where it was needed.

For example, when the NHL announced that they were suspending operations, the Scotiabank Saddledome had already prepared for that evening's Calgary Flames game. We connected with the Leftovers Foundation and soon nine pallets of hot dogs, hamburgers, and buns went to help feed the guests at the Calgary Drop-In Centre. Then, The Kitchen by Wolfgang Puck at the Calgary Airport had 1,250 pounds of meat, produce, and



10.1M

POUNDS OF FOOD
RESCUED

352

FOOD INDUSTRY
PARTNERS



26.3M

\$ VALUE OF FOOD
RESCUED

dairy that was redirected to Food Link agencies with commercial kitchens like The Mustard Seed and the Dream Centre.

As the pandemic continued and restaurants remained closed, new food movement challenges arose. Governments were supporting and promoting the excess from producers to go to regional food banks. This meant a large volume of food would be on our doorstep at any time. Our 55,781 square foot warehouse, oversized fridge, and freezer allow us to accept large volumes of food. So, when the Alberta Milk Producers had thousands of litres of milk and no coffee shops to deliver to, we were able to accept and add additional dairy to our clients' hampers. The Alberta Potato Growers had millions of pounds of potatoes that should have been french fries, so we collaborated with Devour Catering to provide nutritious and fresh soups and mashed potatoes for our clients.

Because the Calgary Food Bank has a fleet of 13 vehicles and 55,781 square feet of warehouse space, we have the capacity to handle massive amounts of food. We are an essential link in the network of regional and national food banks. We can break down pallets of food donations into manageable case quantities for smaller food banks like Community Kitchens of Calgary or Strathmore's Wheatland County Food Bank. We also work with the Food Banks Canada network to redirect large donations like trailers of General Mills cereal and granola bars to food banks in Edmonton, Ontario, and New Brunswick.

Since COVID-19 hit in March, we have distributed 400,000 pounds of bulk food and supplies to 13 regional and national food banks. Working with these experts in the food space means together we can secure and optimize food donations to provide nutritious food for clients and agencies working to reduce the root causes of poverty.



working together LEFTOVERS FOUNDATION

With events being cancelled and restaurants being closed, a lot of food had already been ordered and prepared. We collaborated with food organizations like the Leftovers Foundation to ensure this food was being redirected to agencies so they could feed their clients.

food industry ALBERTA MILK

The Alberta Milk Producers had thousands of litres of milk and no coffee shops to deliver to. We were able to accept this nutritious donation and add additional dairy to our client's hampers.



— REGIONAL AND NATIONAL FOOD SHARE —

6.1M
\$ VALUE OF FOOD
DISTRIBUTED

thirty
FOOD
BANKS

2.4M
POUNDS OF FOOD
DISTRIBUTED



partnership DEVOUR CATERING

The Alberta Potato Growers had a surplus of spuds to donate. To ensure that nothing went to waste, we partnered with Devour Catering to turn an excess donation into potato soup and mashed potatoes. This was truly a win-win-win by keeping food waste down, staff employed, and clients fed with delicious, locally made fare.

BECAUSE OF YOU

COMMUNITY ENGAGEMENT



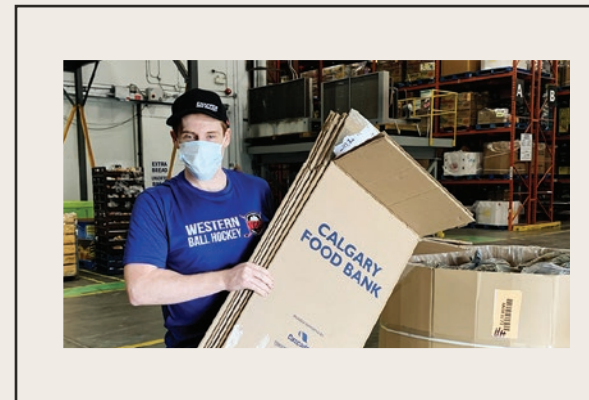
We are community owned and supported, which is evident as every day someone is supporting their neighbours in crisis through the Calgary Food Bank. The ways in which the community offers support are always varied and always wonderful. Funds are raised year-round through third party and signature events. This year there were 1,356 creative initiatives that raised \$3.4 million in funds and 1.8 million pounds of food. Aside from those fund and food raising initiatives, we also saw incredible support through corporate giving and matching programs; grants and foundations; legacy and tribute gifts; and individual single, monthly, and annual donations.

