



**GREATER VANCOUVER FOOD BANK  
COMMUNITY REPORT**



## VISION

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Accessible, healthy and sustainable food for all.

## MISSION

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To create empowering environments that provide and promote access to healthy food, education and training.

## VALUES

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- Accountability
- Collaboration
- Justice
- Respect
- Trust

# CONTENTS

MESSAGE FROM THE CEO	5
STRATEGIC PLAN SNAPSHOT	7
HIGHLIGHTS AND ACHIEVEMENTS	9
OUR LOCATIONS	11
FOOD AND EDUCATION PROGRAMS	13
OPERATIONS	19
VOLUNTEERS	21
COMMUNITY EVENTS	23
COMMUNICATIONS	25
FUNDRAISING AND DEVELOPMENT	27
FINANCIALS	29
MESSAGE FROM THE BOARD CHAIR	31
FOOD BANK STAFF	33
ACKNOWLEDGEMENTS	35





AART SCHUURMAN HESS  
CEO

## Creating empowering environments

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We're constantly asking ourselves: What can we do better? And more importantly, how can we do better?

That's because the common model of food banks in Canada – as an emergency food handout source – cannot effect long-term change; cannot help people help themselves.

This past year marked the half-way point of our Greater Vancouver Food Bank Strategic Plan (2013-2018), and offered us the opportunity to do a complete review of what is on track, where we've faced challenges, what needs to change, what we've achieved, and what still needs to be done.

Over a period of many months, we discussed, debated, shifted and reviewed our strategic plan. We met with the board of directors, with staff and with our frontline teams, and constantly challenged ourselves to explore what we could do better.

At the end of the day, we agreed that our vision – accessible, healthy and sustainable food for all – still stands.

But more importantly, we shifted our mission slightly from “empowering people” to one that calls for us to create “empowering environments that provide and promote access to healthy food, education and training.”

It's an important shift that recognizes our Food Bank members come first, and we need to create environments where people are treated with dignity and respect; that the food we provide needs to be healthy and nutritious – with an emphasis on quality not quantity; and that we need to do more to facilitate food education and training programs.

All this and more is detailed in the pages of this Community Report as we report what we've been doing, and how we're striving to change so we can do better. I hope you'll take the time to read and share your thoughts back.

I'd be remiss if I didn't recognize the incredible support of our volunteer board of directors, our 35 full and 11 part-time staff, the thousands of individual and corporate volunteers who donate their time, our members, and our donors and community partners who support us in so many ways.

I'm excited about the changes we've made and what we hope to achieve in the years to come. We planted the seeds to change, and now with your help we'll see everyone's efforts sprouting.



Aart Schuurman Hess  
CEO



**Food Bank Senior Leadership Team, from left: Trish Kelly, Community Food Hubs Director; Diane Collis, Food and Education Director; Aart Schuurman Hess, CEO; Craig Edwards, Operations Director; Iryn Vekay, Finance Director; Ariela Friedmann, Communications Director.**

## Seven key imperatives take root

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The Greater Vancouver Food Bank (GVFB) is halfway through a five-year strategic plan (2013-2018) with a mission to create empowering environments that provide and promote access to healthy food, education and training.

In order to achieve this mission, we have refined and identified seven key imperatives:

1

Put the Food Bank on a sound foundation of systems, management practices and culture.

2

Significantly grow our level of financial support.

3

Envision and then secure a flexible, physical space that accelerates our progress towards the mission.

4

**Refined 2016:** Enhance our capacity to provide nutritious food to people in need – directly and through collaboration.

5

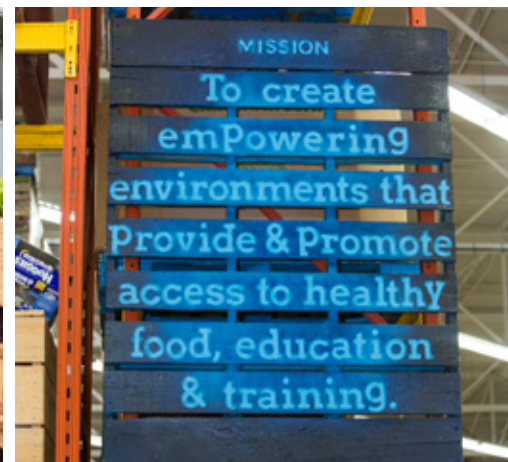
**Refined 2016:** Provide and facilitate education and food skills enhancement opportunities to support food literacy among our stakeholders.

6

**Refined 2016:** Establish a warm and welcoming, dignified experience for our members, using a member-led approach, to connect them to supports that improve their food security.

