

# Year in Review 2016-2017



Ottawa Food Bank

**VISION:** Healthy, accessible, sustainable food for all

**MISSION:** We work in partnership to create a healthier city by empowering people, increasing access to healthy food, and advocating for systemic changes that reduce food insecurity.

[www.ottawafoodbank.ca](http://www.ottawafoodbank.ca)

## A MESSAGE FROM THE EXECUTIVE DIRECTOR



The past year has been an important one for the Ottawa Food Bank as we developed a new strategic plan that will guide the organization for the next three years. To build the plan, we consulted with a broad cross-section of the community, including; food bank clients, Ottawa Food Bank partner agencies, donors, funders, municipal, provincial and federal governments, as well as Ottawa Food Bank board members, staff, and volunteers.

First, we updated our Vision and Mission for the organization:

**VISION: Healthy, accessible, sustainable food for all**

We have sharpened our focus on the type of food we provide, not just the quantity. We are working to provide our partner agencies

with more fresh food and higher quality food. We have already dramatically increased the amount of milk, beef, and vegetables we distribute. We also want to ensure that we are providing culturally appropriate items and that the food our partner agencies receive from us is consistent week after week.

**MISSION: We work in partnership to create a healthier city by empowering people, increasing access to healthy food, and advocating for systemic changes that reduce food insecurity.**

We wanted to acknowledge up front in our mission that we work in partnership with our agency network – after all, this strategy was developed by our network for our network. We also wanted to declare our goal to make a true impact on the health of our city and the vulnerable people for whom we provide. An important update to our mission is declaring our desire to participate in changing the system to reduce food insecurity. Distributing more and healthier food, as important as it is, will not alone change food insecurity. Systemic changes are required, and we want to participate in this change.

We will work to achieve our new vision and mission through the following four strategic directions:

### 1. Improve Access to Healthy Food

- Diversify options for accessing food
- Collect food and cash donations from across Ottawa
- Leverage bulk purchasing power
- Distribute food to member agencies efficiently

### 2. Grow Capacity and Resiliency in the Food System

- Build the capacity of member agencies in relation to both assets and service
- Support knowledge sharing between agencies
- Support the education efforts of member agencies
- Provide public information on food insecurity in Ottawa

### 3. Cultivate Social Innovation in Food Banking

- Foster innovative practices in food access, partnerships, food purchasing and recovery, public and donor education and engagement, and data collection
- Convene and inspire collaborative working groups and initiatives
- Diversify our contribution to community food security

### 4. Participate in Advocacy and Social Change

- Participate in multi-level advocacy on the right to food
- Participate in thought leadership on addressing root causes of food bank usage
- Connect with organizations working in connected areas (housing, jobs, etc.)

I am excited about the strategic direction in which the Ottawa Food Bank is heading as we work together to meet the growing needs of our community. I am grateful for the support you provide to ensure families throughout our amazing city have food to put on their tables.

## A MESSAGE FROM THE CHAIR OF THE BOARD



The Ottawa Food Bank provides food to those who need it. In doing so, we expand possibilities and opportunities for people. We try to make the city better, one person at a time.

The Board of Directors is responsible for governing and supporting the management of the Ottawa Food Bank. As 2017 came to an end, we were satisfied with what has been accomplished and excited about what the future holds.

Management and staff at the Ottawa Food Bank have been fully committed to operational improvements and financial sustainability. Through their hard work, the Ottawa Food Bank has solidified fundraising, established an operating reserve, energized food raising, recruited new personnel, and re-organized the food delivery system.

At the same time, reaching out to its members, stakeholders, and partners to re-assess the organization's mandate, performance, goals, and future. That consultation strengthened links to the community and brought a flood of new ideas to help chart the future and aid our neighbours.

But we can't do it without you. The Ottawa Food Bank depends upon donations of money, food, hard work, and moral support. As Chair and on behalf of our Board, I want to thank you: thank you for what you have given, and for being there tomorrow, when your help is needed again.

And finally, a word about our staff. There are really only two things we can give in life – our love and our labour. When we combine them, we are truly blessed and we can accomplish great things. The staff of the Ottawa Food Bank prove that, every day. It is a privilege to know them.

## BOARD OF DIRECTORS

Thank you to all who volunteered their time on the Ottawa Food Bank's Board of Directors during the 2016 – 2017 fiscal year.

