

www.ottawafoodbank.ca



Year in Review

2010 - 2011

Our Mission To collect and distribute food to Member Agencies serving people in need in the Ottawa area.

Our Vision That no one goes hungry in the Ottawa area.



Ottawa Food Bank



Peter Tilley
Executive Director
Ottawa Food Bank

A Message from the Executive Director

People are often surprised when they first learn of the overwhelming number of individuals and families who receive emergency food assistance from the Ottawa Food Bank on a monthly basis. It is disquieting to learn that greater than 45,000 people per month, nearly 37% of whom are children, have to turn to one of the programs that the Food Bank supports in order to acquire provisions to make it through to the end of the day.

As large and as shocking as those numbers are, those who deal with these individuals on a daily basis – in particular the staff members and volunteers who are the backbone of the vital food assistance programs we support within their respective communities – remind us that every one of these numbers is an actual person, each possessing a real life story with their own unique history.

Whatever their journey, whatever path they may have taken in life, it must be a great comfort to each and every one of them to know that, of all the challenges they may have to deal with that day, or perhaps even that week or that month, at least they will not have to worry about where their next meal is coming from. It must be a huge relief to know that at least that part of the equation is taken care of, even if just for today.

It is a tribute to this great city of ours, and to this caring and giving general community that supports our efforts in so generous a manner, that we are all able to accomplish this amazing work in such a useful way. For the sake of those we assist, day after day, may our army of volunteers, donors and supporters never tire.



Michael G. Adams
President of the Board
Ottawa Food Bank

A Message from the President of the Board

As we come to the end of my first year as President of your Board, I want to say what a privilege it has been to serve in this capacity. On behalf of your Board, I want to express my sincere appreciation to the staff, volunteers, member agencies and so many others in the community for the unwavering support and hard work they have dedicated to the Ottawa Food Bank. Without this continued support by all, we could not be successful in our mission to feed the hungry in the Capital Region.

My very able predecessor, Larry Mohr, put in place a number of “best practices” to make your Board a more effective and efficient governance board. The corporate charter and the new and reconstituted committees have been invaluable in making the work of your Board more focused, productive and successful.

It is gratifying to note that overall food distribution and revenues are up. In addition, a new interactive website has been completed and is fully operational. The transition of the Quebec-based agencies to Moisson Outaouais was successfully completed and we have been able to secure a new lease arrangement which assures the Ottawa Food Bank of adequate accommodations from which to operate for ten years. These are just a few of the highlights from the past year.

Once again my thanks to all for helping to make this a successful and productive year for the Ottawa Food Bank.

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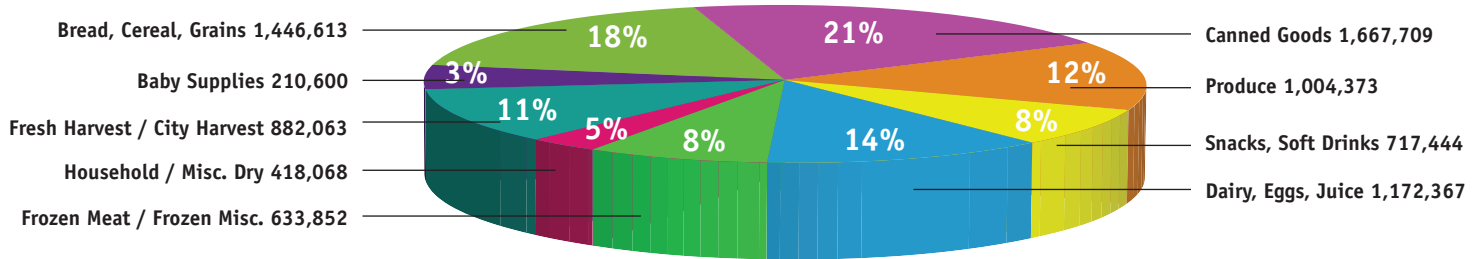
Louisa Simms
Executive Coordinator
Heron Road Emergency
Food Centre

Food Distribution: Fiscal Year 2010 – 2011

The organization recovered well from the setback we faced in 2010, when one of our major food suppliers transferred part of its operations to Southern Ontario. Over the course of the last year, we were not only able to expand on some of our existing relationships with other large warehouse suppliers, but we also saw a significant increase in product coming in from our major food drives.