Half-way through our fiscal year, COVID-19 transformed how we could raise funds and food. Events were cancelled and volunteering in the community slowed to a crawl, but what did not change was the incredible support for a community in crisis. As food banks were declared an essential service and the city quarantined, donating online and encouraging generosity on social networks

made a huge impact. T-shirts celebrating local heroes from Dr. Deena Hinshaw to the Ramsay Turkey raised funds, and neighbourhood comedy acts and concerts collected food. In April, philanthropist and Dragons' Den host Arlene Dickinson pledged to match donations up to \$10,000 through a retweet challenge, which went viral and raised over \$100,000.

As we continue to navigate our new normal, Calgary is inventing new ways to support the community. Virtual fundraisers are engaging online donors and drive-thru food drives are collecting in communities. Local and national businesses are donating proceeds from sales. Media and retail partners are showcasing ways to make a difference and creating opportunities to donate. Every day, people are hopping in their cars – masks and sanitizer in hand – and coming down to drop off food and fund donations at our warehouse.

Even in uncertain times, support from the community has never wavered.



LEAVE A LEGACY

Leaving a gift to the Calgary Food Bank in the form of a bequest is an act that states your values, causes that you cared about, and what you stood for. Suzanne Barry did just that. Described lovingly by friends as leaving a lasting legacy of mentorship, love, empathy, and joy, Suzanne also left a legacy in a gift to the Calgary Food Bank upon her passing.

Suzanne had a few distinctive passions including rally racing, raising Oriental Longhair and Balinese cats, and giving her time to her Parish. Her love for people and animals was the catalyst for her gift. In her will, Suzanne indicated she wanted to see all people and animals alike be able to access food. Upon her passing in October of 2018, she realized her last legacy in leaving a donation to the Calgary Food Bank.

Thanks to Suzanne's giving nature and desire to improve the world around her, today we can proudly say humans and animals alike have remained fed through our programs because of her generous gift.



I felt that the chaos and uncertainty that the pandemic caused would lead to an increase in food insecurity, and knowing that a large number of the volunteer force (seniors) were not able to volunteer, I felt there would be a huge need for volunteers. Because I had been volunteering regularly, and did not fall into one of the groups that were no longer able to volunteer, it just made sense to continue, and to encourage others to sign up to volunteer.

— Heather Cowitz, Volunteer



BECAUSE OF YOU VOLUNTEERISM

Every day, 125 volunteers come together in more than 40 different roles to provide 48% of the workforce needed at the Calgary Food Bank.

What do you do when a health crisis strikes and emergency orders dictate that no more than 15 people can gather, with a minimum of six feet between one another? How are food donations stored and sorted when a virus could be transmitted? And ultimately, who would take the risk of volunteering at a busy location during a pandemic? Overnight, we had to revise the logistics of storing, sorting, preparing, and distributing food hampers so that we could continue to support our most vulnerable.

With health and safety as our top priority, we implemented new protocols that drastically changed how we work with our volunteers, including asking those at higher risk of severe outcomes to forego volunteering until we knew more about COVID-19. Still eager to help, volunteers who were unable to come in supported us in other ways. Some got busy crafting masks for staff and volunteers; others worked from home answering emails and helping to schedule shifts; and while our Good Shepherd satellite location was closed, volunteers shopped and donated birthday kit items.

We adjusted volunteer scheduling to adhere to indoor gathering limits and reduce traffic in the building, which meant we needed 446 volunteers each week to meet our initial needs, up to 870 when some restrictions were eased. More and more new volunteers stepped forward every week, helping out in the spring cold to accept donations, don masks and gloves to sort and create food hampers, answer client calls, and take hampers out to client vehicles. 721 people who had never volunteered with us before generously donated their time in addition to our regular volunteers who continued to help us support those most in need.