7

**NEW as of 2016:** Tangibly impact key areas of public policy through advocacy to achieve accessible, healthy and sustainable food for all.



## Year in Review – key highlights

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- Identified new organizational values to better reflect our mission: Accountability, Collaboration, Justice, Respect and Trust.
- Introduced a new “Service Information and Guidelines” booklet specifically for members, with Arabic, Traditional Chinese and Simplified Chinese translations.
- Reduced food wait times and lineups with a “twinning” approach at food distribution locations.
- Conducted community consultation and an internal review resulting in the first ever GVFB Quality of Food Guidelines and a Nutrition Standard.
- Updated an education plan that emphasizes food literacy, food justice and partnerships between GVFB and other community educators.
- Partnered with BC Fresh and local farmers to purchase and distribute 860,000 pounds of fresh produce.
- Developed a volunteer management program to recognize and support our volunteer mandate.
- Met with key donors, and assisted at over 54 third-party fundraising events.
- Supported just over 500 community food drives.
- Launched a new website and e-newsletter to improve our information sharing, and community outreach, and offered improved opportunities for reliable and safe online giving.
- Identified and prepared for launch a computerized system to better track financials, food donations, shelf storage and distribution.
- Met with the City of Vancouver and government officials to identify needs for a new Food Bank facility that will improve access, provide community partner space, and offer opportunities for commercial food processing to save and repurpose food.
- Led a provincial and national charge to advocate for more collaboration, and to include healthy and nutritious food in the food definition of a proposed National Zero Waste Council tax incentive.
- Awarded the City of Vancouver Food Policy Council's Golden Carrot Award for advocating for a just and sustainable food system.

These stories and more are captured in this Community Report, and further detail how we are working towards attaining our strategic imperatives and supporting objectives.

## Fast Facts on Key Statistics

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- **26,500 people access GVFB services weekly.**
- **Food access is provided through 13 GVFB-run food distribution locations and partnerships with close to 100 community agencies.**
- **4.1 million pounds of food distributed annually.**
- **20% of Food Bank Members are children and youth; 19% are seniors.**



DARLENE SETO  
Intake and Evaluation Specialist



## A member-based approach taking root

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In the brightly lit gym at the North Shore Neighbourhood House, friendly volunteers greet Food Bank members and offer snacks and drinks.

As people enter, they are provided with a shopping basket as one would use in any grocery store. Dry goods are laid out on big tables and fresh produce neatly kept in boxes.

As people walk through, they self-select from menu categories the type of food they wish to eat and cook. At another table, our partners at Edible Garden Project offer gardening advice and sell ultra low-cost, ultra-local produce.

The old, handout model of a pre-packaged bag is nowhere in sight.

At Southside in Burnaby, as members enter the building there is hardly any wait thanks to the use of a “twinning” system, with food distributed in two rows instead of the traditional single, long line.

Over at our St. Margaret’s location, staff hold a focus group in Cantonese and English to understand how we can improve member access to our services, and bridge language barriers.

These are just a few examples of the ways we are moving towards a member-focused approach that better meets our community’s needs.

With the help of a grant from the McConnell Foundation, we have been able to hire and retain new staff to better support and run our locations and train the 250 volunteers who help us distribute food at our locations each week.

As a result, we have made significant changes including:

- Reduced lineups and wait times at four of our busiest locations by changing the space layout and working with site partners to lengthen hours.
- Dialogues with our members through formal partnerships with researchers at Simon Fraser University and the University of British Columbia.
- A Service Information and Guidelines booklet and signage in English, Traditional and Simplified Chinese, and Arabic to clearly define what we can offer to members.
- A new mobile registration system, which literally meets members where they are at, allowing registration and information updates on site, and saving the time and expense of a trip to our head office.

All of these shifts are helping us transform our approach from a traditional food bank model to one that is based on respect and dignified access for Food Bank members.

“We are really starting to see changes in our locations,” says Trish Kelly, Community Food Hubs Director. “The aspirations we had to create a more dignified, warm and welcoming environment for our members are taking root.”

## Fast Facts on Member Services

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- **6,000 people accessing our member locations weekly.**
- **13 food distribution sites across our catchment area.**
- **Service Information booklet available in four languages.**



In the kitchen sharing and learning together with Lynn Leong (3rd from left), community kitchen coordinator at Burnaby Neighbourhood House.



## Food – a connector of people and programs

Food is not only a universal need — often it's what brings people together.