For fiscal year 2010 – 2011, and for the first time ever in the Ottawa Food Bank's history, we sent out more than 8,000,000 lbs. of food. This made for a 9.1% increase in distribution over the previous fiscal year. In particular, there were significant increases in the distribution of fresh produce, frozen meat, dairy product and cookies/crackers.

Food Distribution numbers by category (in pounds):



Total = 8,173,089 lbs.

Summary of Financial Statements (Condensed): Fiscal Year 2010 – 2011

Fiscal year 2010 – 2011 proved to be another successful year for the Ottawa Food Bank. While the organization continues to benefit from steady growth in revenues from special events, planned giving, non-government grants, and other initiatives, there was a positive increase in revenues from the direct mail campaigns, much of this due to the decision to send out a second, briefer version of the Non-Gala Gala mail-out (which was the Ottawa

Food Bank's response to dealing with the postal disruption that occurred in the spring).

Food purchases were once again the single largest expense item, even with the continued savings on the purchases of canned goods (thanks to the success of the large food drives). The addition of two new staff positions increased overall salaries' expenses.

Revenues

General Donations	\$ 732,212
Corporate Donations / Grants / Planned Giving	590,568
Winter Appeal & Non-Gala Gala Mail Outs	1,199,497
Special Events / Other Revenues	631,693
Government Grants	305,406
Total Revenues	\$ 3,459,376

Expenses

Food Purchases	\$ 1,262,626
Salaries & Benefits / Contract Workers	1,230,373
Rent & Operations (utilities, fuel, office, etc.)	460,517
Food-raising, Fund-raising, Promotions	391,834
Depreciation / Miscellaneous	113,221
Total Expenses	\$ 3,458,571

Net Revenue	\$ 805
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The Ottawa Food Bank would like to extend a heartfelt thanks to you, our supporters. Whether an individual, family, corporation, small business, or community group, you are a valued ambassador in the fight against community hunger and your contributions are greatly appreciated. The following is a list of those supporters who contributed \$1,000 or more during the 2010-2011 fiscal year.

Thank You Supporters!

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A & W Food Services of Canada Inc.
A. R. Tech
Acuity Research Group Inc
Adam's Airport Inn
AIT Social Club / 3M Canada
Sherlynn Akitt
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Canadian Renewable Fuels Association
Canadian Sick and Disadvantaged Children's
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Loaves and Fishes Fund of Ottawa-Carleton
Loblaws Inc.
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Judith & Anthony Maxwell
MBNA Canada Bank – Community Relations
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Kate McCarthy
David McClenahan
Mary McClure
Matthew McInnes
Steven McPherson
MDS Aero Support Corporation
Meal Exchange
Merkburn Holdings Ltd.
Merkley Supply Ltd.
Metlife Alumni Association
Microsoft Canada Inc.
Norman Miller
William Mills
Minto Communities Inc.
Mobile Giving Foundation Canada
Moisson Outaouais
Paul-Alain Monpas
Patricia Moore
National Arts Centre Orchestra Players Association
NAV CANADA
John Neil
Nepalese Canadian Association of Ottawa (NCAO)
Melinda Newman
Gerry Nigra
Sarah Nikkel
Mary Noah Hayes
Ontario Association of Food Banks
Ontario Trillium Foundation
Ottawa Amitabha Buddhist Society of Canada
Ottawa Citizen
Ottawa Dragon Boat Foundation
Ottawa Guild of Potters
Ottawa International Hockey Festival
Ottawa MacDonald-Cartier International Airport
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The DeWaan Foundation
The Downsview Group
The Eastern Ontario and Western Qu ebec
Christmas Cheer Foundation
The Economical Insurance Group
The Harold Crabtree Foundation
The Harry P. Ward Foundation
The Orleans Lions Club Inc.
The Ottawa Disc Golf Club
The Pampered Chef of Canada
The Sharbot Group Ltd.
The Wesley & Mary Nicol Charitable Foundation
The William & Jean Teron Foundation
Pran Thomas
Ann Thompson
Carl Thorsteinson
Emma Tibbo
Tides Canada Foundation
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Tim Hortons Advertising and Promotion Fund
(Canada) Inc.
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Tweedale Sewer & Water Ltd.
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WrightCo Management Consulting Limited
John Young
ZW Project Management Inc.



