

annual report

ANNUAL REPORT 2020-2021





I am a single mom of two kids, one of them is special needs. I was working part time then I got COVID and lost my job due to the health complications after recovery. I am searching for work but my son's case requires me to serve and help him all the time now. I didn't have food or even diapers for him until I got the food bank approval. I really appreciate what the food bank is giving. It's a piece of hope in desperate world. Thanks for everyone donating, helping and serving. You are real angels.

— Food Bank Client

thank you



vision
VISION

A hunger-free community.

mission
MISSION

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



about us

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.

WHERE WE WORK, LIVE, AND PLAY

In the spirit of reconciliation, the Calgary Food Bank acknowledges that we live, work and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations, the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.

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.

COLLABORATION

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

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.

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.

STRATEGIC PRIORITIES

FEED

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

CONNECT

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

LEAD

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

year in review

YEAR IN REVIEW

SEPTEMBER 2020 – AUGUST 2021

77%

of our donations come from our **398 food industry partners**. We rescued **11 million pounds** of quality food with a value of **\$28.8 million**.

1.8M

pounds of food was shared with **31 food banks** across Canada, valued at **\$4.7 million**, through our Food Share Program.

121,813

hampers delivered through all our programs.

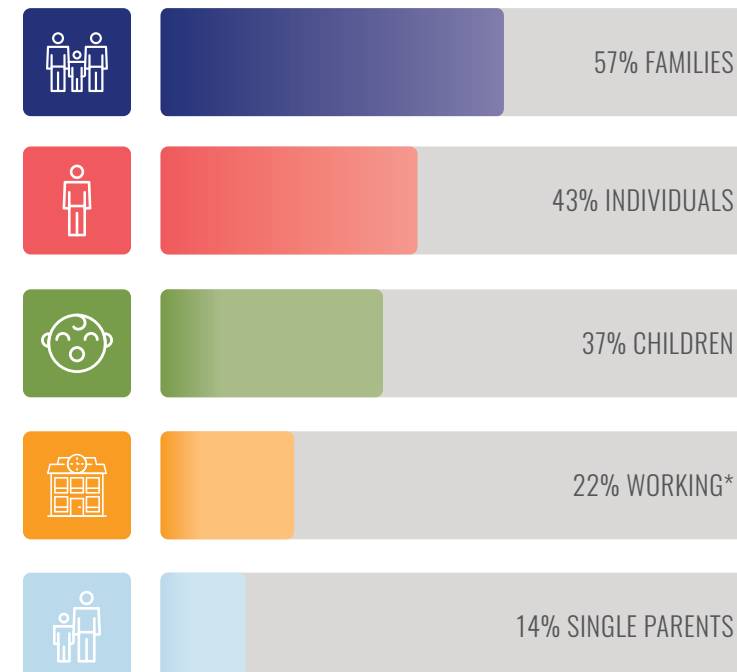


29,281

Hampers for the Homeless distributed by **12 partner organizations** with a value of **\$1.1 million**.

88,177

Emergency Food Hampers were distributed resulting in **4.1 million meals** with a value of **\$30.9 million**.



*hamper requests indicated wage as an income source

4,018

Weekends and More hampers distributed by **12 schools** providing **28,126 meals** to kids.

337

Welcome Home hampers distributed by **22 qualified partner organizations**.

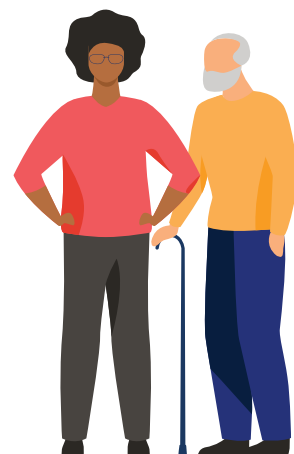


865,410

pounds of food was distributed through the Food Link Program to **41 partner organizations**, with a value of **\$2.3 million**.

96,495

hours volunteered. Every day, **153 people** volunteer **373 hours** in **28 roles**.



client centric

CLIENT-CENTRIC

NICOLE HALVERSON PHOTOGRAPHY



WE PROVIDE QUALITY FOOD WITH COMPASSION, DIGNITY, EFFICIENCY, AND RESPECT TO THOSE FACING HUNGER.

At six o'clock in the morning, staff and volunteers begin preparations for the day — creating emergency food hampers for families and individuals in crisis. When the hamper request lines open at 8:15 a.m., appointments are organized at locations around the city and clients start arriving to receive up to 10 days of food for every family member. The worry of how they will provide lunches for their children or if they will have to choose between rent or groceries is literally taken off the table.

The Emergency Food Hamper Program has seen a staggering 30 per cent increase in demand for food support this year. What we typically see in a year, such as the end of seasonal jobs or increased living costs in the winter, is now coupled with continued restrictions and precarious employment. Financial supports like the Canada Emergency Response Benefit and Employment Insurance have waned, and we continued to see individuals laid off due to the pandemic and still have not found work. The

majority (62 per cent) of clients received three or less hampers this year. Notably, only five per cent of clients received more than 12 hampers in the 12-month period, indicating that most demand continues to come from a population that requires immediate and temporary assistance versus long-term food support.

The number of hampers being distributed is higher than ever. Households coming to the food bank for unemployment-related reasons has been steadily increasing. At the same time, we have observed a steady decline in clients relying on wages as a primary source of income and instead it's replaced with Employment Insurance. This reflects the long-term structural economic damage caused by the pandemic.