Lynn Leong knows this all too well. Lynn is the community kitchen coordinator at Burnaby Neighbourhood House and Edmonds Neighbourhood Resource Centre, two of nearly 100 agencies supported by the Greater Vancouver Food Bank with weekly food donations as well as kitchen equipment and training.

Cooking with members in their community kitchens, Lynn uses the food and equipment she receives from us to prepare about 80 meal servings each week.

"Our clients are people living in our neighbourhoods – families and individuals on low income and having problems putting meals on the table. They are fairly isolated; but food brings people out, and we get good connecting conversations."

Community partnerships are critical to the Food Bank's learning and understanding as we work towards our mission. Our partners include Food Bank members, volunteers, community organizations, food networks, and health and education institutions.

Many operate community kitchens, meal programs or run their own food banks. Their food programming extends our reach into the community. Their services, supported in part by the food we provide, help feed and engage over 20,000 people each week.

Lynn has seen first hand the benefit of the community network. Those who participate in the neighbourhood house community kitchens cook together, and there's always enough to take home for families.

"There's a lot of dignity and pride when people are able to share cultural dishes and cook together," she explains. "People get to know each other and there's increased cultural understanding as a result of the food that is shared. The impact is huge!"

Being supported by the Food Bank has enabled the community kitchen participants to cook many different foods "beyond a beans and rice budget," says Lynn. "As a group, we decide the menu and everyone gets an opportunity to share their recipes. This allows for diverse food choices. Without the Food Bank's support, I'd have to say sorry, we just don't have the money for this."

Lynn has also turned to our education resources for training and skills development. She has participated in many workshops including community kitchen leadership training, canning, round tables and dealing with hazards in the kitchen.

"We're very thankful."

## Fast Facts on Agency Partners

- **Close to 100 agency partners.**
- **530,000 pounds of shelf stable and perishable goods provided.**
- **536,000 pounds of perishable foods delivered to agencies through our Food Runners program.**
- **Distributed 1,492 pieces of kitchen equipment to 16 community agencies at an estimated value of \$9,613.**





Growing together: In the kitchen with some members of the Food and Education team.



## Food and Education Department taking root

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The Food and Education Department (FED) is a team of passionate individuals committed to creating environments where food and food knowledge, opinions, skills and experiences are exchanged.

Over the past year, the team focused on restructuring and planning for the future as staff with expertise on food quality, sustainability and food literacy programs and activities merged into one department.

FED provides long-range strategies, policies and oversight for food quality standards, food recovery activities and sustainability practices in order to provide food that is beneficial to the health and well-being of our communities, our food system, and keep our daily operations environmentally responsible.

Our educational programming is focused on creating welcoming and dignified experiences for Food Bank volunteers, members, staff, agency and school partners, school-aged children and donors.

We are developing curriculum, in collaboration with community organizations and health educators, which puts food quality and sustainability, food literacy, food security and food justice at the centre of discussions and activities.

### **Food Quality**

The Food Bank's food philosophy embraces the rich and complex relationship we all have with food. A healthy eating pattern includes fruits, vegetables and whole grains, just as it includes quick, easy meals and treats.

As a food bank, we have an obligation to be aware that there is a correlation between poverty and poor health. Diabetes, heart disease, high-blood pressure, food allergies, and emotional distress are often reported by people who are food insecure.<sup>1</sup>

Research compiled for the Food Costing in BC Report 2013 from Provincial Health Services Authority shows that children who are food insecure “may have poorer academic outcomes and social skills compared to children who do not experience food insecurity.”<sup>1</sup>

In light of these concerns, and our commitment to provide dignified access to healthy food, we have focused on improving the quality of food that is purchased, accepted for donation, used in programming and distributed to our members and partnering agencies.

To help improve the quality of food, we worked with registered dietitian consultants this past year. A community consultation process and an internal review resulted in the Quality of Food Guidelines, a Nutrition Standard, and a Menu Framework which establishes a plan for food provision within our Food Bank setting.

It was an engaging and enlightening process as we challenged our historic role of accepting and distributing all foods. These documents provide stable, deep roots for improving food quality now and into the future.

*...continued on next page*



CANNED  
PASTA SAUCE

MEAT AND  
FISH

MEAL IN A  
CAN

SOUP

SOUP

FRAGILE

FOOD BANK

SNAP DOWN TO SEAT CHILD ONLY  
BE SURE CHILDREN ARE PROPERLY SEATED  
PLEASE DO NOT

## Food Literacy

The GVFB is beginning to root our education plan in three concepts: food literacy, community food security and social justice.

Food literacy is where community food security and individual food skills intertwine.