Programs

KickStart School Breakfast and After School Snack Program is devoted to feeding children from low-income families year-round who would otherwise start and end their day on an empty stomach. In 2010/11, the KickStart Program supported 42 local schools and agencies serving 37,116 nutritious breakfasts and 7,233 healthy after school snacks. During the months of July and August, we were again able to provide support for some of the children and youth mostly in the Ottawa area, thanks to the continued support of Sodexo and their Feeding Our Future Program. As was the case in previous years, Sodexo staff volunteered their time each of every weekday morning to prepare a total of 11,227 lunches that were distributed to 14 Community House summer programs. Further, through the Kickstart program, the Ottawa Food Bank was able to provide additional support making additional items available. In total, there were 19 programs that received support. The Ottawa Food Bank's KickStart truck, donated by Adobe Systems Canada, delivers to all program participants. This frees up community house staff, teachers and principals from having to shop for food or pick up items from the Ottawa Food Bank's warehouse.

Baby Supply Cupboard focuses on supplying our Member Agencies with much needed, costly items such as baby food, cereal, diapers and formula. The program targets our community's most vulnerable population: infants whose parents lack the resources to adequately provide for them on a daily basis. Not only does the Baby Supply Cupboard relieve the burden on caregivers who would otherwise have to sacrifice their own nutritional requirements to meet their families' needs, it also ensures that proper nutrition will be consistently provided for the healthy development of infants. In the 2010/11 fiscal year, we distributed 1,196 cases of baby food, 4,169 cases of diapers, 1,428 cases of baby formula, and 1,008 cases of baby cereal to our member agencies.

Buy Local, Share Local The Ottawa Food Bank and local food producers share a common and vital mission – to feed our neighbours. In partnership with the Ottawa Farmer's Market, the Ottawa Food Bank collects donations at the Market held each Sunday during summer months at Lansdowne Park. Thanks to a generous relationship with the vendors at the Market, along with the support of volunteers, the Ottawa Food Bank was able to increase the amount of farm-fresh produce it distributes to its Member Agencies. In Summer 2011, a total of 11,311 pounds of fresh produce was collected and distributed to member agencies.

Food Aid is a program, entering its eighth year, which adds nutritious ground beef to the diets of local families in need. In 2011, the Ottawa Food Bank BBQ and radio broadcast raised \$116,000 to purchase local cattle. Processed locally, this quality ground beef is then frozen and delivered to the Ottawa Food Bank which then distributes it to its Member Agencies. Since its inception in 2005, Food Aid has purchased 1,389 cows, had 194 cows donated by individual beef farmers and distributed 683,856 pounds of ground beef.

Fresh Harvest is one of the Ottawa Food Bank's perishable food retrieval programs. Each day, the Ottawa Food Bank's Fresh Harvest truck makes stops at major local grocery stores, picking up such items as fresh meat, produce, bakery and deli goods. This food is then delivered the same day to one of the Ottawa Food Bank's Member Agencies, typically a soup kitchen or emergency housing shelter.

City Harvest is a perishable food retrieval program that focuses on prepared meals and food items from local restaurants, retirement homes and food service providers. The Ottawa Food Bank's City Harvest truck picks up prepared food and delivers it directly to a soup kitchen or member agency that offers a meal program. More than 37,424 fresh food items were collected and distributed last year through the Fresh Harvest and City Harvest programs combined.

Chicken Donation Program Since the spring of 2010, the Ottawa Food Bank has been the grateful recipient of top quality, frozen chicken donated and delivered through its partnership with the Chicken Farmers of Canada. In fiscal year 2010/11, the Ottawa Food Bank received and distributed 1,320 cases of chicken to its Member Agencies and food bank program recipients.

Community Harvest Launched in the summer of 2010 as part of a pilot project through the Ontario Association of Food Banks, the Ottawa Food Bank's local Community Harvest program was initiated to increase the amount of fresh, healthy produce distributed to families and individuals using food bank and meal programs. In 2011, with the help of 12 farming partners and 219 volunteers, the Ottawa Food Bank received and was able to distribute 57,435 pounds of fresh produce to families and individuals in need.

