



COMMUNITY IMPACT

2021-2022



THE
FoodBank
OF WATERLOO REGION



“The past two years have been exceptionally difficult for all of us. Costs continue to rise and the need for emergency food has never been greater. The Food Bank of Waterloo Region has seen an unprecedented increase in people accessing support, and we’re so grateful to our partners and community members for stepping up to help. **Our staff, volunteers, and leadership team have all worked tirelessly to make sure people have the food they need.**”

Karen Armstrong, Chair

Executive Message

Looking back over the past year, I'm so proud of the staff, volunteers, and community partners who came together in the spirit of cooperation and resilience to ensure no one goes hungry.

They're the heart of our work, supporting the most vulnerable in our community. We're champions of philanthropy and volunteerism, understanding that even the smallest donations can have lasting impact. And now, more than ever, we are building awareness and understanding of the issues at the root of food insecurity.

As we entered the second year of the COVID-19 pandemic, The Food Bank of Waterloo Region encountered unprecedented demand for food assistance throughout the Community Food Assistance Network. The rising cost of groceries, unaffordability of housing, and precarious employment are contributing to an increase in the number of people turning to food banks for support. We're no longer a source of emergency assistance in times of crisis—food banks are becoming the norm.

As pandemic restrictions lifted throughout the year, The Food Bank marked the return of Canstruction to an in-person event and welcomed back more volunteers to our facility. I'm proud to say that during another challenging year, there were no delays in service delivery and food was consistently distributed to the 120+ community programs and agency partners a part of the Community Food Assistance Network.

Throughout the year, The Food Bank also continued to expand food service delivery through the Mobile Pantry program, and we continue to increase the variety, quality, and quantity of fresh and frozen food distributed to those in need through the Fresh Approaches Food Centre.

The future is still uncertain, and we're still working toward a time when food banks will no longer be needed or seen as the solution to food insecurity. We wouldn't be able to serve our community without the generosity of our donors. This Community Impact report highlights how your generosity has allowed us to tackle food insecurity in our community and ensure no one goes hungry. Thank you.



Kim Wilhelm
Interim CEO

**2021-2022
Board of Directors**

thefoodbank.ca/about/board-of-directors

Karen Armstrong, Chair
David Brenneman, Vice-Chair
Natalie Brady, Treasurer
Darsh Dalal, Director
Alison De Muy, Director
Julia Dunham, Director

Nabil Fahel, Director
Darren Gilroy, Director
Laura Lawlor, Director
Terry Melo, Director
Glen Polson, Director

In the Community

Erb Transport

At Erb Transport, we love to give back to our communities. When The Erb Group hosts local food drives at our offices, there's no doubt the bins will overflow with donations. We're passionate about food and see the value of working with The Food Bank of Waterloo Region.

Our organization has been working with The Food Bank for over 30 years, providing truck drivers and storage in our trucks during community outreach events, and providing food drive donations.

Erb Transport is dedicated to bringing food to your family's table, and it's vital for us to partner with organizations such as The Food Bank. Our community is heavily impacted by food insecurity, and this is our way of trying to shift that needle in a more positive direction.

Specializing in transportation of refrigerated perishable goods, we lead many initiatives related to food security through donations. With more than 60 per cent of our workforce located in Kitchener-Waterloo, we want to ensure we're making a positive impact in our communities. By providing in-kind support, we can support The Food Bank's operational needs, helping to get food to individuals and families faster.



Piller's

At Piller's, we believe it's important to give back to the community that has been a big part of our success. We're proud of our strong and long-standing relationship with The Food Bank of Waterloo Region.

Piller's is a proud sponsor and food donor to The Food Bank. Our staff have happily taken advantage of The Food Bank's corporate volunteer opportunities. Our organization also hosts annual holiday food drives to collect donations.

To date, Piller's has donated 105,645 pounds of food, which works out to be 82,535 meals for individuals and families in need of food assistance in Waterloo region. We're excited about the opportunity to continue to work together toward a common goal of ensuring no one in the community goes hungry.





Home Hardware

Home Hardware has a strong reputation for building communities and giving back. We're proud to be a long-time supporter of The Food Bank of Waterloo Region, with corporate staff volunteering throughout the year, as well as donating thousands of dollars and pounds of food annually. Many of our close to 1,100 independently owned stores across Canada also proudly support their local food banks.

