



2020-2021
Impact Report

About Us



The five pillars of our strategic plan were designed to guide the Greater Vancouver Food Bank's actions and decisions. This plan will help shape the organization's evolution as we continue our services and meet our clients' food support needs. It will ensure the organization builds on its strengths while we 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

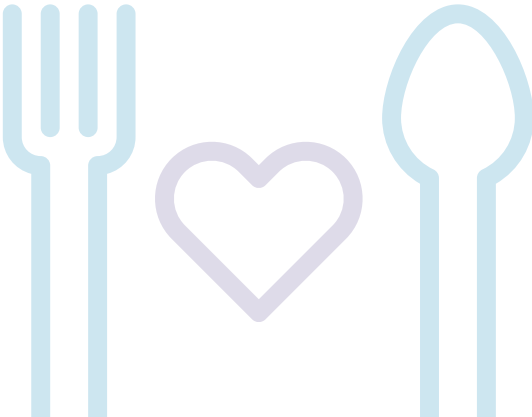


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MESSAGE FROM

Cheryl Shkurhan, Board Chair

In 2021, the COVID-19 pandemic continued to challenge our communities. Amid the difficulty, the Greater Vancouver Food Bank provided more food to more people than ever before.

With the incredible generosity of donors, local food producers, retailers and B.C. farmers – and with the support of thousands of volunteers and our remarkable staff – we distributed 7.1 million pounds of food this year. We also extended our reach into our communities by significantly increasing the number of community agencies we support. These agencies provide vital neighborhood food programs and services.

Looking ahead, we are coordinating with governments on emergency planning and collaborating with other Canadian food banks to ensure food is available where and when it's needed. We are also on a quest to reduce waste and increase availability by redirecting high quality food away from landfills.

The Board of Directors deeply thanks our donors and everyone who works with us to deliver our programs and support our communities – we could not do it without you!



MESSAGE FROM

David Long, CEO

This past year stands as one of the most challenging years that many of us will experience in our lifetimes, with economic effects that will impact our communities for years to come.

Throughout the pandemic we have had strict health and safety protocols in place in our office, warehouse and across our distribution sites. We are fortunate not to have had a single case of COVID-19 within our team.

The generosity of our donors has been overwhelming. Because of your generous donations, we were able to support people who needed us the most during a difficult time in their lives, and we distributed more food than ever before. I hope you will take pride in the achievements we have outlined in this report.

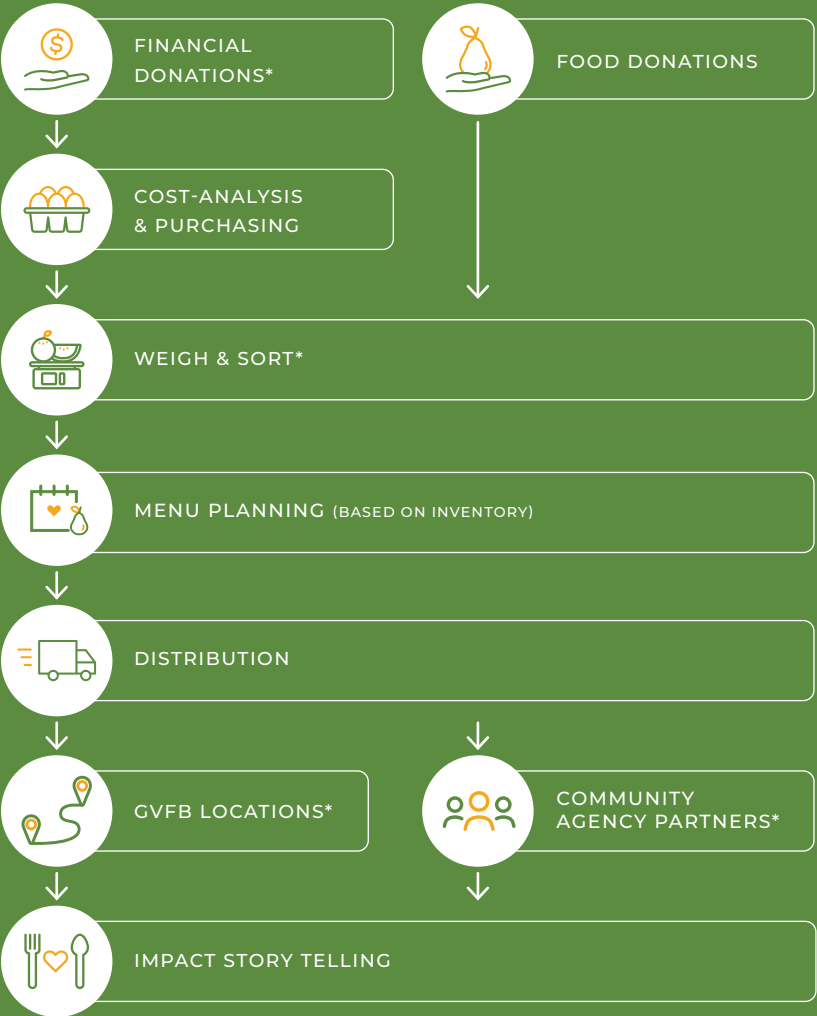
I have the best job in the world because I get to see people's reactions – those who receive food from us, as well as those who support us. Seeing the smiles on our clients' faces, and understanding the impact of the work we do are the things that inspire the team here at the GVFB every single day.