In such an economic situation, the need for this program becomes more pronounced as it provides sustenance to over 350 households everyday. We

— EMERGENCY FOOD HAMPER PROGRAM SNAPSHOT —

88,177
HAMPERS
DISTRIBUTED



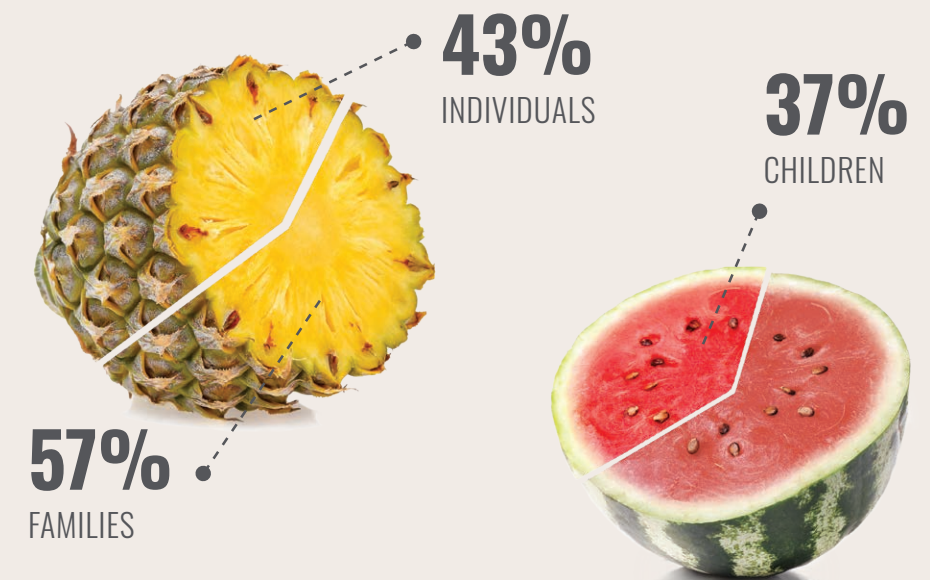
30%
increase over
last year

62%
of clients receive
3 or less hampers
in a year

5%
of clients receive
more than 12
hampers in a year

78%
of requests didn't
indicate wage as
an income source

over
350
hampers
distributed
a day



build resiliency in clients through the sharing of food. We centre our attention on our clients' experiences, feedback, and needs so that our clients are treated with dignity and respect. When clients indicated that the type of protein they received was important to them, this was the opportunity to create a choice of protein at hamper pick-up at the main location.

The pandemic taught us to be nimble and support our community with process changes to remain client-centric. We continued being flexible with eligibility criteria, ensuring clients who needed ongoing emergency food could receive it. Because of pandemic restrictions, some organizations were closed or experienced operational challenges. They could not offer the same level of service to help clients with the root causes of their food insecurity. We determined that referrals from partner organizations were an unnecessary barrier for clients. We continued with reducing the wait time between hampers and suspending the yearly limit of hampers per client, therefore clients can receive a food hamper every 11 days.

A new online booking process was introduced, easing congestion on the phone lines and expediting requests. Nineteen satellite locations were set up throughout the city to help clients gain better access. We kept the drive-thru model for hamper pick-up to continue to keep our community safe, with volunteer ID checkers assisting on the ground to ensure a smooth and stress-free experience. We added hygiene products to a household's hamper every 30 days. Overall, the feedback has been tremendously supportive of these changes to remain a regular part of our future models.

Research conducted on the impact of COVID-19 on the Food Bank showed that 40 per cent of the interview participants had increased mental health

difficulties during the pandemic. "I find it was very stressful, it's very sad, it's depressing, it's lonely," confessed a client. Clients' experiences during the pandemic are critical to understanding the potential patterns in future crises and better understanding the consequences of food insecurity.

At the Food Bank, we understand who is using the food bank, how often, for how long, and why. This information provides greater insight into the conditions that are causing a state of food insecurity, allowing us to make evidence-based decisions about partnerships, interventions, and programming at a local level and to feed into decisions at a policy level.

Partnering with other organizations in the fight against hunger requires an evidence-based approach that accurately reflects the lived experiences of those seeking food support. From our data collection, we learned that the pandemic continued to affect our ability to refer clients to other community supports and help them on the road to resilience. Whether due to staff losses, service delivery changes, closures, or the ability to take on more clients, our referral-out list of organizations became outdated. Refining and reengaging with Calgary and area social service agencies is underway.

At the end of the year, a Community Liaison Team was created with the goal of deepening our relationships with our partner organizations and developing stronger ties with community. When we understand our partner's capacity and capability to support their clients, we can work more efficiently in tackling the root causes of food insecurity.

Through data sharing, timely communication, and collaboration we can bring the voices of our community and network of resources together.

15,444
specialty hampers
distributed

19
satellite
locations

75,654
calls answered
for support



[The reduced wait time] was actually really handy. Instead of waiting a month to get food, I was able to access it twice in one month which was a great, great help.

— Food Bank Client

what's in a hamper?

30%
OTHER*

28%
FRUITS &
VEGETABLES



16%
WHOLE GRAINS**

26%
PROTEIN

*Other includes consumables that don't fit into another category such as tea, condiments, drinks, chips, chocolate, pastries, baking supplies, white bread/pasta/rice etc. ** Whole grains constitute any food item where the first ingredient is whole grain: rice, pasta, bread, crackers etc.





The food bank is there for you. Use it!
It's a sign of strength, not weakness, to ask for help. Try not to see it as negative and remember, you've got to eat! You deserve to eat! You deserve to live! To eat is a huge boost, especially if you haven't eaten for a while. You will find that you feel good, and that will help you get through the week.

— Tyler, Food Bank Client

thank you

nourish

NOURISH

Food insecurity can affect anyone in our city. Including Tyler.

Tyler is in his mid-thirties and has been unable to work for the past 10 years due to mental health concerns relating to Dysthymia, also known as Persistent Depressive Disorder. A few years ago, he lost a parent to Cancer and began to experience more instability in his life, resorting to living in his vehicle. When his situation grew desperate, Tyler reached out to us for food. That call came two years ago, just before the pandemic. Tyler remembers the day he made the call; "I felt humbled and also relieved that I could get food to eat. I was surprised by the amount and variety of food I received."

