Impact Report

2019-2020





About us

The Greater Vancouver Food Bank was set up as a temporary relief to the hunger crisis in 1983. 37 years later, our goal is to meet the continued need for our services with strong food quality, more food for individuals and families to take home, and specialized nutrition programs built for children. Today, in the midst of a global pandemic with more new clients coming to us for support, this goal has not changed.

We provide healthy food to those in need in two ways: directly to 8,500 people weekly across Vancouver, Burnaby, New Westminster and the North Shore; and, to tens of thousands more people through the 80+ Community Agency Partners we provide food to each week. These community agencies use our food in their hot meal and snack programs for a variety of people in need, including those who are homeless, as well as school nutrition programs, community kitchens and more.

With the generous food industry donations we have received this year, the GVFB has also been able to periodically offer food support to several other Food Banks in BC.



MISSION

providing healthy food to those in need



VISION

healthy communities through fair and effective food systems



VALUES

respect, integrity, accountability, stewardship

Message from the Board Chair, Cheryl Shkurhan

For nearly 40 years, we've served our communities and provided food to those in need reliably and consistently through good times and bad.

This year, the COVID-19 pandemic presented new and challenging circumstances. Physical distance requirements demanded substantial adaptation of our operations to keep our clients, staff and volunteers safe and healthy. Our dedicated team worked rapidly and tirelessly along with key government

officials, health authorities and community stakeholders to make necessary changes and continue our essential services without interruption. At the same time, we increased the amount of food available to individuals and families to meet their growing need in this difficult time.

The Board of Directors extends a heartfelt thank you to the many individuals and corporate donors

whose outpouring of support will ensure we can meet the rising demand for food support in our communities. We also thank our staff and the many volunteers who make it possible for us to distribute food in our communities each week.

Looking ahead, the Food Bank remains committed to providing efficient, effective and sustainable services. To that end, the Board approved a new strategic plan that will guide the organization's actions and decisions and help to shape its evolution over the next three years.



Message from the CEO, David Long

What an exciting and transformative year we've had! COVID-19 has emerged to challenge the Food Bank in all aspects of our operation. In response we have had to rethink the way we operate, and implement changes from our front line distribution, to our fundraising activities, and everything in between.

The way we designed our new warehouse in Burnaby has enabled us to increase food distribution by 18%, and the efficiency of our warehouse team by 39% compared to last year. We also increased our cold storage capacity by 400% which means we can accept larger food donations than any other Food Bank in BC. Our clients, partners,



and other
Food Banks all
benefit from
this increased
capacity to
accept and
share food.

I am so proud of everything we have achieved this year.

Thank you to our Board of Directors, our staff and volunteers for going above and beyond during this pandemic. I am inspired to be working with such talented and compassionate people.

To everyone in the Greater Vancouver area – if you need food, we're here to help.

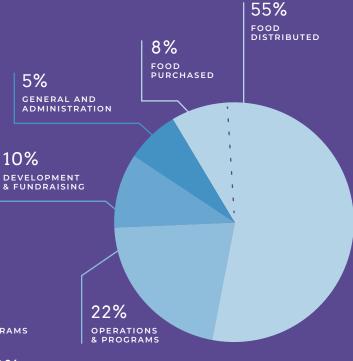
2019/2020 - Your donations in action

Thanks to our local farmers and food industry partners, we can double your impact with every dollar you donate. Here is how you provided healthy food to individuals and families in need.



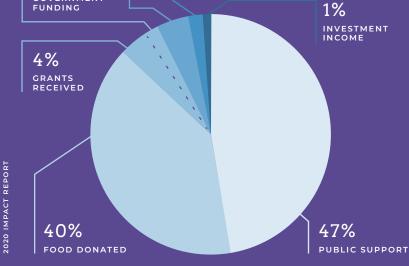
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Food Distributed	\$10,593,458
Operations and Programs	\$4,333,381
Development and Fundraising	\$1,825,104
Food Purchased	\$1,586,799
General and Administration	\$890,087
	#40 220 020

\$19,228,829



4% COMMUNITY ENGAGEMENT EVENTS

2% FUNDED COMMUNITY PROGRAMS



WHERE GVFBS FUNDS CAME FROM

Public Support	\$12,699,728
Food Donated	\$10,593,458
Grants Received \$464,225 in Government Funding	\$1,541,513
Community Engagement Events	\$1,129,760
Funded Community Programs	\$581,402
Investment Income	\$91,337