Community food security exists when all community residents have access to enough healthy, safe food through a sustainable food system that maximizes community self-reliance, and social justice.<sup>2</sup> Social justice addresses societal inequities and exists when all people have access to a range of participation, with dignity and without oppression.<sup>3</sup>

In 2016, we worked with a contractor to take a critical look at our existing education programs. Feedback from internal and external consultations resulted in an updated education plan that emphasizes food literacy and food justice. The result will be a new curriculum delivered through robust partnerships between us and other community educators.

This and other organizational efforts will begin to support the cultural shift necessary for the Food Bank community to truly move beyond systemic emergency food relief.

## Fast Facts on Food Literacy:

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**Over the last year, we organized workshops covering:**

- Canning skills
- Train the Trainer : Community Kitchen Leadership
- Community Kitchen Roundtables
- Kitchen Knife Skills
- Food Safe Level One
- Partner Agency Town Halls

## Back to school for Project CHEF

Project CHEF (Cook Healthy Edible Food) is an experiential, curriculum-based school program aimed at children in kindergarten to grade seven that teaches about healthy food: where it comes from, what it tastes like, how to prepare it and how to enjoy sharing it around a table.

Designed to immerse children in the process of cooking from preparation to cleanup, children gain knowledge about food; they discover the pleasure and satisfaction in creating meals for themselves and they develop the skills so that they can apply their new-found knowledge and abilities in making healthy food choices at home.

This award winning program works with 60 children and up to 40 parent and community volunteers each week that become part of the learning process.

The Food Bank and Project CHEF have a unique partnership. We provide various supports to Project CHEF, including: office and warehouse storage space; delivering food and equipment to and from schools weekly; administration support; and administering Project CHEF funds to ensure 100 per cent of all Project CHEF donations go directly to programs in elementary schools throughout Vancouver.

We are moving towards integrating Project CHEF as a program of the GVFB.

## Fast Facts on Project Chef:

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- 11,700 children from kindergarten to grade seven participated so far.
- Over 800 teachers and 6,500 parent and community volunteers in the classrooms.

<sup>1</sup>Provincial Health Services Authority (PHSA). Food Costing in BC 2013. October 2014. <http://www.dietitians.ca/Downloads/Public/Food-costing-in-BC-2013-FINAL.aspx>. <sup>2</sup>Hamm MW, Bellows AC. Community food security and nutrition educators. J Nutr Educ Behav. 2003;35(1):37-43. <sup>3</sup>Greater Vancouver Food Bank. Social Innovation in Food Banks. (2016). <http://ow.ly/ZATd305jgVF>.



Staff and volunteers from the Operations team.



## From farm to food bank

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A bright blue sky stretches across the horizon and Delta farmer Peter Guichon stands near one of the many potato fields on Felix Farms, the plants stretching off into the distance. He pulls up one of the plants to show the potatoes growing beneath the soil.

Felix Farms has been in Peter's family since 1881, and they grow potatoes, pumpkins, corn, rutabagas and cabbage. It is one of the many farms from which we obtain fresh produce through BC Fresh, a farmer's association.

While we rely on many sources for food — such as food drives, industrial donors, private donations and food recovery from over-supply from hotels and restaurants — our relationship with local farmers is important because it enables us to provide access to fresh, local produce and in turn support our local economy.

We have relationships with many local farmers, including many orchards in the Okanagan and farms in the Fraser Valley. These partnerships enable us to purchase and provide a wide variety of quality fresh local fruits and vegetables to our members and agencies.

"Recently, we've been focusing on the nutritional quality of foods that we distribute. We want to make sure that when we distribute food, people have healthy options," explains Frank Tallarico, Operations Manager.

After the Felix Farm potatoes are harvested and sorted, they are trucked to BC Fresh's immense, refrigerated warehouses where they sit in gigantic, wooden bins. Much of BC Fresh's produce will go to grocery stores throughout the Lower Mainland.

However, some of the produce might not meet retail standards (it might be too small or too large, for example), but is otherwise an excellent source of food. By purchasing this produce, we help reduce waste and support local farmers while tapping into a source of healthy food so we can provide a nutritious, balanced menu of food choices.

Local distributors deliver produce we've purchased to our warehouse, where Operations staff weigh and inventory it.

Driving his trusty forklift "Jumpy" every morning, Operations team member Alex Koch builds distribution orders and brings food to the dock for drivers to take to locations. "I do this work because it feels good to know that what we do is helping those in need," he says.