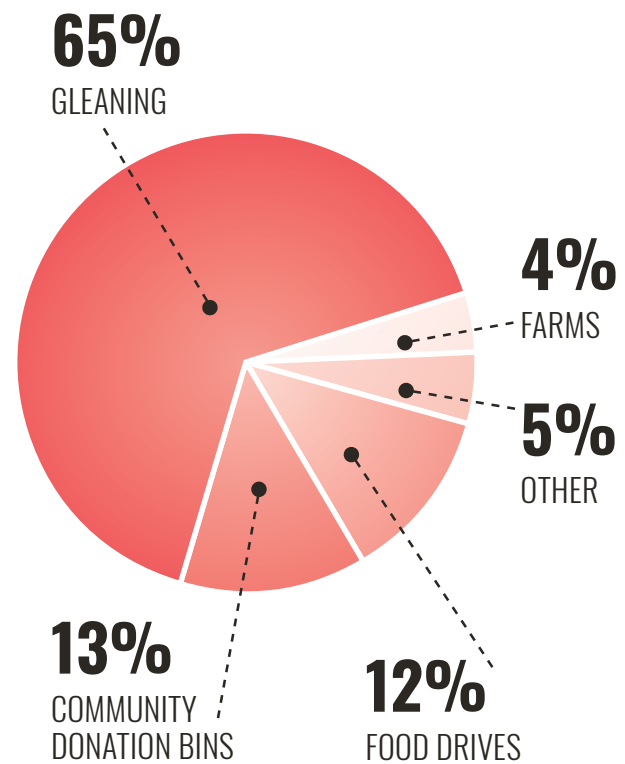
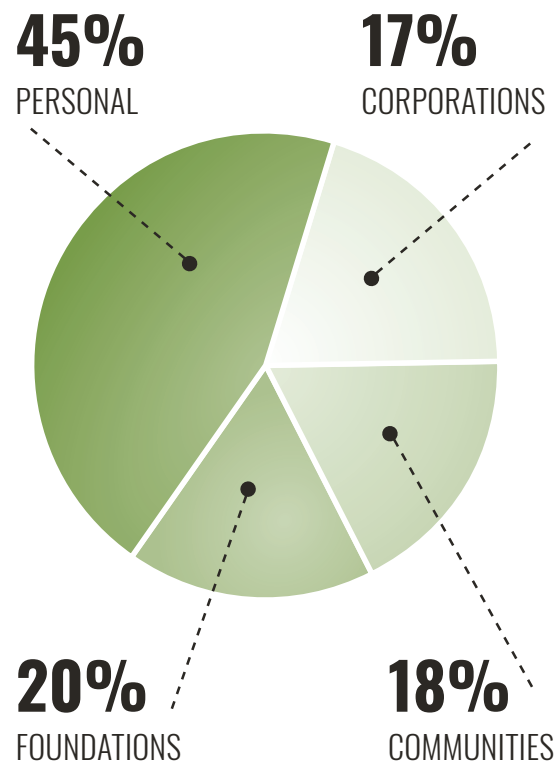
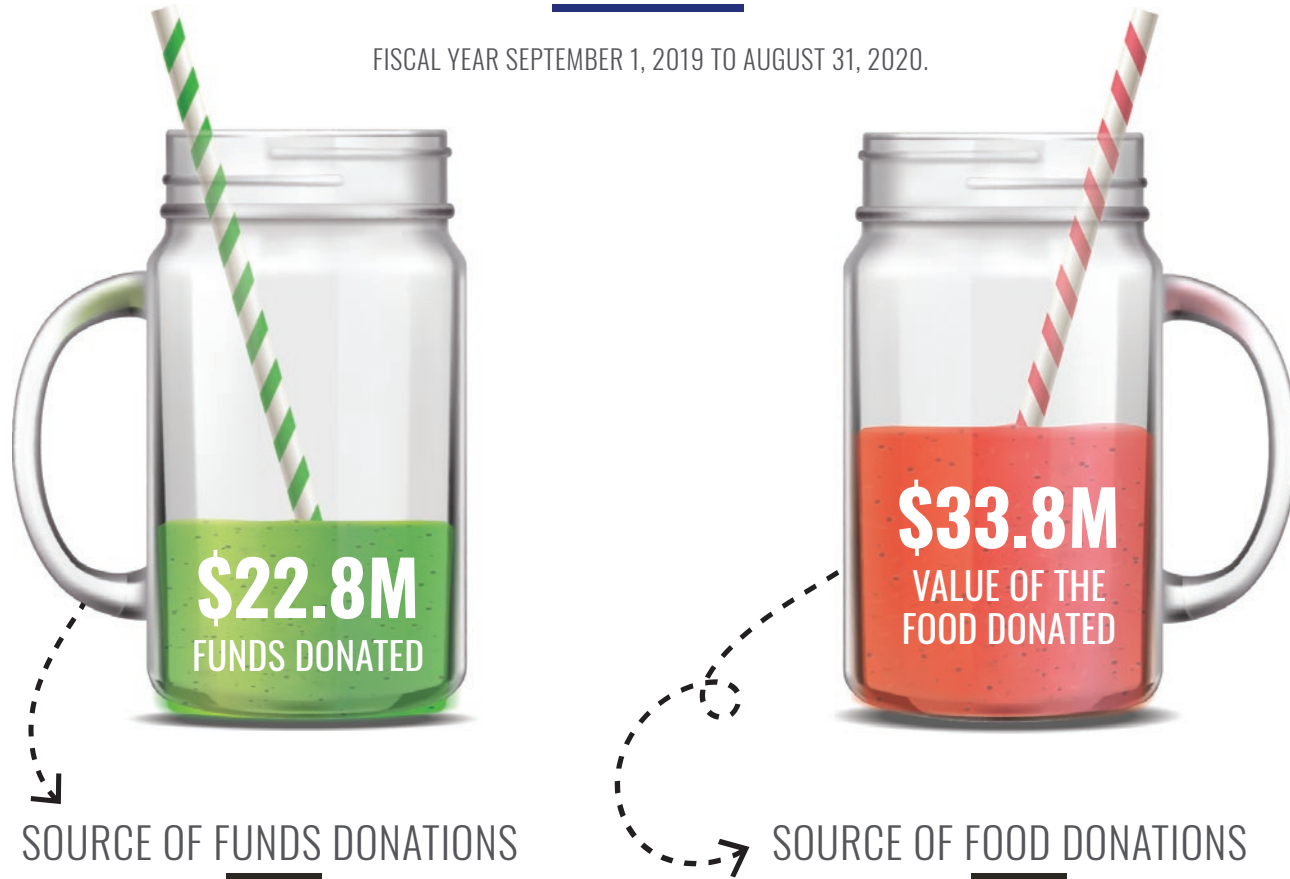
We continue to make every effort to keep everyone safe and healthy. Volunteers diligently complete the AHS COVID-19 self-assessment before each shift, masks are worn upon entry and throughout shifts, and hand washing and physical distancing are respected. Volunteers commit to the same day and time on an ongoing basis so that we can easily take a shift off the schedule in case of illness.

