

## **Executive** Message

There is a consistent need for food assistance in our community. Last year, 34,552 men, women and children accessed hunger relief programs in Waterloo Region.

The reality is hunger can happen to anyone, anywhere, at any time.

Thankfully, we live in a supportive and generous community. With your support, we were able to help the 1 in 20 households struggling to put food on the table.

Collaboration and partnerships play a critical role in any business and this was reinforced for me many times this year, as you came together to ensure no one goes hungry.

Corporate, community, and industry partners continued to play an important role in The Food Bank operations, through bulk donations of fresh, frozen and non-perishable foods, organizing food and fund drives, and providing transportation and logistics support. With your help, the Community Food Assistance Network acquired and distributed, 5,711,715 pounds of food to local community programs, agency partners and provincial food banks.

Last year, we welcomed 96 corporate and community groups for unique, fun and hands-on food engagement experiences in our food sorting room and the Fresh Approaches Food Centre. Together these groups sorted 709,332 pounds of food and provided 554,166 meals to the Community Food Assistance Network, a system of 100+ community programs and agency partners that provide food and connection to vital supports throughout Waterloo Region.

The Fresh Approaches program continued to experience growth and success. The centre is fully operational and since November has provided an additional 54,815 pounds of fresh, frozen and dry food to the Community Food Assistance Network. Earlier this year, I had the honour of presenting the success of the Fresh Approaches program at the Global FoodBanking Network Conference, where we were recognized as a finalist in the Global FoodBanking Innovation Award category. This recognition is a testament to the innovative and collaborative culture of our community that enables us to provide services and resources to the most vulnerable in Waterloo Region.

I am excited to share, we have formalized our partnership with the Cambridge Self-Help Food Bank. Formalizing our partnership brings together complementary resources and allows us to serve and meet community needs efficiently and effectively.

This has been a year made possible by you. As you read through the Community Impact Report, I hope you see the difference you are making in Waterloo Region. Together, we are feeding our neighbours.

werdi

**Wendi Campbell**CEO, The Food Bank of Waterloo Region

"I am privileged to learn about and see the hard work of the staff and volunteers to ensure people in our community who need food, have access to it. The team at The Food Bank is innovative, forward-thinking and has the ability to pivot and problem solve with great intuition, positivity and leadership."

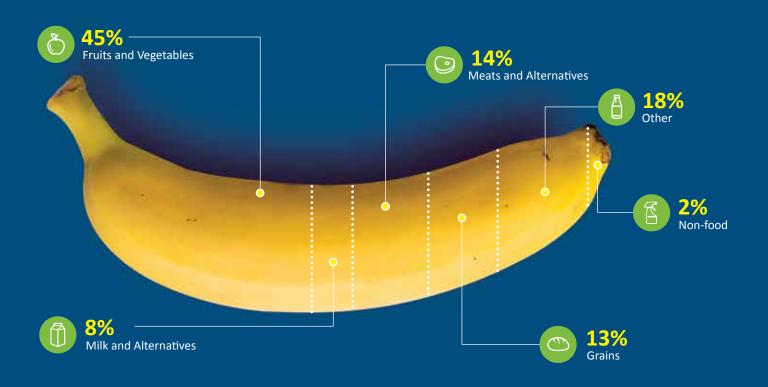
Trevor Herrle-Braun, Chair



## 2018-2019 Board of Directors

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# **Did you know,** The Food Bank of Waterloo Region is more than just cans and boxes.



## **Annual** Spotlight

It is important to provide the families and individuals in Waterloo Region accessing food assistance with a balance of fresh, frozen, and non-perishable food items. One way we are able to do that is through the development and expansion of the Fresh Approaches program.

The Fresh Approaches program focuses on providing more variety and higher quality fresh food and waste reduction through community programs, education and awareness and the Fresh Approaches Food Centre.