From the warehouse, the food is then loaded onto a truck and delivered by our drivers to one of our 13 Food Bank distribution locations and/or one of the nearly 100 partner agencies we work with. Every week, 26,500 people are helped as a result of our food distribution services.

Mashed, baked or thrown into a hearty stew, a potato that may have been grown at Felix Farms finds its way into a nutritious meal for a GVFB member.

## Fast Facts on Food Operations:

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- **26% of food is purchased by the Food Bank.**
- **860,000 pounds of fresh produce purchased from local farmers and distributors.**
- **6 days a week, a GVFB team is on the road recovering perishable food.**
- **79,000 meals provided each month from food recovery.**



Danny Welsh, one of our longest serving volunteers.



## Danny Welsh: An award-winner in our midst

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Every morning a bus pulls up to a bus stop in Vancouver's Chinatown and a slight man with piercing blue eyes and a bright blue coat climbs aboard.

When the bus reaches Strathcona, he gets off and walks to the Greater Vancouver Food Bank warehouse across the park, occasionally stopping to look at a bird or some indication of the changing seasons. Once he arrives at the warehouse, he puts on his safety vest and begins organizing and recycling the vast piles of cardboard boxes used to store non-perishable food.

Danny Welsh is like family to Food Bank staff, and although he is not an official staff member, he works as volunteer and puts in just as many hours. In fact, Frank Tallarico, Manager of Operations, estimates that Danny has put in more hours than any full-time staff person.

Danny started volunteering at the Food Bank around 30 years ago and has lived an interesting life. Before getting involved with the Food Bank, he worked in a number of jobs, including riding horses as a jockey on the racetrack in Vancouver (he no longer rides, but he still loves horses and visits the racetrack to watch them run).

Due to an injury, he can no longer work independently and needs some direction, so the Canadian Mental Health Association (CMHA) put him in touch with the Food Bank about a volunteer position in the warehouse; he's been volunteering ever since.

"Volunteering is a two-way street — it works both ways: volunteers play an important role in our community; without them, the Food Bank wouldn't be the same," Danny explains

thoughtfully. "But organizations also help volunteers too, by getting people out of their usual environments. They share their world with other people and they work together and collaborate."

In recognition of his exemplary community volunteer service, Danny has been awarded the Sovereign's Medal for Volunteers recognizing his volunteer work at the Food Bank.

And though Danny is modest about his contribution (he considers it his job), Frank is not modest about his appreciation for Danny.

"If anyone deserves a medal, it's Danny. He's much more than a volunteer to Operations, he's like family, and we're so grateful for his hard work. Where would the warehouse be without him?"

Danny is one of the thousands of volunteers who make our work at the Greater Vancouver Food Bank possible; volunteers contribute an average of 95,000 hours, which is the equivalent of 50 full-time staff in hours each year

## Fast Facts on Volunteers:

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- **15 Front of house/reception volunteers contributing 520 hours yearly.**
- **486 food sort groups totaling about 6,394 people contributing 17,719 hours.**
- **4 dedicated warehouse volunteers, giving 1,200 hours.**
- **515 volunteers at 54 community events, donating 1,800 hours.**





Glenda Morin, Community Engagement Manager



## When a ‘can do’ attitude makes a difference

Scott Gray, vice-president of branding at Metropolitan Fine Printers, has a can do attitude — one can at a time.

For the last 15 years, Scott has chaired the annual Canstruction Vancouver event, a community-wide fundraiser that has benefitted the Food Bank to the tune of 1.3 million cans of donated food since its inception in 2002.

“Getting involved is about supporting your local community and sharing the wealth, especially if someone is struggling,” says Scott, who grew up in a family where community service was encouraged.

The annual event has teams constructing sculptures made entirely out of canned food. The creations go on view to the general public as part of an art exhibit. After, all the cans are donated to the Food Bank.

“The Food Bank is a fantastic partner; it’s the right fit for us. People feel fantastic participating, and they can fulfill a personal and corporate mandate to support the community.”

Many of the participants donate money to the Food Bank in addition to the canned food, knowing that for every dollar donated we can purchase nearly three times the value in local produce.

Another long-time supporter of the Food Bank is Dr. Sabrina Chen-see, a chiropractor at Vancouver Pediatric and Family Wellness.

For the past six years, Sabrina has also organized a food drive running from New Year’s day to Valentine’s day, raising approximately 6,000 pounds of food since inception. Her efforts are supported by staff and clients.

The chiropractor says she chose to support the Food Bank because of the work we do in the community, and the fact that thousands of people are helped as a result.