In response to the economic challenges that surfaced due to COVID-19, the federal government implemented the Canada Emergency Response Benefit (CERB) program, which changed Tyler's life. He could find an apartment as CERB covered his damage deposit and other costs associated with finding a place to live. He has maintained a stable living environment thanks, in part, to his ability to access food. Tyler has visited the food bank a few times since his first call. Each time, he's surprised and happy to receive delicious, healthy food, including fresh fruits and vegetables, milk, and meat. He says that he makes tuna sandwiches, pasta and the food lasts a long time. When asked what he enjoys most from the hamper, he said with

a giggle, "Meat, but the stuff I really like, I eat fast, I can barely remember what it is." The last time he picked up a hamper, Tyler said he was overcome with emotion as he filled his empty cupboards and fridge with food. "It was an incredible relief to know the food would last for a while, and I didn't have to worry about being hungry."

When asked what he would say to someone living in an unstable situation and unable to pay for food, Tyler said, "The food bank is there for you. Use it! It's a sign of strength, not weakness, to ask for help. Try not to see it as negative and remember, you've got to eat! You deserve to eat! You deserve to live!" He adds that struggling with mental health concerns makes hunger worse. "To eat is a huge boost, especially if you haven't eaten for a while. You will find that you feel good, and that will help you get through the week."

Tyler has so much gratitude for the people who donate food and the volunteers who make access possible. He says, "The process is easy, it's helped me a lot, and I know I may have to use the food bank in the future. This provides a lot of comfort and gives me hope."

Tyler shared his story anonymously with grace and a generous spirit. We wish him well and have assured him that we will continue to fight hunger and its root causes because no one should go hungry.



rescue RESCUE



DISCOVERING, RECOVERING AND REDIRECTING FOOD, ELIMINATING WASTE AND GETTING THE FOOD TO WHERE IT NEEDS TO BE.

More than three-quarters of all food donations we received are rescued from our 398 food industry partners. Last year, that added up to over 11 million pounds of food.

We define “Food Industry” as organizations whose primary source of income is food. This is the farmer or rancher who grows the food; manufacturers who make the food; warehouses who store the food; freight companies who transport the food; wholesalers, distributors and grocery retailers who sell the food; and restaurants or caterers who serve the food.

At each step along this food supply chain, there is a chance that food will be wasted. Food waste is top-of-mind for consumers. As a result, several

food manufacturing companies have made public commitments to reduce operational food waste. Occasionally, edible food still doesn’t get consumed. There are many reasons why food is wasted: excess inventory, a machine’s calibration was off so the packaging is mismarked, or the temperature on a refrigerated truck was set half a degree colder than standard. All these situations result in food that is still perfectly edible but can’t be sold to consumers.

Luckily, for the past 39 years, we have created critical connections with many food industry partners so that when these situations arise, we can rescue and redirect food. These partnerships not only benefit our food industry partners and our clients but also reduce food waste and help protect the planet.

FRESH FOOD RESCUE

We have always been a food recovery leader in the community, and this year we started working with Sobeys stores to rescue fresh food like dairy, deli and meat products, produce, and bread using the Second Harvest food rescue app. We also began working with Calgary Co-op to pilot two distinct fresh food rescue methods. One used the Food Mesh food rescue app, and another was created and customized by our team. As always, there are multiple learnings when embarking on new paths. As we move forward, we will continue to implement those learnings to enhance the movement of food.



FARMERS

Potatoes are a staple in our hampers. We wouldn’t be able to provide our clients with scrumptious spuds without the donations from local farmers. Last year Thomas Fresh, Bassano Growers, and Kampers Farm Fresh collectively donated almost 785,000 pounds of potatoes.

More than potatoes! From tomatoes, to apples, to carrots, and so much more, 36 farmers donated nearly 225,000 pounds of other vegetables.

GRUPO BIMBO/ CANADA BREAD

For years, Grupo Bimbo/Canada Bread has been one of our most consistent donors of fresh bread. At the beginning of the pandemic, when we were faced with limited volunteer resources to sort and label the bread donation, one of Grupo Bimbo’s warehouse employees, Stephen, took over this responsibility. In the past year, he has sorted and labelled over 280,000 pounds of bread. Stephen’s incredible efforts have ensured that our clients have fresh bread for their meals and, of course, no food is wasted. When the bread arrives at our loading dock already sorted and labelled, we can move this quality product immediately into the client’s hampers.



community

COMMUNITY

EVERY CONTRIBUTION OF FOOD, FUNDS, AND TIME MAKES AN IMPACT TO HELP PEOPLE IN CRISIS.

How we illustrate the impact community makes toward relieving hunger today can be best described as the ripple effect of tossing a pebble in a pond. Even the smallest pebble creates lasting ripples. Each circle that ripples out from the stone's drop to the farthest circle is just how far-reaching the effect is. The impact of giving acts the same way – every gesture, every dollar, every food item donated – ripples out into the community, making a profound and lasting impact.

We are community owned and community supported, meaning that all of our donations come directly from generous individuals, groups, and businesses. The Community Engagement team fosters and supports the Calgary community with opportunities to make an impact in varied and many ways.

- Financial donations at the grocery store till, one-off, monthly or during an annual campaign
- Donating at a community event
- Volunteering for a team builder or staff event
- Sales proceeds
- Planned Gifts
- Tribute gifts
- The transfer of Securities
- Hosting fund and food drives
- Grow-a-Row harvests
- Sales of the book Emma and the Food Bank
- Donate-a-Car
- Presentations to school groups, organizations and clubs
- Food Bank facility tours

Another critical part of engaging with the community is working with industry in rescuing quality food donations. The process of gleaning viable food and redirecting to support partner organizations, clients and other food banks accounts for 77 per cent of the 14.4 million pounds of food we received last year. It is no small feat to work with 398 food industry partners ensuring that perfectly consumable, but near-date perishables, overstock items or packaging issues are diverted from the landfill.