Last summer, we unveiled the Fresh Approaches Food Centre, our latest addition to the Fresh Approaches program. The on-site food processing facility provides staff and volunteers with a safe, sanitary space to process and re-package dry, fresh and frozen food donations. By November 2018, the space was fully staffed and operational and as of June 2019, the team had sorted and repackaged 54,815 pounds of dry, fresh and frozen food, providing an additional 42,824 meals.

In addition to providing more meals, the amount of overall fresh food waste has been reduced by 28%.

To date, we have welcomed 10 corporate and community groups (approximately 300 people) for sorting in the Fresh Approaches Food Centre. In September, we welcomed Terminal, a local business, to volunteer in the space where they sliced, diced and packaged squash.

"Terminal had the unique opportunity to be the very first volunteer group in the Fresh Approaches Food Centre," said Nabil Fahel, Director of Partnerships at Terminal. "We had the chance to be part of the new approach to fighting hunger in our community and it was an incredibly rewarding and positive experience."

## 54,815

POUNDS OF DRY, FRESH & FROZEN FOOD HAS BEEN SORTED AND REPACKAGED PROVIDING AN ADDITIONAL A2 824 MFALS

## 28% WASTE REDUCTION

CORPORATE AND COMMUNITY GROUPS (APPROX. 300 PEOPLE)





## Financial Statements

Income Statement for the year ended June 30, 2019\*

#### **INCOME**

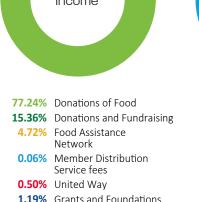
Donations and Fundraising	\$2,385,250
Donations of Food***	\$11,992,569
Region of Waterloo - Food Assistance Network	\$732,003
Member Distribution Service fees	\$9,773
United Way**	\$77,000
Grants and Foundations	\$185,362
Food Bank Distribution Services	\$127,992
Investment and other income	\$16,032
Total	\$15,525,981

#### **EXPENDITURES**

Personnel	¢1 400 7F4
Personnei	\$1,406,754
Administration	\$234,350
Fundraising/Food Drives	\$482,279
Food Purchase	\$137,792
Donations of Food ***	\$11,992,569
Facilities	\$181,119
Professional Development and Agency Relations	\$47,287
Transportation	\$113,083
Food Assistance Network	\$711,097
Food Bank Distribution Services	\$105,279
Amortization of capital assets	\$101,986
Total	\$15,513,595
Excess (deficit) of revenues over expenditures	\$12,386

In the past year more than 4 million pounds of food was donated locally, valued at \$2.60 per pound.





0.83% Food Bank Distribution

0.10% Investment and other

Services

income



Expenditures

9.07% Personnel

<sup>\*</sup> An audited financial report is available upon request

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

<sup>\*\*\*</sup>Research commissioned by Food Banks Canada determined \$2.60 per pound as a national measure for the value of food donations.

## **Community Programs** and Agency Partners

As a leader in the Community Food Assistance Network, and in partnership with the Cambridge Self-Help Food Bank, we work with 100+ community programs and agency partners to provide food and connection to the vital supports needed by many families and individuals in Waterloo Region. These critical services and programs – emergency hamper programs, community centres & outreach, community meals and shelter & residential services – help people learn about healthy eating, budgeting, food preparation and more.

Anselma House

Argus Residence for Young People

Betty Thompson Youth Centre Safe Haven Shelter

Carizon Family and Community Services

**Community Ministry** 

Conestoga College – Doon, Waterloo

**Emmanuel United Church** 

Family Counselling Centre of Cambridge & North Dumfries

First United Church

Glencairn Mennonite Brethren

Church - Bridges

Healing of the Seven Generations

Historic St. Paul's Church

House of Friendship

Kaljas Residence

Kinbridge Community Association

Kitchener Church of God

KW Open Bible Pentecostal

Church of God

KW Underhill Residential Home

Langs

Marillac Place

**Nutrition for Learning** 

Our Place Family Resource and

Early Years Centre

Pioneer Park Church of God

Ray of Hope Community Centre

oneROOF

Salvation Army Community & Family Services (KW)