When asked what made them want to come out and volunteer, all volunteers echo the same selfless statement that these are tough times and they want to give back.

FINANCIAL OVERVIEW

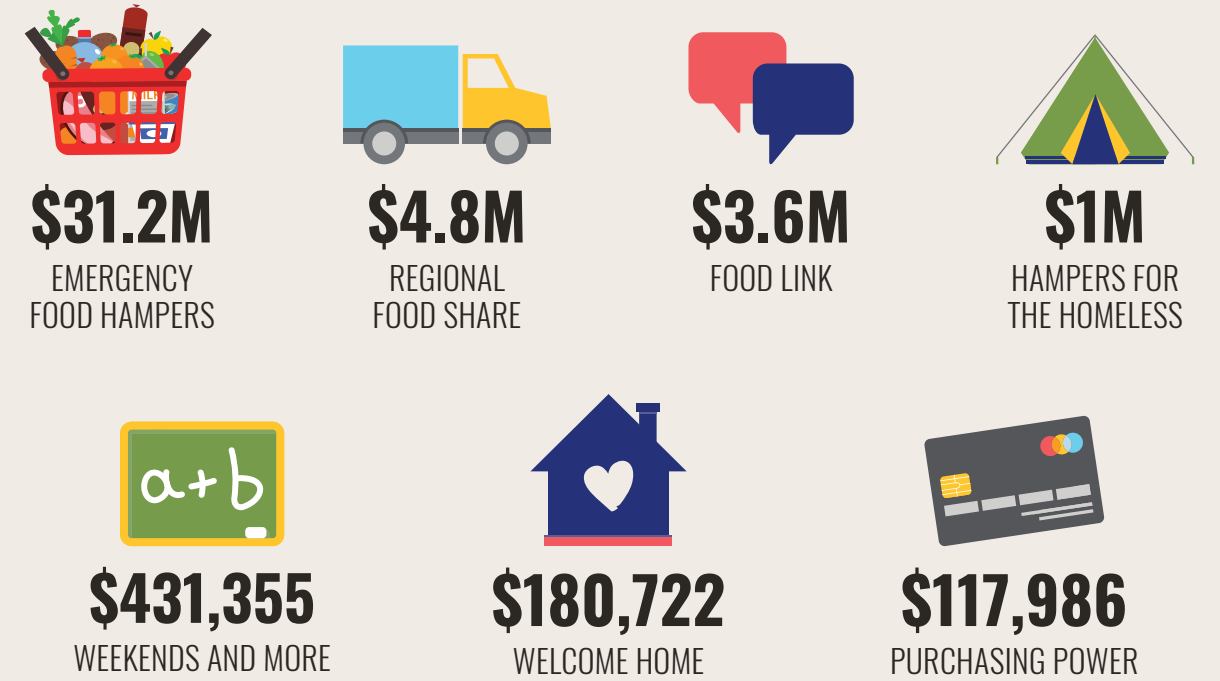
DONATIONS

FISCAL YEAR SEPTEMBER 1, 2019 TO AUGUST 31, 2020.



FINANCIAL OVERVIEW

PROGRAM INVESTMENT



— VISIT OUR WEBSITE TO VIEW THE AUDITED FINANCIALS —



With all the changes this has been difficult for you and for us, but we are very thankful that you are continuing to support us, we would not be able to feed our 74 residents at all without you.

— The Alex Abbeydale Place, Food Link Agency Partner

COMMUNITY OWNED COMMUNITY SUPPORTED



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

Charitable #: 130 167 349 RR0001