### CHAIR

**David K. Law** - Founder & Principal, LAWatWORK

### VICE CHAIR

**Greg Strahl** - Partner  
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### TREASURER

**Sarah Tremblay** - Supervisor  
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### DIRECTORS:

**Barbara Carroll** - Executive  
Coordinator, Debra Dynes Family Centre

**Irene Cameron** - Principal  
Carson Grove Elementary School

**Erin Crowe** - Financial Consultant

**Ivan Gedz** - Co-Owner & Manager  
Union: Local 613

**Sylvie Manser** - Executive Director  
Banff Avenue Community House

**Marian McMahon** - Assistant Auditor General  
of Canada, Office of the Auditor General  
of Canada

**Nicole Perras** - Coordinator  
Orleans-Cumberland Food Bank

**Louisa Simms** - Executive Coordinator  
Heron Road Food Centre

# MEMBER AGENCIES

During the 2016-2017 fiscal year, the Ottawa Food Bank was the central food collection, storage, and distribution centre for our network of emergency food programs throughout Ottawa. These programs, our member agencies, include community food banks, food cupboards, meal programs, multi-service programs, and KickStart After 4 programs. Based on each agency's need, we fairly distribute donated and purchased food as efficiently as possible. Our member agencies adhere to guidelines, including the fair, respectful, and confidential treatment of beneficiaries, and high standards of food handling and distribution.

For many of our partners, food is just the first step. Our member agencies also provide safe spaces, resources and support systems, and access to other types of care. It is so much more than food. We are proud of their work and the communities and neighbourhoods we all build together. Below are the 112 programs we proudly worked with during the 2016-2017 fiscal year.

## COMMUNITY FOOD BANKS

Alfred Food Bank  
Banff Avenue Community House  
Banque Alimentaire C.C.S. Food Bank  
Britannia Woods Food Pantry  
Caldwell Family Centre  
Centretown Emergency Food  
Confederation Court Community House  
Dalhousie Food Cupboard  
Debra Dynes Family House  
Foster Farm Family House  
Gloucester Emergency Food Cupboard  
Heron Emergency Food Centre  
LifeCentre Food Bank  
Lowertown Community House  
Morrison Gardens Emergency Food Centre  
Nativity Parish  
Orleans-Cumberland Emergency Food Program  
Parkdale Food Center  
Partage Vanier  
Pavilion Food Bank  
Pinecrest Terrace Family House - Food Bank  
Riceville Food Centre  
Rideau Rockcliffe Emergency Food Program  
Russell Heights Community House  
Sadaqa Food Bank  
Samaritan Support Services of Ottawa-Carleton  
Stittsville Foodbank

## FOOD CUPBOARD

All Nations Full Gospel Church  
Carleton University Food Centre  
Carlington CHC  
Catholic Immigration Services  
Centre Psychosocial  
Cit  Coll giale  
Elizabeth Wynn Wood Alternate Program  
Harmony House  
Hunt Club Riverside CSC  
John Howard Society - McLaren  
John Howard Society - Ste. Anne  
Kosher Food Bank

Life House 2nd Stage - Ottawa Mission  
Odawa Native Friendship Centre  
Richard Pfaff Secondary Alternate Program  
Sandy Hill Community Health Centre  
SFUO Bon Appetit Food Bank  
Tungasuvvingat Inuit Family Resource Centre  
Youth Services Bureau - Besserer  
Youth Services Bureau - Carruthers  
Youth Services Bureau - Cooper  
Youth Services Bureau - McEwen  
Youth Services Bureau - Nelson  
Youth Services Bureau - Queen Mary  
Youville Centre  
Woodlawn - Ottawa Mission

## MEAL PROGRAMS

APPLE  
Britannia Woods Grab and Go  
Capital City Mission  
Centre 454 - Anglican Social Services  
Centre 507  
Christie Lake Kids  
Cornerstone 172  
Cornerstone 314  
Cornerstone 515  
The Door Youth Centre  
Empathy House of Recovery  
Foster Farm Lunch & Breakfast Program  
Heather Manor  
Jericho Road Ministries  
Parkdale United Church - In from the Cold  
Regina Towers  
Rideauwood Addiction and Family Services  
Somerset West CHC Drop-in  
St. Luke's Lunch Club  
Vesta Recovery Program for Women

## MULTI-SERVICE PROGRAMS

AIDS Committee of Ottawa (Living Room)  
Centre Espoir Sophie  
Good Day Workshop  
Inner City Ministries  
JF Norwood House  
Minwaashin Lodge  
Operation Come Home  
Ottawa Mission  
Salvation Army - Bethany Hope Centre  
Salvation Army - Booth Centre  
Shepherds of Good Hope  
St. Joe's Women's Centre  
St. Joseph's Parish  
St. Mary's Home and Young Parent  
Outreach Centre  
The Well