Salvation Army Cambridge

SSVP Archangels Conference

Sandwich Program

Saturday Supper@Stirling

Society of Saint Vincent de Paul (SSVP)

St. Aloysius Church

St. Matthews Evangelical Lutheran Church

Supportive Housing of Waterloo (SHOW)

The Working Centre – St. John's Kitchen

Traverse Independence

University of Waterloo FEDS Food Bank

Wilmot Family Resource Centre

WLU Student Food Bank

Woolwich Community Services

**YWCA** 

#### **Thank** You

We are thrilled to be one of the 638 food banks across the country, represented and led by Food Banks Canada. Last year, Food Banks Canada provided more than 500,000 meals directly in Waterloo Region.









Thank you to our premiere Food & Fund Drive sponsors:































For more information about the Community Food Assistance network please visit: **foodassistancenetwork.ca.** For more information about the programs each member agency offers, visit: **thefoodbank.ca/network.** 

#### **Food Bank Distribution Services**

Last year, 1,157,748 pounds of food was acquired and distributed through provincial partnerships and to 30 food banks in South Western Ontario through Food Bank Distribution Services. This service acquires large food donations from farmers, manufacturers, packagers and distribution centres and redistributes them to smaller food banks, providing a greater variety of nutritious food and reduces food waste.



#### **Emergency Hampers**

In Waterloo Region, there are 36 emergency hamper programs. Emergency Hampers offer critical services and supports to families and individuals experiencing food insecurity in our community.

## Shelter and Residential Services

Shelter and Residential Services provide a safe, welcoming and temporary space where people can stay while they work to find housing. Participants receive supports and services to meet basic needs and help them move forward in their housing plan.

#### **Community Meals**

Community Meal programs are an opportunity for the community to dine together. Community meals are offered for free at various drop-in locations throughout Waterloo Region.



#### **Community Centres and Outreach**

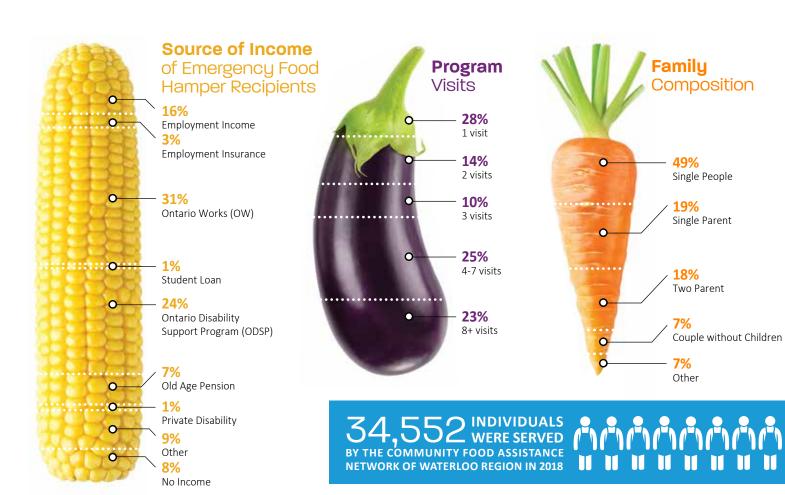
Community Centres and Outreach programs are community-based programs that provide food to families within their neighbourhood, while connecting families and individuals living on low income with a variety of community resources and supports. These supports and resources include family outreach workers, nutrition workers, community gardens and more.





**HungerCount** is an annual report that provides insight into food insecurity in Waterloo Region.





# TOGETHER, WE FEED NEIGHBOURS

















## Food Provides Relief at Safe Haven Youth Services

Imagine for a moment, that you are a youth or child and you don't have access to food or your home isn't a safe place. That the streets feel like a safer place than your own home. For more than 400 youth in Waterloo Region, that is a reality.