Home Hardware was founded in St. Jacobs, Ontario almost 60 years ago and has been working with The Food Bank for over 25 years. As a neighbouring business and major local employer, it's our honour to provide support to The Food Bank as we work together to combat hunger and provide nutritional meals to local families.

As a truly Canadian company, the health and well-being of our surrounding communities is, and always will be, important to us. No matter where you live in our community, The Food Bank provides local families with access to food assistance. As a business that runs on the belief that those who are best to serve a community are those within it, giving back is of the utmost importance to Home Hardware. We take pride in knowing our contributions make a tangible difference in the lives of those who need it.

**Photos taken pre-COVID-19 Regional Council mask mandate*





"I couldn't be more grateful to receive an emergency food hamper.
It's been a financially difficult year for my family and I, and this food hamper means that even when money is tight, we're never without."

Emergency food assistance recipient

Fresh
FELONS

COVID-19 Update

We had an unprecedented response to the COVID-19 pandemic. As one of the only social services in Waterloo region that was prepared by March 23, 2020 to respond to the crisis, we enacted an established pandemic management plan aligning with the Region of Waterloo. We were also one of the only large food banks in Canada to align with a municipal emergency management plan.

Vulnerable people and families were disproportionately affected by the pandemic. They were most likely to experience job loss and couldn't afford to stock up on food for days at a time if they needed to go into isolation.

The Waterloo region community stepped up to help in any way they could. Food and monetary donations helped us ensure people had the support they needed, and people continued to volunteer during uncertain times. We're so grateful to everyone who was able to offer support.

Many people accessed emergency food assistance services for the first time during the pandemic to cope with job loss and uncertain financial situations. Community programs and agency partners a part of the Community Food Assistance Network worked to provide a safe and inviting environment for people who needed food. Staff made sure people felt welcome, and often helped them connect with other vital services making sure they had the support they needed.

As the world continues to reopen, we're looking forward to moving into a new normal. And as pandemic restrictions lift, we're excited to welcome community members back to fundraising events and expand our volunteer opportunities.

As we work to find a new normal and navigate COVID-19 recovery, we hope to reframe The Food Bank of Waterloo Region and the programs we support.

We want the Community Food Assistance Network to be able to meet diverse needs, build balanced relationships, lead with intention, and shift dynamics to find innovative new ground. We're so thankful for everyone's work and support throughout the pandemic and we're looking forward to finding the best way to move forward.



“During the pandemic, we saw the need for programs such as the food hamper program grow a lot. This growth also meant The Food Bank needed more volunteers. **It was wonderful to see so many people step up to help to make sure those in our community have access to food assistance when they need it the most.**”

Michele and Joanne, volunteers with
The Food Bank of Waterloo Region

There's no denying the impact volunteers have had throughout the last year.

Between July 1, 2021 and June 30, 2022:

Volunteer driving teams travelled **26,833**

kilometres picking up and distributing a variety of fresh, frozen, and non-perishable food to emergency hamper programs, community and outreach centres, community meals, and shelter and residential services throughout Waterloo region.

An average of
516 kilometres
per week and
2,236 kilometres
per month

2,621
people volunteered



23,423
volunteer hours

Volunteers packed

**49,924 fresh and
10,682 non-perishable**

food hampers. These hampers included a variety of fresh fruits, vegetables, individual snacks, and frozen items as well as culturally diverse options such as Halal foods.



4,258,511
pounds

of fresh, frozen, and non-perishable food, as well as non-food items such as, personal care, hygiene products, and cleaning supplies, was sorted by volunteers, staff, corporate, and community partners.



2,664
perishable and
non-perishable
orders

were assembled by volunteers. These orders were delivered to the Community Food Assistance Network and supported community meals, emergency hamper programs and more!

Orders may have included:

- fresh vegetables
- eggs
- milk
- juice
- meat
- grains
- canned beans
- peanut butter

Participant Stories

The Food Bank of Waterloo Region acquires, coordinates, and distributes food to the Community Food Assistance Network—a system of 120+ community programs and agency partners providing food and support to those in need. These organizations include food hamper programs, community meals, shelter and residential service providers, and nutritional outreach programs. Here are a few stories from within the Network.