\$26,637,198*

*The surplus will help the GVFBS navigate the COVID-19 pandemic and the anticipated need to come

2%

GOVERNMENT



8,500

PEOPLE SUPPORTED WEEKLY



4.07M

POUNDS OF FOOD WAS DONATED



1.79M

POUNDS OF FOOD WAS PURCHASED



12-15

ITEMS DISTRIBUTED PER INDIVIDUAL PER WEEK. TWO YEARS AGO WE WERE ONLY DISTRIBUTING 6-8 ITEMS



OF THE DISTRIBUTED ITEMS WERE FRESH



80,000

HOURS WORKED BY OUR **DEDICATED VOLUNTEERS**

What was distributed to our clients?



34% PRODUCE & MIXED PERISHABLES



20% CANNED GOODS & MIXED ENTREES



8 % MEAT & ALTERNATIVES





10% GRAINS



MILK & ALTERNATIVES

Who used the food bank?



24%

CHILDREN



58%

OVER 18, WORKING FAMILIES)

ADULTS (I.E. SINGLES, STUDENTS



18%

SENIORS

Food Bank clients could be your neighbour, your child's friend at school, the veteran you met at the park, your friend whom you haven't seen for 10 years, or the young cashier at your local grocer.

Moving to Burnaby was a game changer

Our new warehouse and head office location is at 8345 Winston St. in Burnaby near the Production Way Skytrain station. It includes 30,000 sq ft of warehouse space and 8,000 sq ft of office space; finding a facility that met our needs was definitely no easy feat! The warehouse serves as the GVFB's primary food sorting and distribution location.

We were very excited to increase our cold storage capacity by 400%. This improved our ability to receive large fresh food donations and in turn get that quality food out to our clients and Community Agency Partners. In our Fiscal Year 2020 (July 2019 – June 2020), we distributed 4.97 million pounds of food. This represents an 18% growth compared to the previous year. We are also eternally grateful to the City of Burnaby and Mayor Mike Hurley who have been so supportive of our relocation, and helped us to establish our new home.

Our landlords, The Beedie Group, have also been an integral part of our ability to smoothly start our operation in our new building. Not only a supportive partner in our work, they went above and beyond and financed a beautiful new Volunteer Lounge where our hard working volunteers can rest and revive themselves in comfort and style.







We made sure everyone was safe during the pandemic

The GVFB team has been strictly following the health and safety guidelines outlined by Dr. Bonnie Henry. We have also taken additional measures to keep everyone safe during the COVID-19 health crisis.

We are minimizing contact between clients, staff and volunteers, and also with the food that is distributed at all of our locations. Clients are required to physically distance themselves in line, and we are working hard to prevent large line ups. Our distribution staff and volunteers wear masks and gloves. In our warehouse, we have reduced the number of volunteers from 75/day to 20/day to reduce contacts, masks and gloves are worn, and we have increased the frequency and scope with which we clean the warehouse itself each week. We clean and sanitize all of our working areas every hour, from the double-wide food distribution tables to the shopping carts and countertops in the warehouse, and everyone puts on a fresh set of gloves for the next hour.





4 food distribution locations

Before the COVID-19 health crisis, we were distributing food through 13 community locations. During a global pandemic, this model has become unsafe and unsustainable. These small locations were closed when the pandemic hit, and we had to find large, safe locations where we could keep everyone physically distant and minimize all contact.

We were able to distribute food out of the Queen Elizabeth Theatre for a few months which was a great Vancouver location while it was empty. We have now settled into four locations (one in each city we support). Two of these locations allow non-perishable food to remain in place, saving handling time and transportation resources. We have re-designed food distribution to maintain client choice opportunities, while increasing the speed and efficiency of the process.

As difficult as the constant changes and adjustments have been to maintain since March, we have made several great discoveries. As a result, we will bring many COVID-19 related procedures with us into our post-pandemic world, which we look forward to immensely!

Community Agency Partners & Our First Federal Government Funding

A lesser known service of the GVFB is the food support we provide to our 80+ Community Agency Partners (CAPs), many of which could not function without their weekly order from the GVFB. Our CAPs include housing agencies, neighbourhood

houses, women and children's shelters, Indigenous centres, school nutrition programs and more! In this way we serve people who may not be able to access the Food Bank directly, but who have unique and specific needs, including those who are homeless. This year we have worked towards eliminating our waitlist, and project that by January 2021 we will have no waitlist! This means more food is going into our communities through these critical programs.