Thank YOU for being a part of what we created.

INSIDE THE GVFB

How Does the Food Bank Work?

From drivers to freezers to forklifts, a lot goes into providing healthy food to those in need. Did you know that it takes 5 staff, 20 volunteers, 1 forklift, 2 pallet jacks, 6 tables, 1 iPad, and freezer and cooler space to distribute food each day?



I have issues in my lungs and am trying to keep my weight down. The healthy options in the Seniors' Pack like the bok choy and low-sodium deli meats have been a great help!

Maxwell, senior client



*MADE POSSIBLE BY
DEDICATED VOLUNTEERS
(GVFB & AGENCIES)

YEAR IN REVIEW

2020-2021 Highlights

Without a doubt, COVID-19 has affected every part of our operations. The silver lining was that it gave our team the opportunity to rethink everything we do. We analyzed our procedures, asked “why” a lot, actively listened to our clients, made data-driven decisions, and ultimately made changes that allowed us to do more for our clients in a sustainable way.



4

NEW & IMPROVED
NUTRITION PROGRAMS



22

NEW COMMUNITY
AGENCY PARTNERS



112

ORGANIZATIONS
SUPPORTED



\$250,000

IN GIFT CARDS
DISTRIBUTED TO
FAMILIES IN NEED



EXPANDED & IMPROVED SPECIALIZED NUTRITION PROGRAMS

In consultation with dietitians and using our client survey data, we refreshed all **3 of our existing Children's Programs** and **developed a new Seniors' Program**.



FOCUSED ON COMMUNITY AGENCY PARTNERS (CAPs) & THEIR CLIENTS

In July 2021, we brought on **22 new CAPs**. We now support **112 organizations** that cater to unique needs across Vancouver, Burnaby, New Westminster and the North Shore.

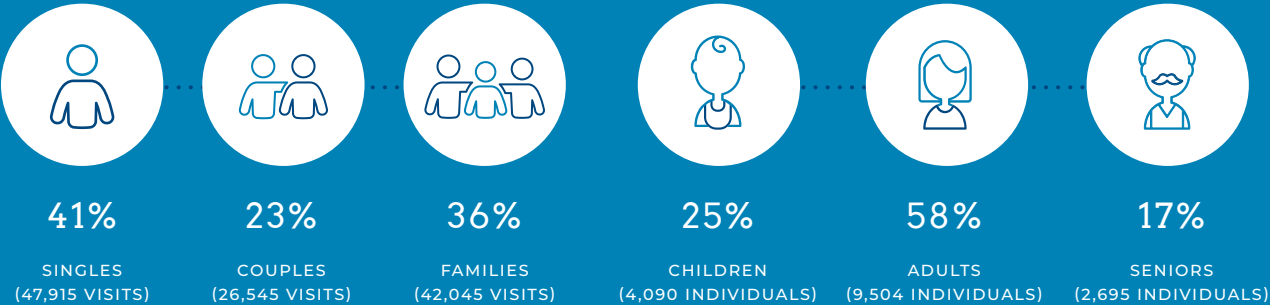


SUPPORTED FAMILIES IN NEED DIRECTLY

Using the grocery gift cards that we receive through grocery-store till campaigns, we were able to distribute **\$250,000** to struggling families through our school districts at Christmas and in the spring.