WOMEN'S CRISIS SERVICES OF WATERLOO REGION

A mother who was having a difficult time was able to bake with a food and nutrition coordinator at Women's Crisis Services of Waterloo Region. The time spent baking helped the mother begin to work through her trauma. She was able to start talk therapy and continue her healing journey.

HOUSE OF FRIENDSHIP HOUSING SERVICES

The shelter provided transitional housing for adult men experiencing homelessness. Kitchen coordinator Sandra Wall says hot, nutritious meals helped those using shelter services on their road to recovery.

KINGSDALE NEIGHBOURHOOD FOOD PROGRAM (HOUSE OF FRIENDSHIP)

The need for emergency food brought many people through the doors of the Kingsdale Community Centre. The food program, operated by House of Friendship, believes in food as a connection point. Many people who joined virtual cooking classes became good friends. One participant is now volunteering to support the program.

WOOLWICH COMMUNITY SERVICES

About 17 households have been participating in a virtual cooking program offered every two weeks by Woolwich Community Services. The program provides a step-by-step guide in cooking nutritious and straightforward meals. Program participants are eligible for complete meal kits with all the needed ingredients! All other community members can join and be given the recipe and ingredient list to purchase.

SANGUEN HEALTH CENTRE

The Sanguen Mobile Community Health Van travelled around the region, offering a choice model of snacks, beverages, health supplies, harm reduction services, camping supplies, and warm clothing—a key model that promotes dignity and provides a vital sense of belonging to all members of our community.



Community Food Assistance Network

The Community Food Assistance Network is a system of 120+ community programs and agency partners working together to provide access to food and other vital supports and services to people in need throughout Waterloo region. These community programs and agency partners include emergency hampers, nutritional outreach, community meals, and shelter and residential services and focus on helping people learn about healthy eating, budgeting, food preparation, and more. These programs and partners are located in Kitchener, Waterloo, Cambridge, and North Dumfries, Wellesley, Wilmot, and Woolwich townships.

COMMUNITY PROGRAMS AND AGENCY PARTNERS



EMERGENCY HAMPERS

• Anishnabeg Outreach Employment and Training • Cambridge Food Bank • House of Friendship • oneROOF Youth Services • Woolwich Community Services • Carizon Family and Community Services • Traverse Independence • The Salvation Army Cambridge Citadel • University of Waterloo FEDS Food Bank • Wilmot Family Resource Centre • Wilfrid Laurier University • Supportive Housing of Waterloo • Conestoga College • A Better Tent City • Glencairn Mennonite Brethren Church • Ray of Hope • The Salvation Army Kitchener Community Church and Family Centre • Society of St. Vincent de Paul • St. Columba Anglican Church • Stanley Park Community Centre • YWCA • Langs • Emmanuel United Church



NUTRITIONAL OUTREACH

• Kinbridge Community Association • Wilmot Family Resource Centre • Aids Committee of Cambridge, Kitchener, and Waterloo Area • Woolwich Community Services • Sanguen Health Centre • Grand River Collegiate Institute • Wellsley Food Cupboard • Sexual Assault Support Centre • Women's Crisis Services of Waterloo Region • House of Friendship • The Working Centre • Cambridge Vineyard Church • Carizon Family and Community Services



COMMUNITY MEALS

• Community Ministry • First United Church • Food Not Bombs • Cambridge Food Bank • Cambridge Shelter • Cambridge Vineyard Church • Emmanuel United Church • Ray of Hope • oneROOF Youth Services • The Salvation Army Kitchener Community Church and Family Centre • The Healing of the Seven Generations • The Working Centre • Traverse Independence • Trinity Community Table • St. Matthew's Evangelical Lutheran Church • Langs



SHELTERS & RESIDENTIAL

• A Better Tent City • House of Friendship • Family Counselling Centre of Cambridge and North Dumfries • Supportive Housing of Waterloo • The Working Centre • Women's Crisis Services of Waterloo Region • YWCA • KW Underhill Residential Home • Lutherwood • Safe Haven Youth Services • oneROOF Youth Services • Marillac Place • Cambridge Shelter

“We have seen the need for food assistance double since the start of the pandemic. It feels good to be a part of a Network that can support us to meet an increasing need for emergency food assistance in our community.”