To see the full list of our CAPs, please visit our website at: foodbank.bc.ca/find-food/agencies/

In the spring we received our first-ever federal funding through Food Banks Canada for pandemic relief. Our CEO, David, thought we could use some of this funding to provide our CAPs with industrial sized fridges and freezers to increase their cold storage capacity, and in turn the scope and capacity of their food programs! We decided to call this our Community Capacity Program. 14 organizations have received this equipment, and they are also receiving weekly orders of both perishable and non-perishable food from the GVFB. We are proud of this community initiative and the difference it will make for the people who depend on community food support.



Downtown Eastside Neighbourhood House

"Our food programs have doubled in response to the COVID-19 pandemic, requiring more space for food to be processed and stored.

We are now able to have a larger selection of produce, meats, and dairy stored on site for our weekly breakfast and lunches. Thank you from our neighbours, our staff, and volunteers."

DOWNTOWN EASTSIDE

"The new equipment made it possible to streamline my work and also better organize the donations and products we receive weekly; we can now offer even more fresh food to our shelter residents. This contributes to maintaining the quality and standards that our residents deserve every day."

COMMUNITY BUILDERS GROUP

"The perishable items now available to us have been amazing! The frozen Costco meals have been heaven sent, when we don't have volunteers or staff available to be preparing dinners for the household."

NORTH SHORE CRISIS SERVICES SOCIETY/SAGE HOUSE

Community Agency Partners



80+

COMMUNITY AGENCY
PARTNERS SUPPORTED



20%

INCREASE IN THE AMOUNT OF FOOD DISTRIBUTED TO CAPS FROM 2019 TO 2020



40,100+

40,100 INDIVIDUAL
VISITS FOR FOOD ACCESS
THROUGH CAPS

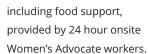
WE HAVE ALSO PROVIDED MORE THAN 40,000 POUNDS OF FOOD TO OTHER COMMUNITY GROUPS
THROUGH ONE-TIME SPECIAL REQUESTS THROUGH THIS TIME OF CRISIS

SPOTLIGHT:

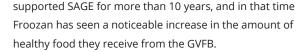
SAGE Transition House

Imagine if you were living with domestic abuse at your home, or if you were a parent fleeing your adult children, or experiencing landlord abuse – SAGE Transition House is there for women and children who need a safe short-term stay.

Operating as a program under the North Shore Crisis Services Society, SAGE can have up to 18 women and children staying at the House at once. Each family can stay for up to 30 days with access to many types of support,



Froozan is the Program
Coordinator at SAGE. She
has been supporting women
and children at risk for over
25 years. Our Food Bank has



The Food Bank has been providing SAGE with a generous amount of food each month. Froozan and her colleagues prepare hot meals daily for the residents, and they have been encouraging the residents to "take as much food as they need" as it can be a difficult time for many of us.

Most of the non-perishable items that SAGE receives from the Food Bank are saved for when the women and children leave. "When the residents are ready to move out they are so stressed out about the move itself, and with us trying to get them furniture and bedding, food always seems to be the last thing they think of," Froozan says. "Now we can offer them food from the food pantry so that for the first little while they have food in the house."



Caring for Children's needs

To support our most vulnerable clients, we worked with a dietician to enrich the nutrition in our Baby and Preschooler monthly programs, and we created a third program for 6 to 12 year olds called the Grade Schooler Pack. It's very important that we help families who depend on the GVFB provide the best nutrition they can for their little ones.



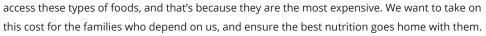


BABY STEPS (BIRTH - 2 YEARS)

This program focuses on nutritional needs from birth to 24 months old, and provides families with formula, baby food, cereal, and diapers. It is a huge help to our families with very young children.

PRESCHOOLER PACKS (2 - 5 YEARS)

The contents of our new Preschooler Packs support brain and muscle development, and will create a regular supply of diverse, healthy food to build good eating habits at this critical age. They include perishable and non-perishable items such as Cheerios, avocadoes, hemp hearts, canned salmon, cheese and eggs. There is a reason why food insecure families can't regularly



GRADE SCHOOLER PACKS (6 - 12 YEARS)

These were designed to not only help the family feed their children, but also to provide food that kids in this age range can eat on their own. They include items such as Annie's Macaroni & Cheese, oatmeal and other cereals, vegetables, tzatziki and hummus, tofu, whole grain bread and wraps, cheese and milk.