## KICKSTART - AFTER 4

After 4 Club - Banff Avenue  
After 4 Club - Blair Court  
After 4 Club - Britannia Woods  
After 4 Club - Caldwell/Carlington  
After 4 Club - Carlington CHC  
After 4 Club - Christie Lake Kids  
After 4 Club - Club 310  
After 4 Club - Confederation Court  
After 4 Club - Debra Dynes  
After 4 Club - Ecole le Carrefour  
After 4 Club - Emily Murphy  
After 4 Club - Foster Farm Breakfast  
After 4 Club - Groupe ADEP  
After 4 Club - Foster Farm Community House  
After 4 Club - Leading Note Foundation  
After 4 Club - Meadowlands Public School  
After 4 Club - Michelle Heights  
After 4 Club - Morrison Gardens  
After 4 Club - Rideau Rockcliffe / Leetian & Isaac  
After 4 Club - Pinecrest Terrace  
After 4 Club - Russell Heights  
After 4 Club - Strathcona Heights

## FOOD & OPERATIONS INDUSTRY PARTNERS

Through their generous donation and wholesale of goods and services our food and operations industry partners make a significant impact on the Ottawa Food Bank's efficiency rate, while helping to improve the lives of people in need. Thank you for your vital support.

- Bread and Roses Bakery
- Chicken Farmers of Canada
- Costco
- Day and Ross
- Dempster's - Canada Bread
- Egg Farmers of Canada
- Erb Transport Limited
- Franke's Baked Goods and Catering
- Giant Tiger
- Hospital Food Service
- Independent Grocers
- Kinaxis
- Loblaws Companies East - National Grocers
- Loblaws Grocery Stores
- Metro Grocery Stores
- Metro Warehouses
- Meyers Transport
- Natunola Health Inc
- NG Cash and Carry
- Ontario Association of Food Banks
- Saputo Cheese G.P.
- Sealtest-Natrel
- Stericycle Expert Solutions
- Summit Foods
- Sun Tech Tomatoes
- Wal-Mart Canada Corp.
- Weston Bakery



# PROGRAMS

The Ottawa Food Bank is truly an organization by the community for the community. Everything is made possible through the generosity of our supporters. With only 3% of our overall funding coming from the government (municipal), we rely on the kindness of strangers who give their time, money, and food to help those in need. With your help, we care for one another. We provide for our neighbours. Together we ensure everyone in Ottawa can be their best, every day.

## BETTER FOOD

**Health Smart** was officially launched in May of 2017. Thanks to the generosity of the community, including our partners at Adobe, we were able to invest an additional \$400,000 in our annual budget to provide healthier options and more fresh food. We worked closely with Ottawa Public Health to complete an audit of the staples we purchase, including pasta, sauces, stews, rice, and soups.

Ottawa Public Health looked at every item we buy and made recommendations on how to improve the nutritional quality of our food. We focused on reducing sodium, fat, and sugar, and increasing protein and fibre. This helped us make better purchases, including choosing more lentils and beans, whole wheat pasta and brown rice, to ensure everyone has access to high-quality food. This investment will cost an additional \$118,000 per year to implement.

We also committed to buying more beef, eggs, and milk and we started purchasing fish as a healthy protein option. This additional investment will cost about \$300,000 annually. It is only thanks to donors that we can provide this nutritious food to those who need it most.

## UNDER WATER

This summer was a particularly difficult year at our farm. The Ottawa Food Bank **Community Harvest Farm** is set on 8 acres of donated land in Stittsville where we planted 16 varieties of vegetables and fruit. Unfortunately, as we all know, it was the wettest summer on record. At times our plants sat in a foot of water, causing rot and disease to destroy several crops. This meant a loss of approximately 25,000 pounds of fresh produce (25% of the expected harvest).

We were not alone; all the farmers around us also suffered losses, which naturally meant donations from local farms were considerably down as well.

The Ottawa Food Bank relies on our Community Harvest Farm for our produce until the winter months. Due to the lost harvest, the Ottawa Food Bank had to start buying produce much earlier. This will have a significant strain on our winter harvest budget for the coming year. We also held our first Fresh Food Drive in September at local grocery stores to raise fresh fruits and vegetables. The community's support ensured that there was no

disruption in fresh food delivery, despite the loss.