Carizon Family and Community Services, Community Food Assistance Network agency partner

How the Community Food Assistance Network Works



Government
Commodities



Farms



Restaurants
& Hospitality



Acquire Surplus Food



Producer



Food
Manufacturers
& Distributors



Community



Grocery
Retailers



THE
FoodBank
OF WATERLOO REGION



Distribute to the
Community
Food Assistance
Network

**Community Food
Assistance Network:
Community Programs
and Agency Partners**

community meals,
community and outreach
centres, shelters,
residential service
providers, food hamper
programs and family
resource centres.



Distribute to
hungry people



Feed Hungry People in
Waterloo Region



40,530

unique individuals are
served by the Community
Food Assistance Network in
Waterloo region

35%

of people supported are
under the age of 18

51

Hamper programs receive
essential food to assist
program participants

1 in 14

households in Waterloo
region access an emergency
food assistance program

Woolwich

Wellesley

Waterloo

1,850

community meals are
distributed every day

Kitchener

Cambridge

313

hampers are distributed
daily by community
programs and agency
partners

59%

of food acquired
and distributed is
fresh or frozen

Wilmot

5.3 million

pounds of food
acquired and
distributed to the
Network last year

60%

of those helped were single
people living alone

North
Dumfries



Helping neighbours in need is a community effort. Between July 1, 2021 and June 30, 2022, **Food & Fund Drives** provided **1,536,908 meals** to people and families in need across Waterloo region. The foods and funds donated through community and corporate Food & Fund Drives allow us to fill gaps in our inventory, buy food to meet diverse cultural and dietary needs, keep our delivery vehicles on the road, and support the Community Food Assistance Network. Thank you to everyone who hosted a Food & Fund Drive! We also thank our **Food & Fund Drive sponsors** for covering the costs for the bags and boxes used by the community, and for contributing another **360,000 meals**.



Financial Statements

Income statement for the year ended June 30, 2022

The generosity of our community ensured that 40,530 people in Waterloo region had access to food when they needed it.

DONATIONS & INCOME (\$26,967,274)

64% Food Donations 29% Donations & Fundraising 4% Covid-19 Response & Recovery 3% Region of Waterloo – Community Food Assistance Network 0.34% Food Bank Distribution Services -0.02% Investment & Other Income

EXPENDITURES (\$22,933,568)

75% Food Donations 10% Personnel 2% Administration 4% Fundraising/Food Drives 3% Food Purchase & Processing 1% Facilities 0.2% Professional Development & Agency Relations 1% Transportation 3% Community Food Assistance Network 1% Community Food Assistance Network – COVID-19 Funding 1% Amortization of Capital Assets

*In the past year more than 6.5 million pounds of food was donated, valued at \$2.62 per pound

As a result of COVID-19 and the uncertainties of the length and complexity of the recovery period, The Food Bank of Waterloo Region ensures a focus on growth, sustainability, and innovation. Through a three-year plan, the Board of Directors will ensure financial stability to address any fluctuations in donations and the impact of economic uncertainty. In addition, the Board of Directors has internally designated the following operating reserve:

Emergency Food Purchase Reserve

\$1,800,000

provides funding to purchase food in the event of significant events and damages (such as COVID-19) or gaps in supply chains to prevent disruption to community programs and agency partners.

Capital Maintenance Reserve

\$80,000

addresses the needs of an aging building and ensures optimal health and safety of staff and volunteers.

Emergency Management Reserve

\$150,000

supports community food and program needs in crisis situations as outlined in the Region of Waterloo Emergency Management Plans.

Innovation & Future Capacity

\$1,000,000

provides resources for emerging program capacity support, to ensure safe and secure spaces to distribute food and implement new programs to meet the needs of our community.

Operating Reserve

\$200,000

provides approximately six months operating expenses as working capital to accommodate fluctuations in cash flow and program funding.

Network Capacity Reserve

\$800,000

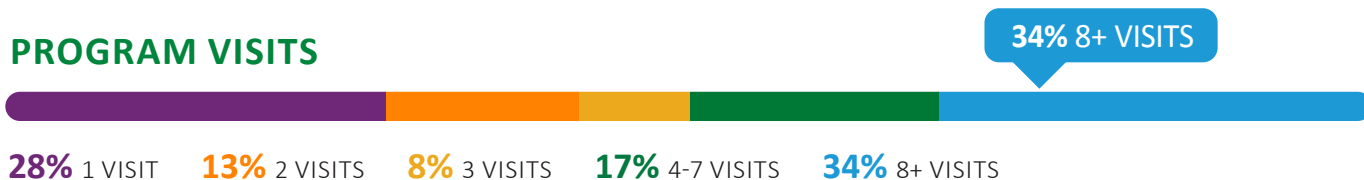
supports programs in the provision of innovative food support services and programs in the community to meet the food assistance needs in Waterloo region.