How our donors are helping people like Karina Santos and her family.

In November 2019, Karina shared her story with us. Karina and her husband moved to Canada from Brazil so that her husband could go to school while she worked. Shortly after they arrived in Canada, Karina's mother was diagnosed with cancer; this has been hard

on the entire family, as you can imagine. Karina has had to reduce her work hours in order to care for her Mum at home. At the same time, the couple gave birth to a beautiful baby girl, Rafaele. There are many stresses that come alongside the joy of a new baby, and for Karina one of those was that Rafaele had difficulty breastfeeding and needed special baby formula as a result.

Karina and her family turned to the Food Bank to help them through this difficult time in their lives.

"Before I sleep I always say, thank you for everyone that speaks with me during the day. Thank you for the sunshine, thanks for the rainy days. Because the rain brings the flowers and the nurse took the time to talk to me and tell me about the Food Bank."

In January 2020, Karina walked up to one of our staff excitedly, and said, "You won't believe it – this is the last time you will see me here! My husband and I both got a job!"

These moments that our clients share with us are what inspire us in the work we do. Then, in April 2020 when the pandemic was in its first wave, we saw Karina again. "We both lost our jobs," Karina said. "I've been looking for a job but everything is closed so this is why we

returned to the Food Bank."

The pandemic has affected so many working individuals and families. 80% of new Food Bank clients cite COVID-19 as the reason they turn to us. We are here for as long as people need our help.

To provide more food support during this critical period, we opened our Winston St. location to distribute food during our warehouse inventory week for a few months. We have also increased the amount of food

our clients take home from the GVFB, from 9 - 10lbs/ client/week in 2019 to 12 – 14lbs/client/week, with some weeks reaching 20lbs per client!

We are all proud of this increase, and we were able to achieve this only through the generosity of our donors. There are thousands of people like Karina who access our services each week – thank you for helping us support them when they need us the most.



The Volunteer World

JAN MISERVA

lan is one of our most valued, talented, flexible and accommodating volunteers. She can do so many jobs at the GVFB, we can literally throw anything at her and she takes it on with her calm competence, and her beautiful smile. She truly personifies the welcoming experience we commit to providing for our clients.

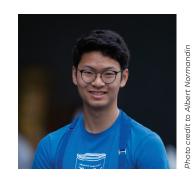
At first, Jan wasn't sure she'd be able to volunteer at the Food Bank. "Prior to retiring, I worked as a nurse. And you do shift work, so you can't really make a

> commitment to do anything on a volunteer basis. But here there are so many different things that you can do, and you can kind of pick and choose, and work your own lifestyle around volunteering at the Food Bank."



regular volunteer at a few of our food distribution locations; now she can be found primarily at our Burnaby location, distributing food to our clients each week. She still volunteers in our warehouse and in the office as well - there's nothing Jan can't do!

When she is on the front lines distributing food, she draws on her nursing background in mental health and addictions. "When we get some of the people who are not emotionally stable it really helps, because I can see where they're coming from."



BRIAN WU

to my heart."

When the pandemic hit BC in March, everyone was ordered to stay home. After two months of guarantine, Brian wanted to contribute to his community and decided to volunteer at the Food Bank.

"I wanted to give back to the community because when you're sitting alone in quarantine, you've got nothing to do, why not work at the Food Bank and have a purpose and serve the community?"

Brian is a second-year student at UBC who has been volunteering at our Burnaby distribution location since May 2020. He enjoyed his experience so much that he encouraged his cousins to volunteer as well!

"My favourite moments are when I'm distributing a certain type of food and the client's eyes brighten up. They'll say 'oh, I love tomatoes!' or 'I love broccoli!' and that brings so much joy



2,119,890

POUNDS OF FOOD WERE SORTED BY OUR VOLUNTEERS

GREATER VANCOUVER FOOD BANK

Food industry partners -Loblaws highlight

Loblaws donated an unbelievable 835,346 pounds of fresh, nutritious food to the GVFB in the last year! This represents an almost 100% increase over the previous year, which was already an amazing donation. This food has been of unprecedented quality and has brought much joy and many smiles to our clients, and to our 80+ Community Agency Partners. When our CEO David visited one of the after school programs, the organizer's face lit up, and explained to him how much it has meant to the kids to receive fresh foods like bananas, deli meats, cheese, yogurt and hummus every week.