During this past pandemic year, we experienced the challenges and successes experienced by the food supply chain in the form of unexpected and plentiful donations. For example, food producers across the country and around the globe were unable to sell their products due to a slowdown in consumer spending. Instead of ending up in landfills, producers looked to donate their yields to non-profits like the Calgary Food Bank, resulting in an unexpected bounty to be passed along to the community. With supply chain challenges comes a greater awareness of the entire food ecosystem, including reducing food waste. In the words of our CEO, James McAra, "There is enough food; we just need to get it to the places where it needs to go."

964 events
RAISED \$3.5 MILLION AND
1.5 MILLION POUNDS OF FOOD

We partner with community in many unique ways:

- Broxburn Vegetables and Cafe has been donating fresh produce for 10 years from their booth at the Crossroads Farmers Market and mobile markets at community associations.
- The Egg Farmers of Alberta and the Egg Farmers of Canada contribute monthly and quarterly. Eggs are a crucial component of our hampers because they are an excellent source of protein, and you can create a wide variety of dishes with them.
- Soup Sisters generously prepared and donated 3,000 pounds of soup to include in our hampers.

Imagine stones of all sizes are thrown in a pond. The ripple effects are enormous, which we see every day with the community working together to ensure no one goes hungry.



— OUR FOOD AND FUND SUPPORTERS —

398
FOOD INDUSTRY ORGANIZATIONS

223
FOUNDATIONS

22,791
INDIVIDUALS

2,346
ORGANIZATIONS

964
COMMUNITY EVENTS

community

COMMUNITY

OUR COMMUNITY COMES TOGETHER TO HELP PEOPLE IN CRISIS, EVERY CONTRIBUTION OF TIME MAKES AN IMPACT.

Volunteers join the Calgary Food Bank team from all walks of life and for a variety of reasons. Their personal volunteer story may have begun when they walked past a donation table at a grocery store or because of a corporate team building event. It might be friends wanting to make a difference together or a student looking for some experience. Sometimes someone who has been helped by the Food Bank was inspired to give back. **Everyone is part of our story.**

Fall 2020 started with optimism as COVID-19 case counts fell, kids went back to school, and vaccines were on the horizon. But the demand for emergency food support was still climbing. This pandemic has made clear that the only thing that is constant is change and our volunteers adapted to the ever-evolving health and safety processes and protocols. The desire to be hands-on meant we could stay open, keep feeding Calgarians, and keep everyone safe.

Once vaccines became available, senior volunteers were able to return, helping to bolster our workforce. As restrictions eased, they could once again volunteer more often, short-notice lists were created, and additional food sorting positions were added. We had many roles to fill to keep the food moving and were challenged with last minute absences due to isolation requirements. We added a Volunteer Resources Admin position where volunteers could

work from their homes and help to answer emails, handle shift requests and shift changes.

Being community owned and community supported is what drives how we work, and a large part of this is how we value volunteers as our primary workforce. As we plan our staffing, we set the expectation that any new roles should first be filled by volunteers, if possible, before considering the addition of a staff position.

1,088 *volunteers*
JOINED THE FOOD BANK FOR
THE FIRST TIME THIS YEAR.

This is why we have a daily contingent of 153 volunteers in 28 roles meeting our mission of ensuring no one goes hungry. Without volunteers we could not sort the millions of pounds of food donations, build the thousands of emergency food hampers for families and individuals in crisis and get food to partner organizations to make meals for their vulnerable clients. We are so grateful for the support of our remarkable team of volunteers.

VOLUNTEERS ACCOUNTED FOR **38%**
OF THE FOOD BANK'S WORK FORCE
GIVING **96,495** HOURS OF TIME.



VOLUNTEER PROFILE

Colleen Larson is a bubbly, outgoing, and enthusiastic mom of three who works in the distribution area efficiently packing grocery carts with healthy food. She says there is a stark difference in the volunteer experience now compared to pre-pandemic times. "Before the pandemic, I'd come home dog-tired after a very busy three-hour shift. We helped bag food for clients, and get it out to their cars, there were often hugs, stories shared, and we even got to hold babies. Now, we simply work one day a week for two and a half hours loading carts for distribution. Not being able to interact with the clients is tough but the highlight is seeing and working with my fellow volunteers," Colleen said, affectionately referring to her group as "The A Team".

One of Colleen's most poignant memories as a Calgary Food Bank volunteer was meeting an elderly couple who needed food support. "I can still picture them – an impeccably dressed lovely couple, they could have been my Mom and Dad," Colleen explained. It struck her that even though we may not know people's circumstances, that's okay. It matters that anyone in a crisis knows they can come here for help.



Lead LEAD

EXPAND OUR ROLE AS A CATALYST IN INSPIRING, ENGAGING, AND EMPOWERING COMMUNITY TO BUILD A FOOD-SECURE FUTURE.

Many organizations in and around Calgary connect with their clients through food to help them out of crisis and towards self-sufficiency. To help with their efforts, our Food Link Program provides qualified organizations with food and supplies to prepare meals and snacks for their clients. They can then focus their time and resources on important program delivery instead of worrying about sourcing food.

Because together, we fight hunger and its root causes, we are an integral part of food support including partnering with organizations that in turn work with clients on the individual root causes with an ultimate goal of eliminating food insecurity in the community. On-site programming provided by community organizations is still limited in scope as compared to pre-pandemic operations. While most participating organizations have returned to programming, in many cases, they are still not fully operational due to staffing limitations and pandemic safety protocols. A total of 41 partner organizations operating 56 programs accessed Food Link.

One of the organizations that accesses the Food Link Program is Inn from the Cold. They are dedicated to supporting families in the Calgary region who either

are or may become homeless by offering shelter, housing, and coordinated supports.

In 2020, Inn from the Cold provided over 43,000 meals to families in their shelter, and we are pleased to partner in helping supply the food to create these meals. Meat, milk, canned vegetables, rice, potatoes, and pasta are just some of the items regularly supplied so they can prepare healthy, delicious meals.