Safe Haven Youth Services — located at Lutherwood's Weber Street location — works with youth between the ages of 12-17 (up to their 18th birthday) experiencing crisis, conflict or difficulty in their home and offers them a safe alternative to living on the streets. Serving vulnerable youth who are at risk of being homeless, the program offers immediate admission and services for up to 10 youth at a time, on a 24 hours a day, seven days a week basis.

"We offer a variety of programs to help youth and children facing crisis situations be successful in life and home," said Lindsey White, Program Supervisor, Safe Haven Youth Services. "We work closely with a number of government and community partners – such as The Food Bank of Waterloo Region – to ensure youth and children have the support necessary to be successful at home and once they leave the program."

"We offer a variety of programs to help youth and children facing crisis situations be successful in life and home," said Lindsey White, Program Supervisor, Safe Haven Youth Services.



#### Partnerships Make the Difference

A partnership that spans more than 20 years, Safe Haven Youth Services relies on The Food Bank to provide healthy and nutritious food options for their program participants. More than 90% of all food available at Safe Haven Youth Services is provided by The Food Bank. In 2018 that worked out to 13,907 pounds.

"Without the support of The Food Bank, we wouldn't have food," explained White. "There isn't food insecurity here because we don't have to worry about where we are going to get our food each day. We know the kids are going to have a variety of good quality food."

The Food Bank delivers twice a week – using refrigerated trucks to maintain the cold chain – to provide a balance of perishable and non-perishable food items, used for three meals daily and snacks. White explains that many of the youth have never experienced sitting at a dinner table and don't know what it is like to have that type of experience. "Quite honestly, many of them can't believe they can just walk to the cupboard or refrigerator and access food."

For the staff at Safe Haven Youth Services, food is an opportunity to bring people together and connect with those currently accessing the programs and services. "The youth are involved in the preparation and cooking and they love it! It's a great way to build relationships and have open conversations with them," said White.

#### Safe Haven Youth Services provides three paths to services:

- Crisis Services
- Respite Support
- Life Launch Services

Safe Haven Youth Services strives to provide every youth with the resources and support necessary to address their immediate crisis and to build the skills required to prevent re-occurrence.







## **Meet Vince**

After a successful career in the insurance industry, Vince Ryan was looking for something that would allow him to get his hands dirty, make a difference in the community and keep him busy during retirement.

"I spent my career – nearly 40 years – working in insurance and managing projects," shared Vince, former Assistant Vice-President, Individual Strategic Initiatives at Sunlife. "When it came time for me to retire, I was looking for something where I could get my hands dirty because it's different than how I spent my career."

In 2017, Vince began volunteering at The Food Bank as a brand ambassador, where he could be found at local events and grocery stores accepting food and fund donations. These days, he volunteers as food support in the warehouse, where, as he says, he "moves boxes from A to B". Food support volunteers are an important part of warehouse operations as they manage the flow and reduce backlog during food sorting events and ensure all donations are organized and accurately tracked in our inventory system.

Although Vince has always been aware of the purpose and goal of The Food Bank, it wasn't until he became a volunteer that he truly started to understand the scope and impact of the operations, likening us to Amazon.

"The amount of food that moves through this place is astounding. It's not what you think it is; it's a warehouse operation that starts one can at a time and ends up with a skid full of soup, beans and sauces," he

explained. "The process to do that and to do it right is staggering. It's like a mini-version of Amazon."

While our primary focus at The Food Bank is to provide much needed food to the 34,552 men, women and children in Waterloo Region who access food assistance, we also work with provincial and national partners to accept and redistribute food to smaller food banks throughout Southwestern Ontario, providing a great variety of nutritious food to more people and helping to reduce waste.

In 2018-2019, more than 4,536,353 pounds of food was distributed to 100+ community programs and agency partners.