By the end of the harvest season, we had grown 80,800 lbs of produce. When donations and purchases are included, the 2016-2017 Community Harvest program grew, received, and distributed 118,100 lbs. of fresh fruits and vegetables.

## ONE MORE BITE

Our donated meat program is in full swing! We work with 16 grocery stores to recover high-quality meat. The stores take top-grade meat and freeze it before the expiry date. We collect these items every week and provide them to our meal program partners, like the Ottawa Mission, St. Joe's Supper Table, and St. Luke's Lunch Club where it is turned into delicious dishes for those who need a warm meal. Our goal, with your help, is to grow **One More Bite** to over 20 stores so that we can fulfill all requests for this type of protein.

A complement to One More Bite is our **Food Aid Program**, where we provide high quality, fresh ground beef. This year we distributed 51,480 lbs. of beef to our member agencies. We also provided wonderful poultry, thanks to the 1,440 cases of chicken from the Chicken Farmers of Canada, **Chicken Donation Program**.

## ONE CHILD IS TOO MANY

Too many children in Ottawa are still going hungry. Every month, the Ottawa Food Bank provides for close to 15,000 children.

The **Kick Start After 4** programs are run out of community houses and many include homework clubs, cooking classes, and a safe environment for kids to go after school. We work with 22 of these community houses to provide healthy after-school snacks, like veggies, fruit, yogurt, and bagels. During the 2016-2017 school year, we provided 104,702 snacks.

Once school is done, so are the breakfast and lunch programs provided through the schools. The Ottawa Food Bank's **Summer Lunch Program**, in partnership with Sodexo's Stop Hunger Foundation, provided lunches to 750 children in 2017. Daily, volunteers prepared the lunches and the Ottawa Food Bank delivered them in the new Sodexo summer lunch van to 18 programs across the city. This year we provided 10,855 lunches.

Year round we also help struggling parents get the supplies they need to help their babies. Through our **Baby Basics Program** we purchased \$126,746 worth of baby food and supplies. With these purchases and the generous donations from the community of Ottawa, we were able to provide 535 cases of baby food, 1,158 cases of baby cereal, 2,150 cases of baby formula, and 3,685 cases of diapers.

## FOOD BANK STUDY – THE FIRST OF ITS KIND

The now 114 agencies we work with are as diverse as the communities we serve together. Although food banks have been around for approximately four decades, very little is known about their effectiveness to help move people out of poverty and hunger. The Ottawa Food Bank is proud to be partnering with the University of Ottawa and the Maple Leaf Centre for Action on Food Security to conduct the first-ever longitudinal research study into client outcomes from varying food program models. This is the first study of its kind in Canada and we will be sharing the results of the research over the coming 18 months.



## HOW YOU CAN HELP

### VOLUNTEER:

Write to our Volunteer Coordinator to find a volunteer opportunity that works for you.  
[volunteer@ottawafoodbank.ca](mailto:volunteer@ottawafoodbank.ca)

### MONETARY DONATION:

Make a secure donation over the phone or online today!  
613-745-7001  
[www.ottawafoodbank.ca/donate](http://www.ottawafoodbank.ca/donate)

### FOOD DONATION:

Drop off a food donation at our Michael Street warehouse or in a bin at your local participating grocery store.

# FOOD DISTRIBUTION: FISCAL YEAR 2016-2017

The Ottawa Food Bank supports its 114 emergency food programs by collecting and purchasing millions of pounds of food each year. This food is generously donated by the public and food industry partners through community food drives, events, and our donation bins that collect food donations at local grocery stores. Financial donations allow the Ottawa Food Bank to make up for any shortfall in food donations as well as purchase nutritious perishable items such as eggs, yogurt, fresh fruits, and vegetables.

To continually innovate and improve our services, the Ottawa Food Bank has expanded our food recovery project, One More Bite, to 16

locations across the city. Walmart and Loblaws locations have joined Metro as food recovery participants. The food brought in from this project specifically targets protein requirements for our meal programs.