In addition to their weekly donations, Loblaws provides us with a deep discount on our purchased items, and they have also hosted nation-wide fundraising events like the Loblaws Spring Food

Drive and the Loblaws Holiday Food Drive. In total they donated over \$16,000 to us in the last year!

THANK YOU to the Loblaws team for all your support!





14%

TOTAL POUNDS OF FOOD RECEIVED FROM LOBLAWS

Meet our most generous monthly donor - Ray Bergen

"It's a struggle to lift oneself out of poverty. Some people think that poverty is something of one's choosing, but it's not. It's multiple factors beyond people's control, not a lifestyle choice."

A Vancouver businessman with a history of charitable endeavors, Ray Bergen, President of Canreal Management Corporation is the Greater Vancouver Food Bank's most generous monthly donor. As someone who experienced extreme food insecurity as a child, Ray holds a deep connection to the work we do, providing healthy food to those in need. He grew up in a large family as 1 of 9 children. There were only a few days each month with well balanced, healthy meals for everyone, and the rest of the time they survived mainly on potatoes and bread, with his Mum baking 12 loaves at a time to try and fill the children up.

"If you can afford to provide that sustained funding you should do it," Ray says. "That's the most impactful. It's not just once a year at Christmas time. Poverty exists every day. It's so gratifying to spend time and money on charitable activities, especially when you roll up your sleeves and get involved."



Ray and his wife Niki

In addition to being our champion monthly donor, Ray has left us speechless on more than one occasion by presenting us with a very large gift. In the winter of 2018/2019 Ray came in with a cheque and simply said, "I was thinking about it, and I thought you could use this." To this day, our COO Cynthia Boulter gets choked up when she remembers that moment.

Monthly donations are critical to our operation. They provide us with regular and predictable revenue to help us budget for our monthly programs such as our Preschooler Packs (for 2 – 5-year olds), and our Grade Schooler Packs (for 6 – 12-year olds).

THANK YOU, Ray, and all our committed monthly donors who support us every day of the year!

The GVFB is extremely grateful for all the support we received in our last fiscal year (July 2019 – June 2020). The donors acknowledged here have donated \$50,000 or more in cash, or \$500,000 or more in food value. Thank you, on behalf of our clients, staff and volunteers to everyone who has contributed to our mission, regardless of the amount!

FOOD INDUSTRY DONORS	CORPORATE PARTNERS	FOUNDATIONS, ORGANIZATIONS, GOVERNMENT
Arctic Meats	Amazon Canada	BC Gaming Commission
Bimbo Canada	Aritzia	Canucks for Kids Fund
Costco Wholesale Canada	B2Gold Corp.	D&B Atkins Charitable Gift Fund
Loblaws Inc.	Camosun Biotechnology Inc.	Food Banks BC
Rai Produce Inc.	Canreal Management Corporation	Food Banks Canada
Saputo	Hempco Canada Superfoods Inc.	Longhedge Foundation
Safeway Canada	Ledcor Industries Inc.	New Life Community Church Trust Fund
Whole Foods Market	National Bank of Canada	St. Paul's Hospital Department of
	Orbis Investments (Canada) Ltd Buchanan Program	Anesthesia The Rix Family Foundation
ESTATE Estate of Rodg Harry Goptin	Royal Gold	
	Teekay Shipping Ltd.	EVENTS
	Vancouver Fraser Port Authority - Port of Vancouver	BC Film Industry - REEL Thanksgiving Challenge
GIFTS IN KIND	Vancouver Whitecaps FC	CANley Cup
Steelhead LNG	Wheaton Precious Metals Corp.	CBC Open House & Food Bank Day
	Zymeworks Inc.	Gillian Maxwell & Richard Kay 's 21st Annual Christmas Party
		Keithmas

We are increasing our food quality by distributing more fresh items

2020 marks the beginning of a transformative era for food quality at the Food Bank. The food we are distributing no longer consists of a few tins of tuna and beans, and a couple of boxes of Kraft Dinner. The quality of the food we are purchasing, and that we receive from the food industry, has improved tremendously.