“Our office takes part in a few humanitarian ventures, and this is one where we give back locally. We love the fact that the Food Bank is supported by volunteers and the food goes back to the people who need it. That means a lot to us.”

Sabrina says they try to encourage the donation of healthy food items and items that will enable cooking skills. She’ll also collect money and buy healthy food in bulk to donate back. “A bag of flour goes a far longer way than a bag of cookies,” she says.

Third-party events include fundraising events, food drives and ways to engage the community in becoming involved with the Food Bank.

### Fast Facts on Events:

- **Average of 54 events yearly.**
- **Events range from golf tournaments, to parades, to food drives, to concerts.**
- **\$849,000 raised last year through third-party events.**
- **326,000 pounds of food collected from 408 community food drives.**
- **28,000 pounds of food from 108 school drives.**
- **515 volunteers giving 1,800 hours of volunteer time.**





ARIELA FRIEDMANN  
Communications Director



## Breathing life into our digital presence

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It's no secret that Canadians spend a lot of time online (an average of 45 hours per month!).

This continues to rise as we increasingly turn to mobile phones to access information.

"To stay relevant, we are making great strides in breathing new life into our online presence with a mobile first approach to our online tools," explains Ariela Friedmann, Communications Director.

Recently, we launched a new website with the help of the talented team at Forge and Smith at: [www.foodbank.bc.ca](http://www.foodbank.bc.ca). Our mobile-friendly website reflects the Food Bank brand, and voice; but more importantly, "it's becoming a learning and outreach tool where users can find information on everything Food Bank related — from how to volunteer or make a donation to where to access food," says Ariela.

Another dimension of our online presence is our use of social media platforms. We are re-engaging our audiences on Facebook and Twitter and using new platforms, such as Instagram, to interact with our followers, collaborate with our partners, drive traffic to our website.

You can follow and like us too via the handle: @VanFoodBank!

Information sharing is also taking place within the Food Bank. Staff expressed a long-standing desire to access quality information and to create a sense of culture within our organization.

Enter "The Beet," our internal information sharing network, with its cheery, smiling mascot of the same name. Staff can now post key information, stay updated on news articles related to food banks, share key food and social justice reports, and stay connected — all of which adds value to the work we do and services we provide in the community.

"It's our long-term goal to be able to demonstrate knowledge and share information about food system issues affecting our community using our network of social media platforms," says Ariela. "So stay tuned!"

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### Fast Facts on Social Media:\*

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- 2, 248, Facebook page likes.
- 1,079, Facebook page visits.



- 7,341 Twitter followers.
- 2,652 Twitter likes.



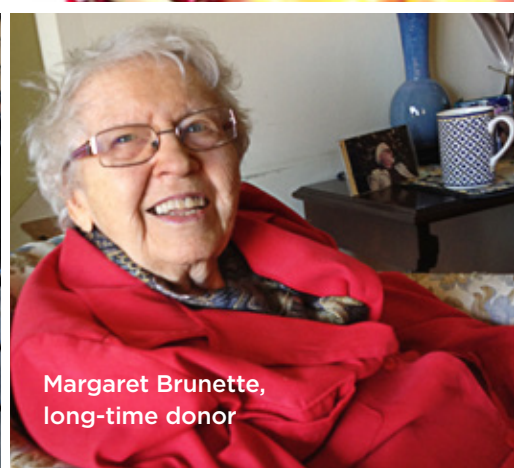
- 967 Instagram followers.

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\*Stats as of September 2016



Camryn Sartori, age 11,  
a regular Food Bank donor.



Margaret Brunette,  
long-time donor

## The little girl with the big heart

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On her 11th birthday, Camryn Sartori organized a birthday party where she collected food and donations instead of receiving birthday presents.

The next day, Camryn personally delivered her donations and was excited to learn that the \$135 dollars she raised would actually become three times more. Her gift would allow the Food Bank to purchase almost \$400 worth of fresh local food thanks to the Food Bank's community partnerships.

This little girl, with boundless energy and a big heart, wanted to make a difference because she knows that everyone needs food.

"There are so many organizations for toys and clothing, but food is something we can't live without," she told us.

Camryn's generosity and budding leadership caught on.

Soon after Camryn made her donation to the Food Bank, her friends from school had birthday parties with a similar theme: giving back to the community.

Camryn's mom, Kristen, says her daughter's natural inclination is to give. When she was just four years old, Camryn set up a lemonade stand and gave the lemonade away for free to everyone.

"I feel very proud of Camryn taking the initiative in making these choices to actively give back to the community."