For full financial statements, visit thefoodbank.ca/about/financial-accountability

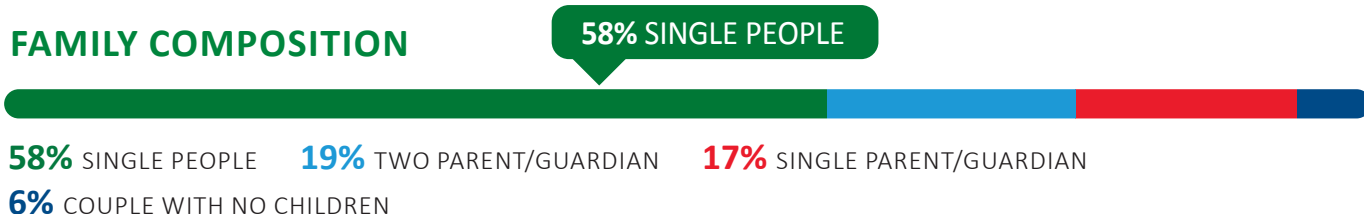
Hunger Count

Hunger Count is an annual report that provides insight into food insecurity in Waterloo region. The data in the charts below is from January 1, 2021–December 31, 2021.

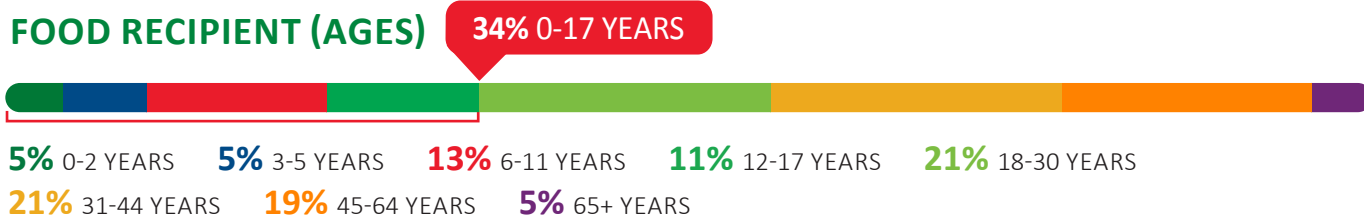
PROGRAM VISITS



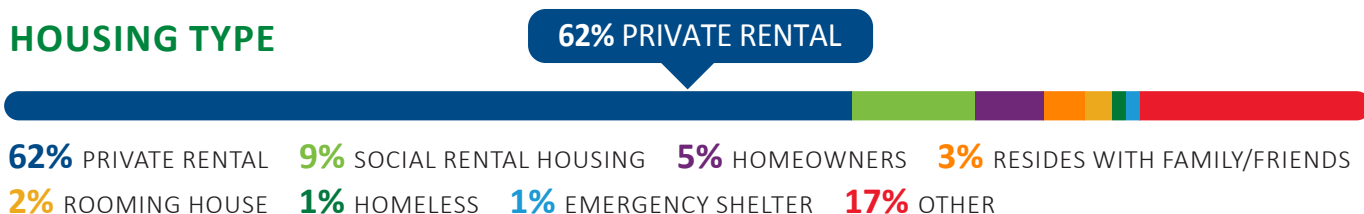
FAMILY COMPOSITION



FOOD RECIPIENT (AGES)



HOUSING TYPE



SOURCE OF INCOME





“When I read that **more than 40,000 people are struggling with food insecurity** in Waterloo region, it was an eye opener. I’m now on a mission to make sure that no one goes hungry in the community, and The Food Bank can count on me for continued financial support.”

Donor, The Food Bank of Waterloo Region

6,329,411

pounds of food acquired, coordinated, and distributed to the Community Food Assistance Network, as well as provincial partners with the Food Bank Distribution Services.



15,207

unique households receive emergency food assistance.

114,402

hampers are distributed by the Community Food Assistance Network.



THE FOOD BANK OF WATERLOO REGION

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