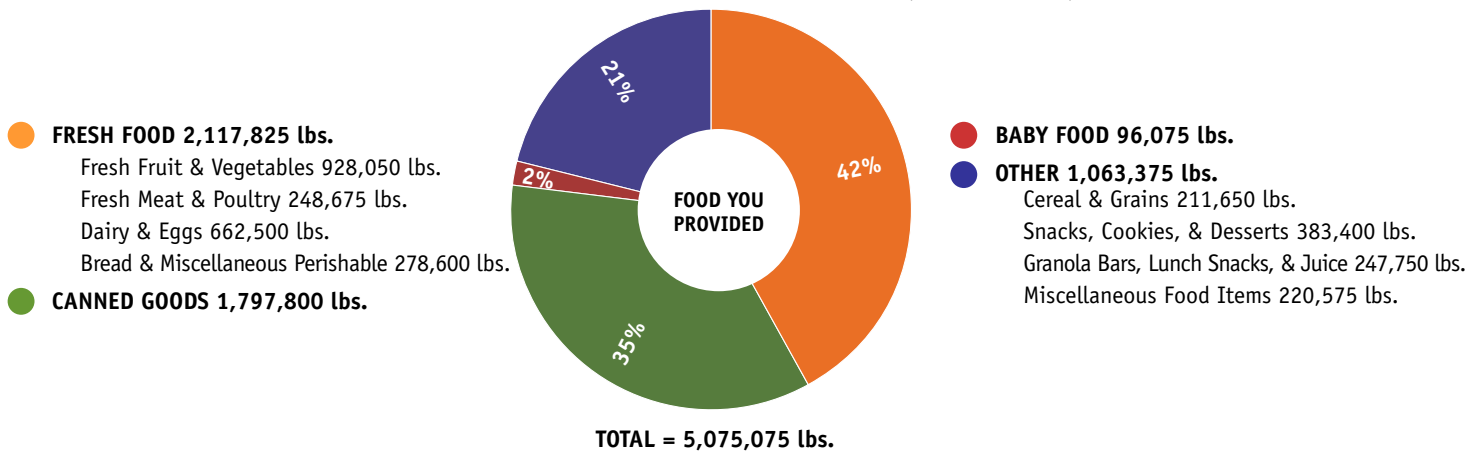
With additional increased food recovery demand from numerous vendors, the Ottawa Food Bank has successfully implemented routing software which has drastically reduced the kilometers travelled and greatly improved our productivity on the road. This fleet management software, Omnitracs, has reduced the number of runs per week by 20%.

For the 2016-2017 fiscal year, the Ottawa Food Bank was responsible for helping to provide food

for over 41,500 people per month, 36% of whom were children. The organization responded to this need by distributing \$7,164,599 worth of donated food and \$1,452,004 of purchased food. The items provided to people in need were broken down in distribution as shown below.

Beyond the much-needed food laid out below, the Ottawa Food Bank also provides various non-food items such as household supplies and diapers. These items accounted for an additional 147,600 lbs. and 94,150 lbs. of goods distributed, respectively.