Kristen is eager to see Camryn's involvement with the Food Bank grow as she gets older. Camryn says she will continue donating to the Food Bank for the rest of her birthdays.

She is an inspiration to us all.

### Margaret's Story

At 103-years-old, Margaret Brunette knows something about life and giving back!

"You know," she says, "as a young person in a young Vancouver during the 1930s, I learned that when people come together to work, to share, be creative and have fun, the community becomes strong and caring for all involved, even in the midst of extreme hardship."

She certainly knows that giving, in every way, makes life ever so much better – for everyone.

For many years, Margaret was a monthly donor to the Greater Vancouver Food Bank. "It's so easy and efficient, and I know I'm helping people in such a basic way," she says.

"I think what you're doing at the Food Bank is marvelous; it's wonderful that you're being innovative and creating new and better ways to help people."

The Development Department listens to people's desires to make a difference, and we share the Food Bank's vision and mission so our donors know the impact their support will make. Together, we create meaningful impact as highlighted by the stories in this Community Report. Our donors give to make a difference; to help people!

## Fast Facts on Fundraising:

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- **\$5.4 million raised last year.**
- **Donors include individuals from age 4 to 100-years plus, employee groups, corporations, foundation, and community organizations.**



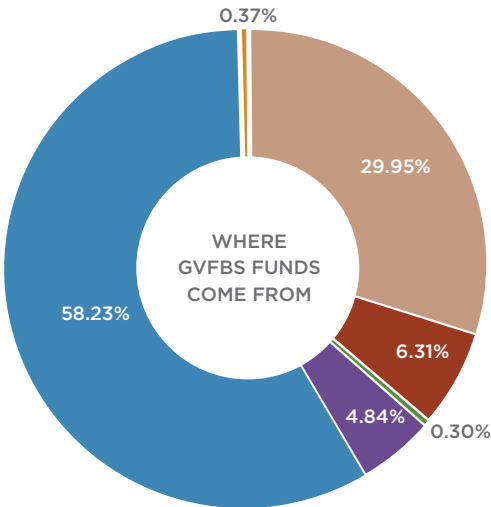
IRYN VEKAY  
Finance Director

## Growing our level of financial support

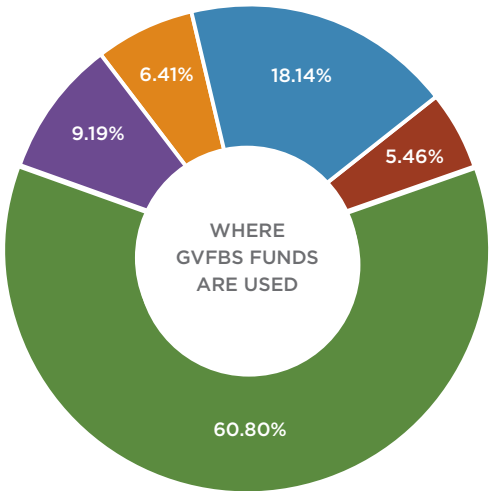
Support for the Greater Vancouver Food Bank comes from many private and public sectors. In our Fiscal Year 2016, we received \$5.6 million in monetary donations and \$8.2 million in the value of donated food and other items. To meet our operational goals we spent \$5.1 million and distributed \$8.2 million of food and other items to our members and agency networks.

The pie charts below indicate, in percentages, the source of our revenue and food donations, and where the revenue and food donated is distributed.

Audited financial statements are posted to our website post Annual General Meeting, under About Us, at [www.foodbank.bc.ca](http://www.foodbank.bc.ca).



DONATIONS	29.95%	4,127,226
COMMUNITY ENGAGEMENT EVENTS	6.31%	869,600
GRANTS RECEIVED	0.30%	41,193
FUNDED COMMUNITY PROGRAMS	4.84%	666,771
FOOD DONATED	58.23%	8,023,804
INVESTMENT INCOME	0.37%	51,289
TOTAL	100.00%	13,779,883



OPERATIONS & PROGRAMS	18.14%	2,394,076
FOOD PURCHASED & DISTRIBUTED	5.46%	720,531
FOOD DONATED & DISTRIBUTED	60.80%	8,023,805
DEVELOPMENT & FUNDRAISING	9.19%	1,213,109
GENERAL & ADMINISTRATION	6.41%	845,799
TOTAL	100.00%	13,197,320



Dale Saip  
BOARD CHAIR



Jake Letkemann  
VICE-CHAIR



Michael Longinotti  
TREASURER



Catherine Anderson  
DIRECTOR



David Brodie  
DIRECTOR



Murray Penner  
DIRECTOR



Dianne Turner  
DIRECTOR



Dallyn Willis  
DIRECTOR



Warren Wong  
DIRECTOR

## Approving a desire to affect change

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The Board of Directors is charged with supporting and advancing the mandate of the Greater Vancouver Food Bank through governance, and ensuring the organization stays financially sustainable in order to deliver its mission.