"I am constantly amazed at how much food goes through this place and I don't see it all," explained Vince. "I can't imagine the needs of people in Waterloo Region being met as effectively as they are without The Food Bank. It would be unbelievable if each of the front-facing organizations had to manage the food acquisition process separately." Volunteering has provided Vince with the unique opportunity to not only learn first-hand about the impact of The Food Bank, but to also work hard and give back to his community.

A big aha moment for Vince was discovering The Food Bank isn't just about cans of soup, jars of peanut butter and spaghetti. "In hindsight it seems obvious, but before I started helping, things like personal care and cleaning products, baby food and diapers just weren't in my mental picture of items The Food Bank handled."

In addition to learning more about the products The Food Bank accepts, Vince was also surprised to learn about the size of the Community Food Assistance Network. "I didn't realize the size and scope of the network of community programs and agency partners across Waterloo Region that work together to provide food and other necessities for their customer-facing programs." Adding that "it's comforting to know The Food Bank is part of a large team of individuals providing support for those who find themselves in need."

When asked about his experience volunteering at The Food Bank, Vince describes it as rewarding. "When I see the amount of food The Food Bank provides – both locally and to other food banks throughout South Western Ontario – I'm part of that and it makes me feel good."





# In 2018, **3,000+ volunteers** donated more than **25,000 hours of their time** to The Food Bank of Waterloo.

#### **2018** Milestones In 2018, Food & Fund Drives raised 1,003,758 meals 4,536,353 pounds of food was acquired and distributed throughout the **Community Food Assistance** Network in Waterloo Region Last year, 34% increase 3,544,025 meals were served through emergency hamper in fruits and vegetables distributed to community programs, community centres and outreach, community meals, school nutrition programs programs and agency partners

and shelter and residential services.

## In the Community Profile



**S.G. Cunningham Limited** is an organization built on strong family values with

a genuine passion for giving back to the community and helping neighbours in need. As one of Waterloo Region's leading full-service general contractor and construction management firms, SGC plays a pivotal role in building, redeveloping and restoring some of our community's most recognizable buildings.

An active and dedicated supporter of The Food Bank of Waterloo Region since 1998, the team at S.G. Cunningham has raised more than 100,000 meals for neighbours in need. Over the years, they have also participated in a variety of events and initiatives such as **Giving Tuesday** and corporate food sorting. In this business profile, we chat with Beverley Cunningham, Vice-President, Human Resources & Communications and learn about the importance of community engagement and collaboration.

#### **The Food Bank:** Tell me a little bit about S.G. Cunningham?

**S.G. Cunningham:** S.G. Cunningham Ltd. is a general contracting and construction management firm that's been serving Southwestern

Ontario for more than 40 years. Our team is known for building unique and timeless office and hospitality spaces. We also work closely with architects on a variety of industrial and institutional projects. However, what many people may not know is that SGC is passionate about building community! In the past, we've helped many not-for-profit organizations like the Child Witness Centre, St. Mary's Hospital, and of course The Food Bank. Not only have we performed renovations for these organizations, but we've given back through donations, sponsorships and also our employees' time.

**The Food Bank:** Why is it important, as an organization, to give back to the community?

**S.G. Cunningham:** We're a family business and we do our best to care for our employees and their families. There may be times when our own family – or our employees' families or our neighbours' or friends' families – need special community services, like St. Mary's Cardiac Care Centre or The Food Bank. Many of us may one day reach out for help and it will be a relief and a true blessing that help will be there. We believe it's important to give back what we can for this reason.

To read the full profile visit thefoodbank.ca/blog.







food hampers are distributed every day, with all food groups equally represented.

## Mission

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

### Vision

To channel our community's energy so no one goes hungry.

#### We're Social!

Follow Us @FoodBankWatReg @FoodBankWaterlooRegion #FeedWR thefoodbank.ca



### THE FOOD BANK OF WATERLOO REGION

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