We've paid attention to what our clients enjoy the most and listened to what they've asked for, and have made several adjustments that we are truly excited about as a result. We are most proud of two changes, the first being the unprecedented amount and variety of protein we distribute. This is one of the most expensive categories of food at the grocery store, and as a result is very difficult to buy when you are food insecure. We now regularly provide meat and alternatives such as ground round, ham, bacon, roast chicken, chicken strips and frozen fish, tofu and plant protein in addition to our standard proteins which include eggs once a month (and in two of our three children's programs). Secondly, we have taken a meal based approach to menu planning and purchasing, and we are delighted to regularly offer much sought after items such as cereals (and we include them in all 3 of our children's programs), pasta and sauce, rice and beans, and a greater variety of vegetables. To learn more about our children's program, please go to page 8.

The photos to the right are just some of the foods that our clients take home weekly.







Project CHEF

Project CHEF (Cook Healthy Edible Food) is an experiential, curriculum-based school program aimed at children from Kindergarten to Grade 7. This award-winning program teaches students about healthy food: where it comes from, what it tastes like, how to prepare it, and how to share it around a table. Project CHEF was initiated in 2007 and thus far has taught over 17,500 children, and directly involved over 8,000 parents and community volunteers.



During the 2019 – 2020 school year, Project CHEF ran a 22-week program

in schools prior to the outbreak of COVID-19. With school closures this spring, in order to support children, families and teachers, the program was transitioned online. The Project CHEF team posted 100 of their family-friendly recipes, 12 instructional videos to teach cooking skills, many cross-curricular activities to support learning from garden to table, and a guide to help parents teach their children to cook. These resources are being shared widely across the country, creating a legacy of the Project CHEF program that is freely available to all online, thus allowing the program to extend its capacity.

Participants have much to say about the impact of Project CHEF. "Project CHEF is transformative. It immerses children in a new, awe-inspiring world of healthy food. Students who struggle socially, academically or emotionally thrive in Project CHEF," explained a teacher. A parent wrote, "Project CHEF is the most outstanding, appropriate, thoughtful, relevant, and enjoyable program I have seen." And a child shared, "What I loved best is learning new skills and recipes that I will remember forever."





The strategic plan is designed to guide the Greater Vancouver Food Bank's actions and decisions. This plan will help shape the organization's evolution over the next three years to continue our services and meet our clients' food support needs. It will ensure the organization builds on its strengths while we pursue continual improvement, take care of our important relationships, prepare for adversity, pursue opportunity, and plan for the future.

- 1. Build Long-Term Financial Stability
- 2. Drive Continual Organizational Improvement
- 3. Make Data-Driven Decisions
- 4. Enhance Stakeholder Relationships
- 5. Plan for the Future

How does the Food Bank work?







WAREHOUSE









80+ COMMUNITY AGENCY PARTNERS

i.e. homeless shelters, after school programs, Indigenous centres



FOOD DISTRIBUTION

locations for registered Food Bank clients

Vision for the future

In 2019 when we were looking into the future, we were truly excited about our plans to serve our clients more efficiently, and connect them with multiple other supportive services such as ID providers, tax preparation, books for children, healthcare consultations and more. None of us expected a pandemic, but we are proud of what we have achieved despite COVID-19.

We have reviewed and refreshed our vision, mission and values, along with a new Strategic Plan for 2020-2023. We have increased our profile in the community of Greater Vancouver by strengthening our relationships with local community and event partners, and the media.

One of our main strategic directions is to make data-driven decisions. We will be examining a client registration refresh in early 2021 because we want to create data informed programs and services that truly address the existing and emerging needs of our clients. Accurate data will also enable

the GVFB to become a reliable source of data at the local, provincial and federal level to help understand and reduce food insecurity. It's time, as there is no such data refresh on record at the GVFB.

One of our biggest and most painful learnings as a result of the pandemic, is that we need to be in control of our own food distribution spaces. We need the flexibility to increase our hours and days of service if the need is there in the community, and we need to be able to stay open during a crisis. We are thrilled to have secured a lease on a building on Thornton St. in Vancouver. It will function as both a food distribution site, and as a mini warehouse where many of our Community Agency Partners can more easily pick up their orders. As I write this there are permits to obtain and renovations to be done, but we will keep our donors up to date on this exciting project!

Reducing food waste is a global issue. To do our part in the Greater Vancouver area, we have been working very closely with local farmers and industry partners to ensure we have a meaningful role in the cycle of recovering food for people, for farm animals, and to enrich our local agricultural soil.

Our mission is clear. We are here to provide healthy food to those in need.

If you have the means to do so, please support us. If you need food, we are here to help.



David Long, CEO













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REGISTERED CHARITY NUMBER 10744978RR0001