BYTE-SIZED DATA

Client Demographic Spotlight



Where do GVFB clients live?



4 SPECIALIZED NUTRITION PROGRAMS

Supporting Babies, Children and Seniors

Did you know that we work with dietitians to develop our monthly specialized nutrition programs? The newest one is our Seniors' Program which we designed based on seniors' nutritional needs. Our data shows that **17% of our clients are seniors** and **67% of them are single**. This is why we made it a priority to include ingredients that allow seniors to easily cook healthy meals for one.

We also updated our Baby Steps program to include more first foods for babies in their second year, and we are proud to note these changes were in response to client feedback. We changed from formula to whole milk, and added fresh items including avocados, eggs, yogurt and oatmeal.



This is all for me? Thank you so much. It's been tough taking care of my baby during a pandemic, I'm so happy that I can lean on the food bank when I need it.

Mary, single mom



BABY STEPS (BIRTH - 2 YEARS)

This program focuses on critical developmental needs, and provides families with formula, baby food, cereal, and diapers.



PRESCHOOLER PACKS (2 - 5 YEARS)

The updated Preschooler Packs focus on brain and muscle development, offering a regular supply of diverse, healthy food to build good eating habits at this critical age.



GRADE SCHOOLER PACKS (6 - 12 YEARS)

The Grade Schooler Packs are designed to not only help a family feed their children, but also to provide healthy, nutritious food that kids in this age range can eat independently.



SENIORS' PROGRAM (65+ YEARS)

With a focus on fresh ingredients, protein, iron and calcium, our seniors' packs provide food that is nutritious, simple to prepare and easy to eat.



COMMUNITY AGENCY PARTNERS

Targeted Support for Neighbourhoods in Need

As of July 2021, we are proud to provide food support to 112 Community Agency Partners (CAPs). These include housing agencies, women and children's shelters, neighbourhood houses, and after-school programs who in turn provide hot meals, snacks and free groceries to thousands of people each week, including those struggling with homelessness.



We distributed **141% more food** to our CAPs across our catchment areas this year compared to last. Putting more food into our communities means greater access to food security for people within their own neighbourhoods, and eliminates the need to travel for those with poor mobility.

As **81%** of our CAPs are located in Vancouver, we decided to open a new warehouse to improve their access to our services. The 3,000 sq/ft Vancouver CAP Market has over 500 sq/ft of refrigeration to keep food fresh for our CAPs' weekly orders. The quality and quantity of food they pick up to use in their food security programs ensures their clients leave with smiles on their faces.



For a full list of our Community Agency Partners, please visit:
foodbank.bc.ca/find-food/agencies



VANCOUVER CAP MARKET

NUMBER OF CAPS IN 2020 VS. 2021

	2020	2021
VANCOUVER	84	90
BURNABY	5	12
NEW WESTMINSTER	4	6
NORTH SHORE	3	4
TOTAL	96	112

TOP 4 CAPS WHO RECEIVED THE MOST FOOD FROM THE GVFB

BURNABY NEIGHBOURHOOD HOUSES	427,413LBS
SOUTH VANCOUVER NEIGHBOURHOOD HOUSE	167,966LBS
SOUTHSIDE COMMUNITY CHURCH	161,350LBS
UBC STUDENTS VIA ORIGINS CHURCH	156,524LBS

A CLIENT STORY

Meet Sandrine

Sandrine moved to Vancouver from a small town in Africa in 2009. She settled in East Vancouver, married, and had three beautiful daughters. Due to Sandrine's mobility impairment, she receives financial aid to help cover some of her family's expenses.

When she first arrived in Vancouver, Sandrine felt isolated with no friends or extended family here. In search of community, she discovered Collingwood Neighbourhood House (CNH) in 2015.

Sandrine enrolled her children in CNH's afterschool daycare and started receiving weekly food support from their Emergency Food Hamper program. Pre-COVID, she was also part of their Community Kitchen, a program to share skills and cook together.