As you read in the CEO Message in the beginning of this Community Report, we are at the halfway point in a five-year strategic plan. The Board of Directors met with the Food Bank's leadership team during the strategic plan review and supported them in their desire to affect change.

The leadership team came back to this Board with seven key imperatives – some existing, some new – and made a renewed commitment to push forward the vision and mission of the Food Bank. The Board voted to approve the organization's updated mandate as outlined in the strategic plan (see page 7), and approved the budget to enable improving access to healthy food, education and training.

As the elected Chair of the volunteer Board of Directors, it's my pleasure to share with you some of the highlights and commitments from the Board members over this past year.

1. The Board worked to meet updates to BC's New Societies Act (effective November 2016) and ensure the Greater Vancouver Food Bank remains in good standing as a registered non-profit society. Requirements for membership in the Food Bank Society were refined and updated, and information and application forms made available online through the Food Bank website.

2. As a Board we supported the expansion of the Food and Education department to include food quality, food literacy, food recovery, food skills education, advocacy and community capacity building.
3. The Board is excited to see the organization transform all our food depots to a Community Food Hub model that nurtures resilience in our members and communities. Eliminating all line ups by 2018 will be a major achievement for the organization, and we will continue our support to realize that important goal.

On behalf of the Board of Directors, I'd like to express our appreciation and thanks to the Food Bank's CEO and leadership team, dedicated staff, incredible volunteers, and donors and community partners for making a difference and helping in so many ways.



Dale Saip  
Board Chair



## Coming together so that we may go far

There is an African proverb that gets quoted from time to time, and it's quoted because it's true:

"If you want to go fast, go alone. If you want to go far, go together."

During times of change, having a strong community is key. That community may be made up of many different people with diverse views and skills, but the ability to come together in support of common goals and values is what helps an organization to succeed and to go far, says Chief Executive Officer Aart Schuurman Hess.

Whether learning how to use a defibrillator to learning how to de-stem kale, the Food Bank team has had a number of amazing opportunities to learn, collaborate, share ideas and connect with our organization's values.

"We have a beautiful and highly committed team of people who bring many valuable skills and perspectives to our organization every day," says Aart. "They come together as people who are passionate about food justice and helping others."

"Defining where we're going and how we'll get there has been at the forefront of our discussions," says Aart.

Some key activities to further knowledge-based learning and staff development have included:

- Regular town hall and soapbox meetings — which include cooking skills workshops and discussions of key issues impacting the organization and community.
- A series of workshops to examine our culture and values in greater depth and to provide feedback on our strategic plan. Based on this feedback, we have refined our organizational values to better reflect the work we do, and need to do.

- Creation of a staff Health and Safety Committee, which meets monthly to make sure we are following safety standards.
- Several staff development workshops on safety and non-violent crisis intervention to ensure the safe management of disruptive and assaultive behaviour, and that we can support one another and our volunteers and members in creating a safe environment.
- A professional development day for all staff in Squamish, where we learned about native species and edible plants available in our forests and alpine landscape.

"Bringing staff together is the perfect opportunity for team building, appreciating the gifted people we are fortunate to work with," explains Aart, "and recognizing the common ground that unites us."

## Fast Facts on Food Bank Staff:



- **35 full time and 11 part time staff.**
- **Departments cover CEO Office, Communications, Community Food Hubs, Development, Finance, Facilities and IT, Food and Education, Operations.**



## Acknowledgements

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**Editor:** Ariela Friedmann

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**Contributors:** Thanks to all the staff at the Greater Vancouver Food Bank for participating by contributing and reviewing information. Thanks also to volunteers and members of the Board of Directors.

**Photographer:** Flora Gordon Design + Imagery

**Additional Photography:** Chantal Norrgard

**Graphic Design:** David Jung

Special thanks to **Urban Smart Farms** and Brad Caton for the donation of the seedlings used in the photography.

## The Greater Vancouver Food Bank is a member of:

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- BC Food Systems Network
- Food Banks BC
- Food Banks Canada (Affiliate)
- Food Secure Canada
- Greater Vancouver Board of Trade
- Imagine Canada (Sector Champion)

## Greater Vancouver Food Bank

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FISCAL YEAR 2016