



thefoodbank.ca

2016-2017 REPORT TO THE COMMUNITY



Image credit: Waterloo Region Record

“Food Distribution is a weekly, community event here. As a resident said, “It’s not just about the food, it’s about meeting and connecting with your neighbours”. However, providing healthy food helps to make this experience very positive.”

– Sunnydale Community Centre

EXECUTIVE MESSAGE

When I helped organize my first food drive in high school I had no idea I would land at The Food Bank of Waterloo Region and work with local, provincial and national partners to feed our communities and advocate for change.

At the time there was no formalized Food Bank structure in my small town but we knew there was a need – that we had friends and neighbours who were struggling during the holiday season. Our student organization thought this was an amazing initiative. I’m sure it was appreciated but what we didn’t consider, is that people have been doing things to support the less fortunate in our communities for hundreds of years – church dinners, food baskets delivered by neighbours, poor houses to curtail rioting, short term government solutions to help some while many more struggled.

The eighties put a name on this work and mobilized communities in a different way. Food banks popped up across the country and continued this charitable work while transforming the conversation about hunger.

Fast forward 30 years – food banks have changed with the changing needs in our communities. The conversation and delivery methods have changed. We have evolved with the altered food landscape – we provide fresh and frozen nutritious foods, recipes and opportunities to learn new skills. We create connections and programs to improve lives – beyond a meal. With all of the changes in our world, the meal remains an essential first step to increase the health and well-being of our neighbours.

We’ve elevated the conversation – from food bank representatives camped out in doorways at Queen’s Park – to a growing national conversation that guides election platforms and policy reform. The discussions continue, the problem is not solved but we are forever a different society because of the efforts of food bank staff, volunteers, community leaders and those kids who just wanted to hold a food drive to help their neighbours.

Thank you for your support in the progress we have made and the work we will continue to do.



wcampbell

Wendi Campbell
Executive Director

2016-2017 BOARD OF DIRECTORS

Rusty J. McLay, **Chair**
Trevor Herrle-Braun, **Vice-Chair**
Natalie Brady, **Treasurer**
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Wendi Campbell, **Executive Director**

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Why would people need an emergency hamper of food?

“It’s either somebody who just lost a job or it could be for any kind of reason, really. They just don’t have the food. They have enough to pay their rent. There are a lot of families that come in here. I don’t know how they manage.”

– Pat McCandless, volunteer with House of Friendship, one-time donor, now unable to work due to ill-health. Pat helps out whenever she is physically able.





5.7 MILLION

ESSENTIAL MEALS WERE PROVIDED BY THE COMMUNITY FOOD ASSISTANCE NETWORK IN 2016-17



MEMBER AGENCIES

EMERGENCY HAMPERS

- Anselma House
- Conestoga College - Doon, Waterloo
- Emmanuel United Church
- Glencairn Mennonite Brethren Church - Bridges
- Historic St. Paul's Church
- House of Friendship Emergency Food Hamper Program
- Kitchener Church of God
- KW Multicultural Centre
- Marillac Place
- Our Place Family Resource and Early Years Centre
- Pioneer Park Church of God
- Ray of Hope Community Centre
- oneROOF
- Salvation Army Community & Family Services (K-W)
- Society of Saint Vincent de Paul (SSVP) (13)
- St. Aloysius Church
- Traverse Independence
- University of Waterloo FEDA Food Bank

- Wilmot Family Resource Centre
- WLU Student Food Bank
- Woolwich Community Services

COMMUNITY CENTRES & OUTREACH

- House of Friendship (4)
- Kinbridge Community Association
- KW Counselling (3)
- Langs
- Carizon Family and Community Services (5)

COMMUNITY MEALS

- Community Ministry
- Family Counselling Centre of Cambridge & North Dumfries Seniors Young at Heart
- K-W Open Bible Pentecostal Church of God
- Nutrition for Learning
- Out of the Cold K-W Programs (2)
- Ray of Hope Community Centre
- oneROOF
- Saturday Supper@Stirling
- SSVP Archangels Youth Conference Sandwich Program

- The Working Centre - St. John's Kitchen
- Healing of the Seven Generations
- Traverse Independence

SHELTERS AND RESIDENTIAL

- Anna Kaljas Residence
- Anselma House
- Argus Residence for Young People
- Betty Thompson Youth Centre Safe Haven Shelter
- House of Friendship (6)
- KW Underhill Residential Home
- Marillac Place
- Morningstar Family Ministries
- Supportive Housing of Waterloo (SHOW)
- YWCA (3)