Each month we send approximately 2,700 pounds of food to Inn from the Cold. This results in significant cost-savings and allows them to focus on what they do best: supporting families that are or may become homeless. “We would like to sincerely thank the Calgary Food Bank,” says José Guillén, Director, External Relations at Inn from the Cold. “They are an invaluable partner in helping us feed and support children and their families experiencing homelessness in our shelter program.”

Knowing we are satisfying short-term outcomes; we can continue with confidence towards the long-term goal of being a reliable source of food for clients and the organizations helping to address the underlying challenges creating food insecurity.



By bringing our clients together and sharing a meal, we are able to establish community development opportunities. It has decreased social isolation and the mental health struggles associated with that.

— Highbanks Society

CONTRIBUTING TO OTHER FOOD BANKS AND ORGANIZATIONS TO FEED THE NEED.

The Calgary Food Bank is part of a well-connected national and regional network that distributes surplus perishable and non-perishable food donations to other food banks with limited access to donations or the supply chain. This is our Food Share Program and is critical for many food banks in the province, and even across the country, in helping alleviate hunger in their communities.

We have the capacity to handle, store and distribute massive amounts of food, making us an essential link in this network. With a fleet of 13 vehicles and

well over 60 thousand square feet of storage, we supported 31 food banks this past year, including five out-of-province and one as far away as Winnipeg.

The Food Share Program works in concert with Food Banks Canada's National Food Sharing System and Food Banks Alberta's network of food banks. We are proud to provide delicious, nutritious food to other jurisdictions through this program, and it wouldn't be possible without the donation of food, funds, and volunteer time.

\$4.7M

value of food distributed

31

food banks supported

1.8M

pounds of food distributed

I IYHRHE NAKODA FOOD BANK SOCIETY

Gary Tether is Board Co-Chair of the Iyahrhe Nakoda Food Bank Society that serves the Stoney Nakoda Nation west of Calgary. He says their demand for food support is very high, and the Food Share Program is a significant contributor of food. Gary says, "We are happy to take everything we are sent, from canned vegetables, fruit, meat, pasta, to peanut butter. I don't think we'd be able to operate without this as it would be impossible to fill the need out here without your help."



It's like Christmas when the Calgary Food Bank truck arrives.

— Bobbi-Jo Faye Creston Valley Gleaners Society



CRESTON VALLEY GLEANERS SOCIETY

The Creston Valley Gleaners Society runs a small but critical food bank in the quaint BC town. Bobbi-Jo Faye is Gleaner's Food Services Coordinator, and she requests food support every few months to supplement their hampers and other food and nutrition programs. "It's like Christmas when the Calgary Food Bank truck arrives. We never know exactly what we'll get, but it's always amazing. You supply stuff we don't normally receive, and we are able to direct the food to people we might not normally be able to support. Ethnic foods, 'fun foods' such as taco kits and chunky soups find their way into hungry tummies in the Creston Valley area thanks to you," says Bobbi-Jo.

I OKOTOKS FOOD BANK

Growing by leaps and bounds, the Okotoks Food Bank relies on the Food Share Program regularly. Their Warehouse Manager, Carl Kennedy, says the demand for food has increased during and since the pandemic. "We recently became a designated hub supplying food to Claresholm, Vulcan, Turner Valley, High River, and other rural food banks. Because of our partnership, we can get food to these locations fast and therefore fresher," says Carl. This past February, we sent over 2,200 pounds of bananas to them. That's 55 cases or 5,500 bananas that had to be used quickly. 94 Take the Cake made banana bread, and Studio Me Chef Mark Klautdt made protein shake packs to give back to the food bank. Every single one of the 5,500 bananas was used to help feed fellow Albertans — a wonderful testament to what happens when the community works together.



ENSURING KIDS GET FOOD ON WEEKENDS SO THEY CAN COME TO SCHOOL READY TO LEARN.

Ms. Payal Tuli is the Principal at Banting and Best School. She says the Weekends and More Program is essential: "Food security is a growing problem, and students look forward to receiving their bags weekly. Families are appreciative as well, knowing that kids have access to food."

The Weekends and More Program makes sure kids get the nutritious food they need on the weekends to stay healthy and learning. Since 2014, students enrolled at Calgary Board of Education schools can sign up for the program. They receive nutritious hampers containing two to three days' worth of food that discreetly fits into a backpack. This program works to help alleviate hunger and the stigma of food insecurity in students.

The program was suspended at the beginning of the pandemic but resumed in September 2020. Distribution continued through the school year amidst the changing COVID-19 restrictions and

the volatility in demand due to fluctuating student attendance. Tuli explains how effective the program is, "It provides students with the opportunity to be somewhat self-sufficient on their time away from school. Many of our students rely on the school for food supports, and the Weekends and More Program gives them the security of knowing that they have access to healthy food choices when they are not in school."

A key component of the program is building a connection between the school and the participating students. Tuli says, "We have excellent lines of communication with families, and they reach out when they need additional supports. But we also use the program as a gauge to see which families may need more. At the end of the day, it's about ensuring that kids can be successful and engaged in learning. Hungry kids don't learn, so thanks partly to the Calgary Food Bank, we can provide that support."



We have a Grade 2 student who has recently become a part of the program. If his bag isn't on his coat hook, he comes looking for it. He says it makes him happy that he has lots of food now and he likes that he can make it for himself.