CNH is one of the GVFB's 112 Community Agency Partners (CAPs). We reach and support a broad spectrum of people in need through our CAPs. These organizations provide people with specific and unique needs in our community with easy access to food and other services. We are proud to partner with our CAPs to ensure our neighbours are taken care of regardless of where they live and their mobility levels.



I have met so many wonderful people at Collingwood Neighbourhood House. My daughters also have so many friends to play with, too! I cannot wait for COVID to be over so that I can invite everyone over for dinner!



When you donate money to the GVFB, this is a great example of the impact you can have on someone's life. Whether it is a one time or a monthly donation, you can help us make a positive impact on the lives of our clients.

TO YOU, OUR SUPPORTERS

Thank you

Because of you, we were able to further enhance our nutritional programs and feed more people in need efficiently and sustainably across Vancouver, Burnaby, New Westminster and the North Shore.

Throughout the pandemic, we have been amazed by our donors' support. From industry bulk food donations, to monetary donations and raising awareness through social media, we are so grateful for our donors' contributions to our mission.

We were able to accomplish what we did because of our committed volunteers. Although COVID-19 restrictions limited the number of people we were able to have at our sites, we still received an overwhelming number of sign-ups from existing and new volunteers.



19,000

NEW DONORS IN 2020-2021



71% OF NEW DONORS

LIVE IN VANCOUVER, BURNABY, NEW
WESTMINSTER AND THE NORTH SHORE



54,000

VOLUNTEER HOURS DONATED



3,111

NEW VOLUNTEERS SIGNED UP



I decided to become a monthly donor at the GVFB after my mother died. My parents were very community-minded, giving time and money when they could to groups they supported. Predictable funding through monthly donations allows a terrific organization like the GVFB to plan ahead.

Gillies



My favourite part about volunteering at the GVFB is seeing how grateful the clients are to receive food to feed themselves and their families – you can really tell from their huge smiles as they walk in!

Marc (right)

More Food, Better Food

Did you know that protein, dairy, grains and fresh produce are always on the menu for our clients? Our team plans the weekly menus a month in advance based on our current inventory, purchased orders and expected industry donations. Our industry donors are responsible for the many nutritious add-ons to our regular menus, such as frozen chicken/meat/fish, yogurt, and a remarkable variety of fresh fruits and vegetables.

We purchased **2,139,100 lbs of food** this year compared to **1,790,593 lbs in 2019-2020**. Because of the strong relationships we have with local farmers, retailers and food manufacturers, we were able to get most of this food at a wholesale price or at cost.

This is why monetary donations are so valuable to us. Your donations go a long way with our buying power!



TOP 5

Most Purchased Food



EGGS



MILK



CANNED CHICKEN



APPLES



ORANGES

Compared to 2019-2020, we distributed **2,129,534 lbs more food this year**, that's a **43% increase** in food going to individuals and families who are struggling with food insecurity. Specifically, **3,927,882 lbs** were distributed through our GVFB sites and **2,958,007 lbs** were distributed through our Community Agency Partners. The remainder of the food was distributed to other BC food banks.

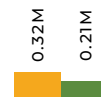
POUNDS OF FOOD DISTRIBUTED



GVFB LOCATIONS



CAPS



OTHER FOOD BANK

Food Sustainability & Food Recovery

In addition to purchasing food from our industry partners, we also rescue and recover food in our communities in a couple of different ways.

We focus on pre-consumer* excess food donations from partners like Real Canadian Superstore/Loblaws, and post-consumer* donations from other partners like Costco. We monitor quality constantly, and only share food that is safe to eat, nutritious, and that we would feed to our own families.

We also work closely with **ReFeed Canada**, a one-of-a-kind nutrient recovery organization located in Langley BC, to recover healthy food and reduce the amount of food going into landfill.

At ReFeed's warehouse, pallets of imperfect and unsold produce are selected, sorted and shared with local food banks to ensure it gets into the hands of people in need. ReFeed also composts the food that is no longer safe to eat, and incorporates a commercial-scale worm farm that produces microbial-rich worm castings which act as an organic fertilizer to revive and regenerate local farmlands.

This full circle, closed-loop nutrient-recovery system is a game changer, and we are so proud to work with ReFeed. Not only are they drastically reducing the amount of food going to the landfill in BC, but we are also taking a leadership role in making our food system more sustainable — an essential part of our vision!