## DISTRIBUTION NUMBERS BY CATEGORY (IN POUNDS)

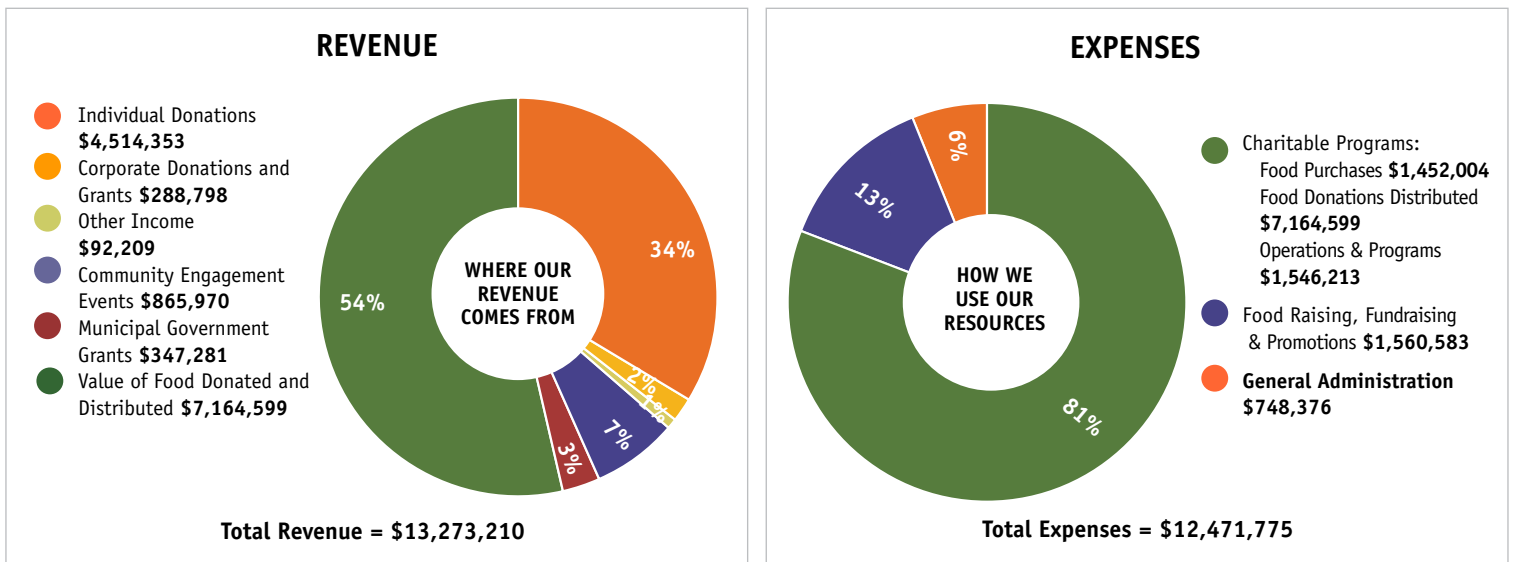


## SUMMARY OF FINANCIAL STATEMENTS (CONDENSED): FISCAL YEAR 2016-2017

The Ottawa Food Bank works diligently year-round to ensure we manage our resources efficiently and with integrity. The majority of our resources, both food and funds, comes from the community. Most of our expenses are food purchases and the costs associated with delivering food daily to over 100 agencies across the city. This year, we strategically increased spending on food purchases, which is directly linked to our focus on healthier options and more fresh food.

As we have done for the past three years, any surplus went towards achieving our target of a six-month operational reserve. As a result, should we experience unforeseen financial challenges, there will not be any disruption of our services and our partner agencies and their clients will not feel the impact. We have now started the processes of growing a capital reserve, which will safeguard our operations should we require any repairs to our fleet of trucks, equipment, or warehouse.

To view our complete audited financial statements, visit our website [www.ottawafoodbank.ca](http://www.ottawafoodbank.ca)



**NET = \$801,435**

# THANK YOU SUPPORTERS!

The Ottawa Food Bank would like to sincerely thank you, our supporters. Whether you're an individual, family, business, team, workplace, or community group, you are a recognized and valued part of our team. The following is a list of generous supporters who contributed \$1,000 or more during the 2016 – 2017 fiscal year, including those who have helped the cause with a legacy gift.

## \$1,000 - \$4,999

163904 Canada Inc.  
1828313 Ontario Corp  
2152745 Ontario Inc.  
3M Canada Company  
Aaron Mogenson  
Acuity Research Group Inc.  
Adam Beacham  
Adobe  
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Brett Caldwell  
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Bridget Grounds  
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Cajole Inn Foundation  
Cameron Metcalf  
Cameron Sortie  
Canadian Cattlemen's Association  
Canadian Gas Association  
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Colette Nault  
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Columbus Club - Council 485  
Confederation Heights Fitness Centre  
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Connor, Clark & Lunn Foundation  
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Esmael Abeyat  
Estelle Duez  
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## THIRD PARTY EVENTS

Thank you to everyone who held, hosted, and attended an event in support of the Ottawa Food Bank. Your generosity and innovative fund/food raising helped make a better year for families and individuals. Collectively, the food and money you raised helped feed 41,540 per month people during the 2016 – 2017 fiscal year. Thank you.



Birthday Party Donations



CTV Holiday Helpers



Great Bowls of Fire



OC Transpo Food Drive



Purolator Tackle Hunger



Rockable Hours



CBC Project Give



School Food Drives



Scouts Metro Purolator Food Drive

## OTTAWA FOOD BANK VOLUNTEERS

The Ottawa Food Bank is privileged to have the support of groups and individuals who continue to be very generous with their time. We are touched by the level of energy, commitment, skill, and passion that our volunteers bring daily. We simply would not be able to do what we do without them.



### VOLUNTEER HOURS

- Transportation 2,220
- Warehouse (groups & individuals) 7,081
- Admin support 1,088
- Events 1,182
- Community Harvest 4,060
- Board/Committees 480
- Miscellaneous 1,080

**Total Volunteer Hours = 17,191**

### VOLUNTEERS BY THE NUMBERS:

- Volunteers donated a total of 17,191 hours of their time between October 1, 2016 and September 30, 2017
- Volunteer contributed the work equivalent of approximately 8 full-time employees during the same period
- On an annual basis, the Ottawa Food Bank is honoured to work with approximately 3,000 volunteers