Moisson Outaouais Transition The Ottawa Food Bank worked closely with regional food bank counterpart Moisson Outaouais to establish itself independently as of the end of fiscal year 2010/11. Moisson Outaouais opened the doors to their new warehouse facility in the spring of 2011 and has now taken on full responsibility in supporting the acquisition and distribution of food, supporting those in need in the Outaouais community. While the formal Memorandum of Understanding expired on June 30th, 2011, the Board of the Ottawa Food Bank extended support until the end of our fiscal year, September 2011.

Planned Giving Launched in 2009, the Ottawa Food Bank's Planned Giving Program continues to receive significant gifts from donors, including bequests, gifts of life insurance, securities and gifts in wills. Donors considering such a gift are able to realize significant tax benefits in their current financial planning. The program has the potential to lower taxes for beneficiaries of estates. The program offers donors the ability to make In Memoriam gifts as a tribute to a loved one who has passed away, and In Honour gifts to celebrate a special occasion such as a Birthday, Wedding, or Anniversary.

KNOWhunger! Education Program The Ottawa Food Bank established its KNOWhunger! Education Program to educate and engage the Ottawa community on the issue of hunger. The Ottawa Food Bank believes that it has a responsibility not only to reach out to the community for support, but also to educate and engage. From having speakers visit and speak at schools and community events, to developing online content on what hunger looks like in our city, KNOWhunger! is raising awareness of hunger in the Ottawa Region. The program is also enhancing existing relationships and developing new ones that are resulting in the recruitment of new supporters, volunteers, and ambassadors of the cause.

Member Agencies

The Ottawa Food Bank is the central food collection, storage and distribution centre for a network of emergency food programs – our Member Agencies – in the Ottawa Region. These programs include community food banks, meal programs, emergency food cupboard programs, school breakfast and snack programs, as well as women’s and men’s shelters. We equitably distribute donated and purchased food amongst our members in the most efficient way possible, based on each agency’s diverse needs. Member Agencies also adhere to guidelines, including the fair and respectful treatment of beneficiaries, and standards of food handling and distribution.