*pre-consumer: food that is donated directly from distribution centres (never been on the shelves).

post-consumer: unsold food within their best before date, that has been removed from retailers' shelves.

Our Future

We have been actively building relationships at the municipal and provincial level to increase the GVFB's profile in our communities, access further support for the work we do, and communicate our impact. The Mayors from five municipalities joined us in May to compete in our first annual Mayors' Food Bank Challenge. They were all food security heroes, and collectively raised a whopping **\$515,579** in their communities! We are excited to be planning an even bigger event for next year, expanding it across BC to support all the food banks in our province.

At a national level, we work closely with other large food banks and **Food Banks Canada** to share knowledge and address food insecurity in the most impactful way possible. By combining our local systems and impact stories with Food Banks Canada's governmental advocacy work, **we are committed to making significant reductions to the root causes of food insecurity across Canada.**

The core of our work will always be providing healthy food to those in need in our communities, but we are also truly excited to start looking at ways of expanding food recovery systems across BC to support other food banks. As our CEO, David says, "There's no shortage of food, there's just a distribution problem."



food bank
**MAYORS'
FOOD BANK
CHALLENGE**

Food Banks
Canada

Here in Vancouver, it's really, really expensive. Our budget falls short. I'm so grateful to the Food Bank because I can now pack healthy lunches for my kids each day, so they can learn and have a bright future.

Julia, mother of four

FY2021

Financial Accountability

HOW GVFB FUNDS WERE USED

FOOD DONATED & DISTRIBUTED	54.7%	\$12,892,409
FOOD PURCHASED & DISTRIBUTED	8.9%	\$2,107,420
OPERATIONS & PROGRAMS	23.8%	\$5,624,059
DEVELOPMENT & FUNDRAISING	8.8%	\$2,064,760
GENERAL & ADMINISTRATION	3.8%	\$898,302
TOTAL	100%	\$23,586,950

WHERE GVFB FUNDS CAME FROM

PUBLIC SUPPORT	42.5%	\$13,984,870
FOOD DONATED	39.2%	\$12,892,409
FUNDED COMMUNITY PROGRAMS	7.4%	\$2,438,456
COMMUNITY ENGAGEMENT EVENTS	6.6%	\$2,161,381
GRANTS RECEIVED	3.9%	\$1,293,658
INVESTMENT INCOME	0.4%	\$124,085
TOTAL	100%	\$32,894,860



\$279,408

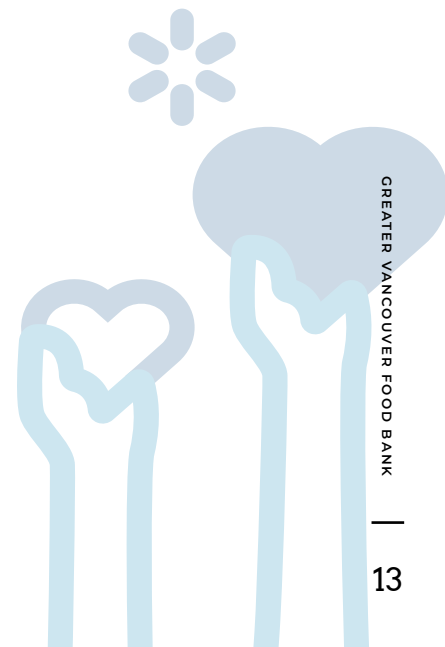
IN GRANTS RECEIVED WAS GOVERNMENT FUNDING USED FOR PROVIDING REFRIGERATION TO COMMUNITY AGENCY PARTNERS

*The surplus will help the GVFB navigate the impact of the COVID-19 pandemic and the anticipated need for years to come.



We're Proud of Our Team

We truly believe that taking good care of our staff and volunteers enables them to take great care of our community. To be recognized as one of Canada's Top 100 Employers, BC's Top Employers and a 5-star Charity by Charity Intelligence were exciting accomplishments for us, particularly during a pandemic. We have worked hard over the last few years to make the GVFB a great place to work, and we're glad it shows!





Providing healthy food
to those in need.

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REGISTERED CHARITY NUMBER
10744978RR0001