32,640 INDIVIDUALS RECEIVED SUPPORT FROM THE COMMUNITY FOOD ASSISTANCE NETWORK

THANK YOU



Thank you to our premiere food & fund drive sponsors:



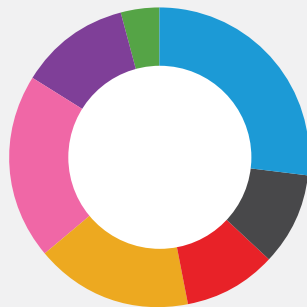
The Food Bank of Waterloo Region is at the centre of a Community Food Assistance Network made up of more than 100 agencies and programs. The fresh, frozen and non-perishable food The Food Bank acquires and distributes to the Network does much more than provide nutrition. For example, Ray of Hope has programs that teach guests how to work in a professional kitchen while providing a welcoming space. They learn valuable skills, how to work in a team and ways to build positive relationships.

HUNGER COUNT

In 2016, 32,640 individuals were served by the Community Food Assistance Network of Waterloo Region.

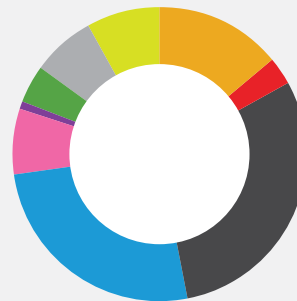
Across Canada, people who live alone continue to increase as a percentage of those helped by food assistance. In Waterloo Region single person households rose from 27% of those needing food support in 2013 to 50% in 2016.

- HungerCount 2016, The Food Bank of Waterloo Region



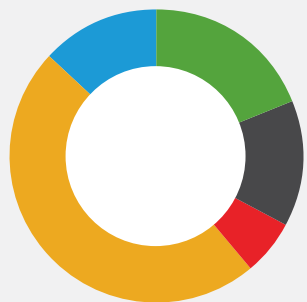
Food Assistance Recipients' Age

- 0-12 Years - 27%
- 13-18 Years - 10%
- 19-24 Years - 10%
- 25-35 Years - 17%
- 36-50 Years - 20%
- 51-64 Years - 12%
- 65+ Years - 4%



Source of income of emergency food hamper recipients

- Employment - 14%
- Employment Insurance - 3%
- Social Assistance - 30%
- Disability Related Benefits - 26%
- Pension - 7%
- Student Loans - 1%
- Other Income (e.g. WSIB, Immigration, OSAP) - 4%
- No Income - 7%
- Undisclosed - 8%



Family Composition

- Single Parent Families - 20%
- Two Parent Families - 15%
- Couples with no Children - 6%
- Single People - 50%
- Adult Households - 9%



Program Visits

- 1 - 28%
 - 2 - 15%
 - 3 - 10%
 - 4-7 - 24%
 - 8+ - 23%
- The majority of those accessing food assistance visited fewer than 4 times. 28% of food program participants visited only once.

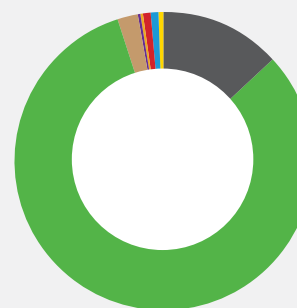
FINANCIAL STATEMENTS

INCOME STATEMENT FOR THE YEAR ENDED JUNE 30, 2017*

INCOME

Donations and Fundraising	2,032,038
Donations of Food***	12,553,046
Region of Waterloo - Food Assistance Network	359,988
Member Distribution Service fees	39,227
United Way**	31,073
Grants and Foundations	111,297
Food Bank Distribution Services	126,219
Investment and other income	79,508
Total	15,332,396

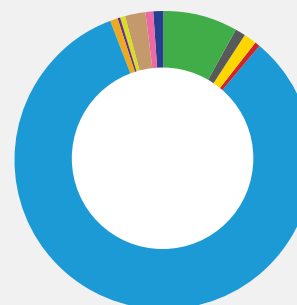
In the past year The Food Bank acquired and distributed more than 5 million pounds of food valued at \$2.50 per pound.***



- Value of Food Donated - 81.87%
- Donations - 13.25%
- Food Assistance Network - 2.35%
- Member Distribution Service fees - 0.26%
- United Way - 0.20%
- Grants and Foundations - 0.73%
- Food Bank Distribution Services - 0.82%
- Investment and other income - 0.52%