- | | | |
|---|---|---|
| Adult High School | Cornerstone 515 | Parkdale Food Center |
| After 4 Club - Banff Avenue | Dalhousie Food Cupboard | Parkdale United Church - In from the Cold |
| After 4 Club - Blair Court | Debra Dynes Family House | Partage Vanier |
| After 4 Club - Britannia Woods | The Door Youth Centre | Pavilion Food Bank |
| After 4 Club - Caldwell/Carlington | École la Vérandrye | Pinecrest Public School |
| After 4 Club - Carlington Community Health Centre | École le Carrefour | Pinecrest Queensway Health and Community Services |
| After 4 Club - Club 310 | École Pavillon Samuel-Genest | Pinecrest Terrace Family House - Food Bank |
| After 4 Club - Confederation Court | École Petit-Prince | Regina Towers |
| After 4 Club - Debra Dynes | Elizabeth Wynn Wood Alternate Program | Riceville Food Centre |
| After 4 Club - Emily Murphy | Empathy House of Recovery | Rideauwood Addiction and Family Services |
| After 4 Club - Leading Note Foundation | Foster Farm Breakfast Program | Riverview Alternative School |
| After 4 Club - Leetia and Isaac | Foster Farm Family House | Robert Bateman Public School |
| After 4 Club - Michelle Heights | Foster Farm Lunch Program | Robert E. Wilson Public School |
| After 4 Club - Morrison Gardens | Glashan Intermediate School | Rockland Help Centre |
| After 4 Club - Pinecrest Terrace | Gloucester Emergency Food Cupboard | Russell Heights Community House |
| After 4 Club - Russell Heights | Gloucester High School | Sadaqa Food Bank |
| After 4 Club - Strathcona Heights | Good Day Workshop | Salvation Army - Bethany Hope Centre |
| AIDS Committee of Ottawa (Living Room) | Harmony House | Salvation Army - Booth Centre |
| Alfred Food Bank | Hawthorne Public School | Samaritan Support Services of Ottawa-Carleton |
| APPLE | Heather Manor | Sandy Hill Community Health Centre |
| Banff Avenue Community House | Heron Emergency Food Centre | Severn Avenue Public School |
| Banque Alimentaire C.C.S. Food Bank | Inner City Ministries | Shepherds of Good Hope |
| Better Beginnings/Better Futures | J.H. Putman School | Somerset West Community Health Centre Drop-in |
| Bon Appetit SFUO - Food Bank | Jericho Road Ministries | St. Joe’s Women’s Centre |
| Britannia Woods Food Pantry | JF Norwood House | St. Joseph’s Supper Table |
| Caldwell Family Centre | John Howard Society - McLaren | St. Luke’s Lunch Club |
| Cambridge Street Public School | John Howard Society - Ste. Anne | St. Mary’s Home and Young Parent Outreach Centre |
| Capital City Mission | Joseph Store House | St. Michael Catholic School |
| Carleton University Food Centre | Kosher Food Bank | St. Nicholas Adult High School |
| Carlington Community Health Centre | Life House 2nd Stage - Ottawa Mission | Stittsville Foodbank |
| Catholic Immigration Services | Lowertown Community House | The Well |
| Centre 454 - Anglican Social Services | Manor Park Public School | Tungasuvvingat Inuit Family Resource Centre |
| Centre 507 | Marie-Curie École Élémentaire Publique | Vesta Recovery Program for Women |
| Centre Espoir Sophie | Minwaashin Lodge | Vincent Massey Public School |
| Centre Psycho Social | Morrison Gardens Emergency Food Centre | Westboro Region Food Bank |
| Centretown Emergency Food | Nativity Parish | Woodlawn - Ottawa Mission |
| Charles H. Hulse Public School | Notre Dame High School | Youth Services Bureau - Besserer |
| Charlotte Lemieux, Ecole Elementaire | Odawa Native Friendship Centre | Youth Services Bureau - Carruthers |
| Cité Collégiale | Operation Come Home | Youth Services Bureau - Cooper |
| Confederation Court Community House | Orleans-Cumberland Emergency Food Program | Youth Services Bureau - McEwen |
| Connaught Public School | Ottawa Mission | Youth Services Bureau - Nelson |
| Cornerstone 172 | Our Lady of Mount Carmel | Youth Services Bureau - Queen Mary |
| Cornerstone 314 | Overbrook-Forbes Emergency Food Program | Youville Centre |

Food Industry Partners

- | | | |
|-------------------------------------|---|-----------------------------------|
| Alternative Processing System (APS) | Herb and Spice | Orleans Fresh Fruits |
| Chicken Farmers of Canada | Hospital Food Service | Sealtest- Natrel |
| Costco | McKesson Canada | St. Laurent Fruits and Vegetables |
| Day and Ross | Metro | Summit Foods |
| Dempster-Canada Bread | Meyers Transport | Sun Tech Tomatoes |
| Erb Transport Limited | Loblaws Companies East - National Grocers | Voortmans Cookies |
| Four Seasons Fruits and Vegetables | Saputo Cheese G.P. | Walmart |
| Giant Tiger | Ontario Association of Food Banks | Weston Bakery |



Third Party Events



Adobe Golf Tournament
 Arts Court Splash and Boots Concert
 Broken Social Scene Concerts
 Bushpilots Benefit Concert
 Canadian Italian Business & Professionals
 Association Golf Tournament
 Canstruction
 Capital Food Blitz
 Capital Hoedown
 Christmas Cheer Breakfast & Broadcast
 Christmas Goose Concert
 Cisco Golf Tournament
 CTV Morning Live Food Drive
 Delta Psi Delta Halloween Food Drive
 DFAIT Golf Tournament
 Dusty Owl 15th Anniversary Celebration
 Dusty Owl Chocolate House
 Fall Colours Marathon
 Fill a Cruiser
 Five Hole for Food
 Foxy Recycle Event
 Fred Wong Memorial BBQ
 Friends of the Farm Plant Sale
 Gloucester Fair
 Gowlings Ball Hockey Tournament
 Great Bowls of Fire