— Teacher, Calgary Board of Education

4,018
hampers
distributed

28,126
kid-friendly meals

12
participating
schools

- 🍏 Piitoayis
- 🍏 Banting and Best
- 🍏 GW Skene
- 🍏 Cecil Swanson
- 🍏 Ernest Morrow
- 🍏 James Short
- 🍏 Falconridge
- 🍏 Guy Weadick
- 🍏 CN Gunn
- 🍏 Ian Bazalgatte
- 🍏 Douglas Harkness
- 🍏 Keeler





Alpha House’s Outreach Teams serve thousands of individuals on the streets of Calgary every year and we are incredibly grateful to our partners at the Calgary Food Bank who support many of our programs. The Hampers for the Homeless Program and, in particular, the Ice River water donation was a critical avenue of support for unhoused individuals during the heat waves we experienced this summer. Thank you to the whole team at the food bank!

— Charlene Wilson, Alpha House Outreach Manager

thank you

feed FEED

RELIEVING HUNGER AND PROVIDING SUPPORT FOR CLIENTS WHO ARE EXPERIENCING FOOD INSECURITY.

Food is a catalyst to supporting anyone in need, and the Hampers for the Homeless Program gives organizations that serve those experiencing homelessness a starting point for a conversation. Bags with one or two days of ready-to-eat, shelf-stable food provides the short-term relief of hunger. Twelve amazing partner organizations do the rest.

Alpha House is a recipient of the program with their DOAP Team, Encampment Team, and Transit Team that provide outreach to people living rough. When the ‘heat dome’ encompassed much of the western provinces this summer with record temperatures, Calgary was no exception to regular, consistent days of +30 degree heat. The call for bottled water to aid our community’s most vulnerable came and Ice River Sustainable Solutions stepped in to help during the dangerous heatwave.

Hampers are distributed primarily through our partner organizations; however, this past pandemic year had an increased number of walk-in clients in exceptional circumstances. This amounted to 593 Hampers for 81 individuals that came directly to

the Food Bank and received critical food support because access to shelter and other supports were closed. This program is also working closely with partner organizations to adapt and best meet the needs of this population. For example, Safeworks requested that oranges be included as a fresh fruit option as these are easier to consume for individuals with dental issues. They also asked for juice boxes as they are easy to consume and provide good hydration on a hot day. “Our clients are some of the most vulnerable in the city. Most are homeless, and the food we provide from the Calgary Food Bank may be the only food they get in a day.”

The estimated market value for a hamper is \$30. While this provides financial relief for the recipient and the organization, the value of the hamper goes far beyond the dollar amount. When qualified organizations 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.

29,281
hampers distributed by
12 partner organizations



support

SUPPORT



PROVIDING WHAT IS MOST NEEDED TO THOSE TRANSITIONING TO STABLE HOUSING.

The Welcome Home Program provides hampers filled with pantry staples, cleaning supplies, and hygiene items for people transitioning into housing after experiencing homelessness or unstable housing situations. People who are moving into permanent housing often experience food insecurity due to the costs associated with establishing a home. Working in collaboration with the Community Kitchen Program of Calgary, these hampers are filled with essential items to establish a new household.

Partner organizations are addressing the needs of those transitioning into secure housing and ensuring there is access to support, and addressing situations that may create food insecurity. The Welcome Home Program takes care of the initial costs of food and other essentials. This helps increase the best

chances for people to remain in and maintain stable housing. Last year, 22 qualified organizations distributed 337 hampers.

Community Kitchen CEO Sundae Nordin says the program is a lifesaver, "Most clients are so grateful, they have a lot of challenges and not having to worry about food as they start-out goes a long way to alleviate concerns." Nordin adds, "I'm going to get real; what really makes a house a home is when the cupboards are filled with supplies and staples and there's food in the fridge, that is what makes a house a home. It brings comfort and our clients' stress levels go down. We appreciate the friendship and collaboration we have with the Calgary Food Bank; we truly are in this together."

collaborate

COLLABORATE

PARTNERING WITH OTHERS TO ADDRESS THE ROOT CAUSES OF FOOD INSECURITY, WE ARE ONE PART OF A BIGGER SOLUTION.

Working with agencies, like-minded organizations, businesses and community groups, we are constantly looking for ways to work together to fight hunger and address root causes. Here are just two examples of how we collaborated with others to feed fellow Calgarians.



SOLIDARITY KITCHENS

Le Tablée des Chefs, a Quebec-based charitable organization, launched The Solidarity Kitchens initiative that united the efforts of food industry and chefs in fighting food insecurity especially during times of COVID-19. In the spring of 2021, they organized the catering team at the Calgary Stampede to prepare 100,000 nourishing meals that were then distributed to our clients, six Food Share partners, and 12 Food Link organizations.

"As a community organization, we are so proud to be able to support those in need through this incredible initiative while also being provided the opportunity to mobilize our team back to work." – Derek Dale, Executive Chef, Calgary Stampede.

AFTER THE BELL

In cooperation with the network of food banks across the country, Food Banks Canada is making sure kids receive healthy food packs during the summer. Each pack contains a variety of healthy, kid-friendly foods including apples, oranges and peaches. This past summer we received 1,400 After the Bell packs that were distributed to summer programs at 18 Calgary Catholic Schools, Trellis-Penbrooke Club, Trellis-Forest Lawn Club and the Somali Canadian Society of Calgary.

"Our families were so, so happy with the After the Bell kits, and the kids devoured the fresh fruit! I can't tell you how happy we are to have this partnership; it benefits our kids and families so much!" – Erin Henriksen-Ireland, Manager at Trellis