EXPENDITURES

Personnel	1,232,666
Administration	176,026
Fundraising/Food Drives	198,117
Food Purchase	101,976
Donations of Food ***	12,553,046
Facilities	130,921
Professional Development and Agency Relations	29,932
Transportation	77,691
Food Assistance Network	350,000
Food Bank Distribution Services	132,813
Amortization of capital assets	127,704
Total	15,110,892
Excess (deficit) of revenues over expenditures****	221,504



- Personnel - 8.16%
- Administration - 1.16%
- Fundraising/Food Drives - 1.31%
- Food Purchase - 0.67%
- Value of Food Donated - 83.07%
- Facilities - 0.87%
- PD and Agency Relations - 0.20%
- Transportation - 0.51%
- Food Assistance Network - 2.32%
- Food Bank Distribution Services - 0.88%
- Amortization of Capital Assets - 0.85%

* An audited financial report is available upon request

**Sector Support funding is directed to the Food Assistance Network to increase the capacity of member agencies to deliver healthy, nutritious food services.

***Research commissioned by Food Banks Canada determined \$2.50 per pound as a national measure for the value of food donations.

****Surplus funds will be partially used to cover costs of building maintenance, food safety and reliable transportation resources as planned projects in 2017-2018 begin to deplete the Capital Maintenance Reserve Fund.



PARTNERSHIPS ARE ESSENTIAL.

The Food Bank is constantly reviewing what food is needed by our network and improving our strategy to obtain this food. Food industry partners make it possible for our programs to provide balanced meals. 62 food industry partners donated 2,243,996 lbs of fresh or frozen food in 2016-2017.

Ron Caudle knows seafood, understands community and he knows the importance of partnerships. That's what brought him to The Food Bank.

Fish is an important food option for more than 32,000 Waterloo Region residents that need food assistance. Ron worked with The Food Bank to determine the best kind of fish and most practical packaging for the many different ways our network helps people. Our agencies really enjoy having fish available to the men, women and children they are helping.

“ For families and individuals accessing our program, we know this helps them get more of the nourishment they need which is so important and very challenging on a low income. When people have access to healthy food choices, there is so much more dignity involved in the process of accessing food from a program like ours. The tilapia also helps us provide a choice of protein to people with dietary restrictions, such as those observing a halal diet. The tilapia has provided a huge boost to our program, and we are so thankful! ”

- Janine Stanic, Chandler Mowatt Community Centre

Together with The Food Bank, Caudle's Catch Seafood is helping to feed neighbours.



“ We are proud to be able to support our community. Partnering with The Food Bank means we can get nutritious seafood to the households that need help getting back on their feet. ”

- Ron Caudle, President, Caudle's Catch Seafood

**THE FOOD BANK
ACQUIRED
& DISTRIBUTED
5.3 MILLION LBS
OF FOOD IN 2016-17**



FRUITS & VEGETABLES

36%

GRAINS

17%

MILK & ALTERNATIVES

9%

OTHER

23%

MEATS & ALTERNATIVES

13%

NON-FOOD

2%

1.3 MILLION LBS OF FOOD ACQUIRED AND DISTRIBUTED VIA PROVINCIAL PARTNERSHIPS

2,065 VOLUNTEERS DONATED
24,034 HOURS EACH HOUR PROVIDES
192 MEALS



CHANGING FOOD ASSISTANCE TO MEET THE CHANGING NEEDS OF OUR COMMUNITY.

In 2016-2017 The Food Bank conducted a review of our food delivery system, the needs of the food assistance network and most importantly, the needs of those receiving food support.

As a result we have shifted our food plans to address these needs. We will continue to focus on working with donors in food processing, agriculture and food retail to secure more food items within Canada's Food Guide categories to help provide healthy hampers and meals to the community. The Food Bank will continue to focus on acquiring food for various cultural dietary needs in the community such as families who follow a halal diet.

Our delivery system has changed to improve the distribution of fresh and frozen food, reduce waste and better serve our agencies. We assemble and deliver 60 agency orders of fresh, frozen and non-perishable

food, roughly 70,000 lbs of food, each week. By delivering fresh and frozen orders to agencies directly items can be handed out immediately. Agencies with very limited fridge and freezer space are able to provide more fresh and frozen food to their program participants. Agencies have seen the positive impact of these changes.

“ This frees us up to fulfill our mandate and serve the community without having to focus on food security. This relationship helps promote and foster relationships with other agencies in the region. You do all the grunt work so we can serve clients effectively and securely. We appreciate that you consider so many factors and are able to distribute supplies fairly throughout the region. ”

- House of Friendship

OUR MISSION

Through community partnerships, we obtain and distribute emergency food from our neighbours for our neighbours.



Printing support by:



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