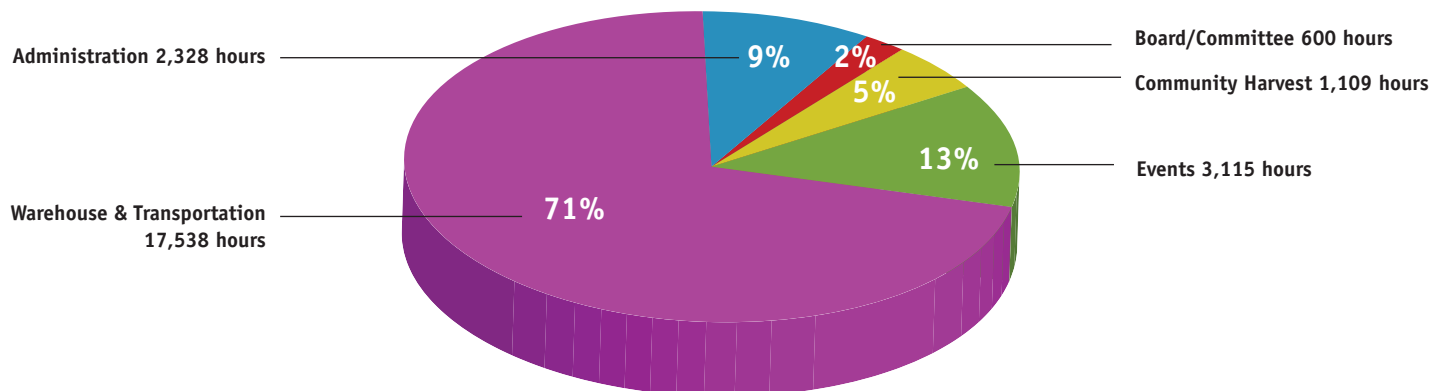
Great Canadian Chicken BBQ
 Great Glebe Garage Sale
 Halloween for Hunger Food Drives
 Hellenic Community of Ottawa Golf Tournament
 Hockey for Huggies
 Hot 89.9 Food Drive
 Insurance Institute Ottawa Chapter Golf
 Tournament
 Investors Group Comedy Night
 Keller Williams Realty Red Day
 Kraft Spread the Feeling
 Lawzfest
 Mayor's Annual Canada Day Celebration
 for Seniors
 Mayor's Annual Christmas Celebration
 MCA Ottawa Golf Tournament
 Museum of Science and Technology
 Members Holiday Party
 NAC Fan Fair
 NCAO Food Drive
 OC Transpo Loblaws Food Drive
 Ottawa Chapter of Landscape Ontario Golf
 Tournament
 Ottawa Court House Food Drive
 Ottawa Dragon Boat Festival
 Ottawa Fury Food Drive

Ottawa Ice Bowl
 Ottawa Police Association Christmas Party
 Ottawa Senators Food Drive Nights
 Provincial Food Drives
 Purolator Food Drive
 RCMP Musical Ride Open House
 Re/max Holiday Party
 Rogers Radio Food Drive
 Santa's Souper Singers
 Scouts Metro Food Drive
 Senators Puck Drop Event
 Shabbat Shira Concert
 SIFE Carleton Let's Can Hunger Events
 South Asian Festival
 St. Patrick's Day Parade
 Sunlife Golf Tournament
 Telus Charity Day
 Tenant-Landlord Food Drive
 The Works WESTFEST
 Tim Hortons Food Drive
 Tim Hortons Jamboree
 Trick or Eat Halloween Food Drives
 Trick or Treat with the Mayor
 Vintage Clothing Sale
 Welcoming Winter Concert
 What on Earth Sidewalk Sale

Ottawa Food Bank Volunteers

Our volunteers are the cornerstone of our organization. They touch nearly every aspect of what the Ottawa Food Bank does from administration to events to transportation. It is likely that you'll see our volunteers in the community collecting donations at events or transporting food to one of our 140 member agencies. Without the help of these kind-hearted people our doors would close.

Volunteer Hours By Activity – Fiscal Year 2010-2011



Stats

- Volunteers donated 24,690 hours of their time in 2010-2011.
- The number of volunteers increased by 300 from 2009-2010, to approximately 3,000 people.
- Volunteers completed work equivalent to that of 13 full-time employees in 2010-2011.