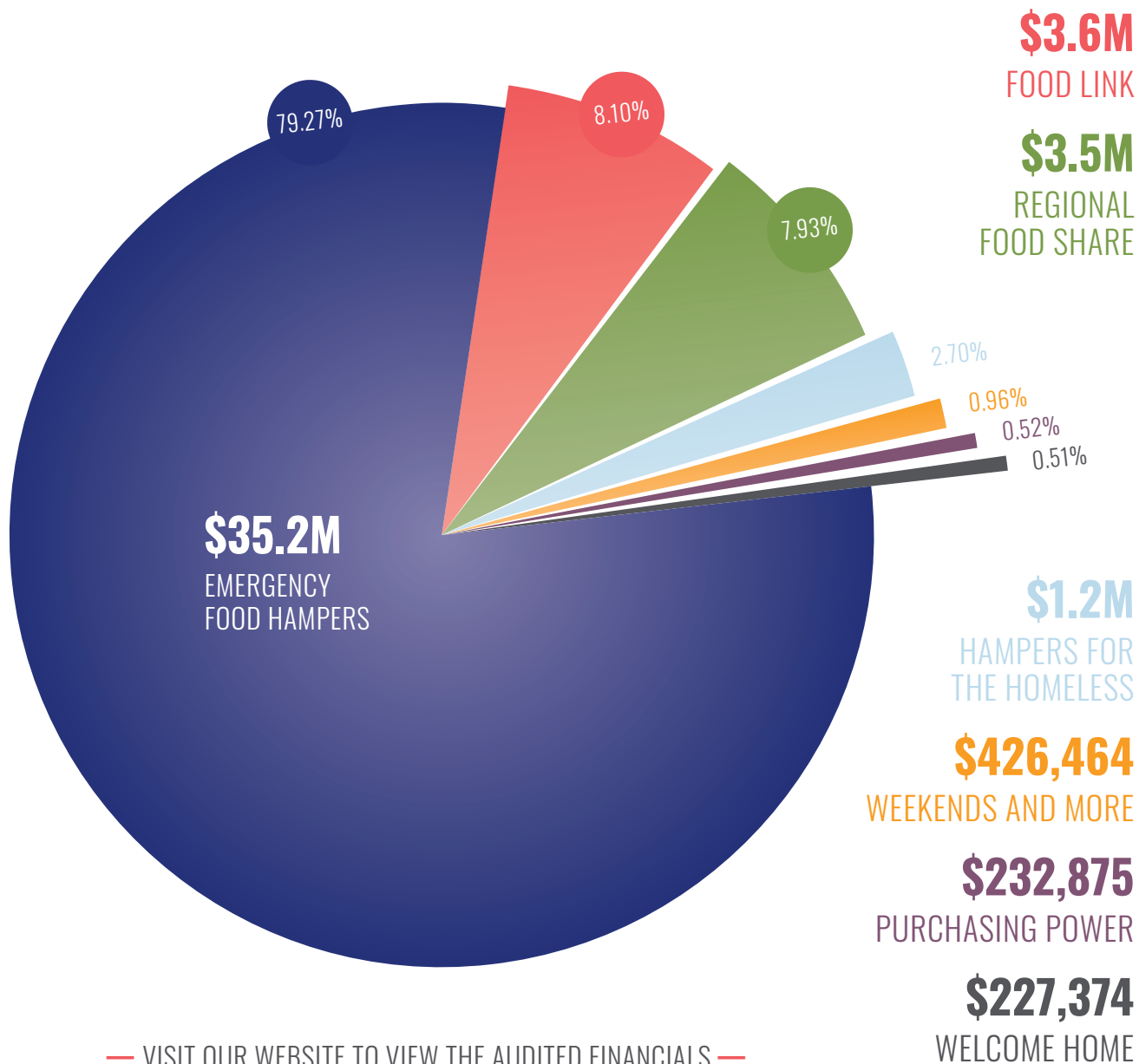
financials

FINANCIALS

FISCAL YEAR SEPTEMBER 1, 2020 TO AUGUST 31, 2021

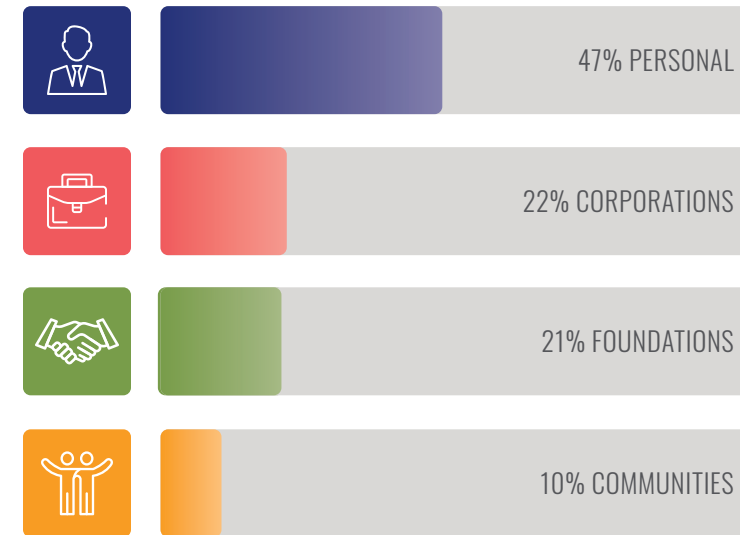
WE ARE EFFECTIVE, TRANSPARENT, AND ACCOUNTABLE STEWARDS OF OUR COMMUNITY'S RESOURCES.

PROGRAM INVESTMENT \$44.4 MILLION

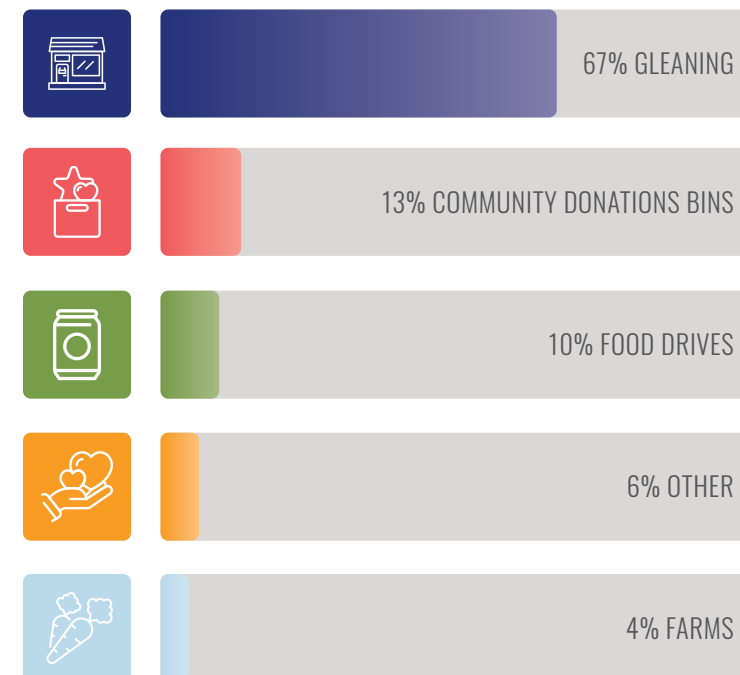


— VISIT OUR WEBSITE TO VIEW THE AUDITED FINANCIALS —

FUNDS DONATED \$19.9 MILLION



VALUE OF FOOD DONATED \$34.7 MILLION



Not only did the Food Bank reduce the stress of worrying what groceries to buy with what little cash we have, but also provided my family with more nutritional and varied items that I could not possibly afford to purchase at this time.

— Food Bank Client

growth

GROWTH

WE ARE GROWING TO BETTER SERVE CALGARIANS WHO NEED FOOD SUPPORT AND THOSE WHO HELP US WITH THAT WORK.

Feeding people is our priority, and to ensure we are doing our best to serve clients and the community, we are always looking to improve. Part of our evaluations included the stark truth that demand for emergency food support has never been higher, nor is it forecasted to stop. We have been limited in our capacity for all processes and have known for some time that to continue to meet the historically high and ever-growing demand, we would have to expand.

To begin, we acquired additional space at 5020 12A Street SE, where some staff and administrative functions relocated. Renovations at the main food bank building at 5000 11 Street SE commenced in the summer of 2021 while remaining the hub for clients, program partners, volunteers, and food donors.

"We cannot stop feeding people, although sometimes it seems like rewiring a plane during flight," McAra says.

With the expertise of SBL Contracting, the design will have a new volunteer entrance and gathering place, and additional warehouse space to accommodate more efficient food handling. This frees up capacity for food storage, makes space for accepting and sorting food donations, and optimizes hamper building and distribution. Most notably, there will be a fresh produce area which will allow us to receive, process, and distribute a greater volume of fresh food for our clients and partner organizations. Much like a hospital during renovations, we have not and will not compromise our services during this time.

With our strong dedication to the community and helping our fellow Calgarians, clients continue to receive nutritious food for every family member – the core pillar of our organization.



We cannot stop feeding people, although sometimes it seems like rewiring a plane during flight.

— James McAra



president

JAMES MCARA

NEIL ZELLER PHOTOGRAPHY



Our community and our organization have been through many crises together. We come together to ensure the most vulnerable are not left behind. We come together to ensure crises do not leave a wake of lasting damage. The combination of an economic downturn followed by a global pandemic has challenged our resolve and capacity like no other situation we have ever experienced. However, the great thing is that we are in this together, which gives us the strength to persevere. Yes, the consequences continue to challenge us in different and new ways every day, but together we are making sure we continue to provide a positive and lasting impact.

Despite the current confluence of events, we still took time to plan our future. We are taking action in partnerships with key organizations, strengthening and using our voice with greater conviction and advocating for change supported by real-world experience and data, always focused on root causes and food security. Change does not happen overnight, but the combination of an economic crisis and a global pandemic has brought greater awareness to the need for domestic food security and recognition for those who work tirelessly to ensure it for others.

Food banks are no longer absent from disaster management and planning, and we are at the table to ensure basic needs are not forgotten. The future is uncertain and often scary, but there is so much opportunity and that is invigorating. Regardless of the challenges that come with uncertainty, we will embrace the opportunity to address those core issues that have held us back. Thanks to an amazing community, we can help others without delay. Our commitment is to continue to build on what works and let go of the antiquated. We will also remember to value ideas and actions that got us to where we are today, always remembering that our goal is to live in a community that does not need a food bank.

Thanks to Calgarians, Albertans and Canadians, our journey through the pandemic is a journey together. We are able to meet the ever-changing needs for food security. We are not in this alone – we are in this together.

JAMES MCARA | President & CEO

board chair

AMY LEONG

NEIL ZELLER PHOTOGRAPHY



This past year has been a historic one with the continued global pandemic and the ongoing struggle faced by every citizen of the world. Here at home, the Calgary Food Bank did not experience any setbacks but instead rose to the challenge. There were many requirements and new processes to implement in order for us to be able to quickly pivot to fulfill the requests for emergency food in a safe environment. We are able to do this because of the community's support. The overwhelming generosity in the form of food and funds ensures that no one goes hungry during these challenging times. Our volunteers' selfless time and energy mean we can provide that emergency food support in times of crisis.

At the same time, when we are relieving hunger for hundreds today, we are moving towards the future. We continue to use our data to inform and navigate our decisions. We take in feedback, learnings, and

new information. We engage our stakeholders and collaborate with like-minded organizations to combat poverty, advocate for policy change, and address root causes. It takes time to make meaningful and systemic impacts as we continue to supply real-time data and testimony on the effects of food insecurity to those change-makers.

You can't get anywhere if you don't have a plan so we continue to refine the strategic roadmap to provide direction to our teams and community alike. As we look to the future and embark on our 40th year of food bank operations, we will continue to vision a hunger-free community while listening to and collaborating with leaders in hope that we do not have to see another 40th anniversary.

AMY LEONG | Board Chair



During these hard times with COVID and the ever changing restrictions it has been difficult to have full time hours at my place of work which I've been at for over 11 years. The Food Bank has made me feel comfortable to reach out for help when times are tough. The food I received today will hold me over till I can, hopefully, get back in a better place to afford the expenses of groceries.

— Food Bank Client

thank you



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COMMUNITY OWNED COMMUNITY SUPPORTED

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