

Year in Review 2019-2020



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

A Message from the Chief Executive Officer



Rachael Wilson, Interim CEO

Stronger. Together.

These are the words that propelled our work during this most challenging year.

The pandemic brought food insecurity to the forefront of people's minds. It highlighted what we have always known: many households in Ottawa are one emergency away from needing support. This pandemic exposed vulnerability, but at the same time showed us incredible caring and kindness in our city.

We have been amazed (but not surprised) by the outpouring of support from the Ottawa community. Every gift of time, food, or funds ensured we were able to continue to meet the demand in Ottawa today and until the day the effects of this pandemic are behind us. Your help increased the amount of food provided, supplied continuous PPE to front line workers as well as food bank clients, gave grants to agencies to hire staff or buy needed equipment, and continue to sort and prepare food for delivery into the community.

We must also acknowledge the tremendous support we received from *Food Banks Canada* and *Feed Ontario*. Their guidance and leadership were instrumental. We were also thrilled to receive funding and support from the federal and provincial governments, for the very first time in our history.

But the true heroes are the front-line workers in the network of 112 member agencies who have worked tirelessly since March to directly serve the community. Every day, they supported their neighbours, not with just food and resources, but a listening ear, a kind word, and compassionate support. I know this year saw many challenges and the agencies were stretched with increased hours and reduced volunteers. But they were absolute superheroes, rising to meet every challenge 2020 presented them. A huge heart felt "thank you" to the member agencies.

The staff at the Ottawa Food Bank worked long, hard hours to keep collecting and distributing much-needed food

and support. I am incredibly grateful to each staff member for going above and beyond every day. Their commitment and passion were inspiring and helped power my own motivation to face any challenge as I took on the Interim CEO role mid-pandemic.

While we focused heavily on addressing the impacts of the COVID-19 pandemic, we also continued to advocate for policy change. This included working with partners to ask for increased access to affordable housing, the need for an Ottawa specific Poverty Reduction Strategy, and, following the clear success of the Canadian Emergency Relief Benefit, pushing for a Guaranteed Basic Income. This year also marked the end of our 2017-2020 strategic plan. We are excited to begin our community consultation process in the spring of 2021, for our next strategic plan, to set our vision and direction for the next three to five years.

It has been a difficult year for everyone. With a hopeful end to the virus and pandemic in sight, there is a palpable sense of relief. However, the end of the pandemic does not mean a return to normal for everyone. We know it will take months or years for the long-lasting impacts to fully be realized. We anticipate ongoing job loss and a slow return to work for many. As such, in 2021, we have committed to increased food for every person visiting a food bank, increased deliveries and ordering for member agencies, continuing the home delivery program for our most vulnerable neighbours, and ongoing funding, when available, for the network.

Throughout the Ottawa Food Bank facility, like many offices, we have lots of new signage about hand washing, mask wearing, and keeping our distance. But we also have many signs that remind us, we will get through this together.

Thanks to your kindness and generosity, we truly are together, stronger.

A Message from the Chair of the Board



Greg Strahl, Ottawa Food Bank Chair of the Board

The COVID-19 pandemic continues to ravage our city, and indeed the entire world. It is becoming hard to recall what life was like before the virus took hold, but we must continue to have hope. The Ottawa Food Bank and the network of community programs is that hope for tens of thousands of our most vulnerable neighbours.

This past year, we have experienced a great many challenges in our city. But we have also seen people step up to those challenges and help by adapting to change and supporting the community. When demand rose, so did the determination of donors, volunteers, and the Ottawa Food Bank's member agency network. For that, I am incredibly grateful.

The Ottawa Food Bank and food programs across the city have been pushed to limits never experienced before. I am in awe by how hard the network has worked to keep everyone safe while ensuring families and individuals get the food they need and deserve.

Of course, none of this would be possible without the incredible generosity of the Ottawa Food Bank donors, volunteers, and supporters. Your support has made it possible for the Ottawa Food Bank to effectively respond to the needs of the community.

It has been an honour to serve on the Board of Directors for the past seven years, and in the position of Chair for the last two. It has been an honour to witness the hard work and incredible generosity of the community. It is difficult for me to step away – but I know it is time for fresh eyes to join the board and continue the work of the Ottawa Food Bank in supporting our member agencies. I look forward to supporting the team and the community from the sidelines.

Thank you.

Board of Directors

Thank you to these individuals who have volunteered their time on the Ottawa Food Bank's Board of Directors during the 2019-2020 Fiscal Year. You have helped guide us through a challenging and unique time.

CHAIR

Greg Strahl

Partner, Palladium Insurance

VICE CHAIR

Sarah Tremblay

Director of Standards, Ginsberg, Gluzman, Fage & Levitz, LLP

TREASURER

Michaela Tokarski

President, Creekside Communications

SECRETARY

Marian McMahon

Assistant Auditor General of Canada (Retired),
Office of the Auditor General of Canada

DIRECTORS

Timothy Cullen

Lawyer, McMillan LLP

Ivan Gedz

Co-Owner & Manager, Union: Local 613

Sylvie Manser

Executive Director, Banff Avenue
Community House

Nicole Perras

Coordinator, Orleans-Cumberland
Food Bank

Yacouba Traoré

Executive Director, Rideau-Rockcliffe
Community Resource Centre

Kevin Williams

Jericho Road Ministries, Director of
Addiction Services

Trevor White

President, Taloh Solutions

Member Agencies

The Ottawa Food Bank's main role is to work in partnership with the network of 112 emergency food programs across the city. The Ottawa Food Bank is the central food collection, storage, and distribution centre for these front-line programs. We help provide the food and supplies they need for their clients and community. The network includes community food banks, food cupboards, meal programs, multi-service programs, summer lunch programs, and After 4 Clubs.

This year, to keep communities across the city safe, these programs worked exceptionally hard to fine tune their

processes and services to be able to continue to provide to their clients, while ensuring safety for all. To read more about these incredible programs and how they adapted to this change, please read the Ottawa Food Bank's COVID-19 Report, *A Year of Crisis & Kindness*.

We are incredibly honoured to partner with the programs below. They are front line heroes who have done so much to provide food, supplies, kindness, and piece of mind to their clients during the pandemic. We encourage you to take time to reflect on this list below and appreciate all their hard work.

COMMUNITY FOOD BANKS

Banff Avenue Community House
Banque Alimentaire C.C.S. Food Bank
Blair Court Community House
Britannia Woods Food Pantry
Caldwell Family Centre
Centretown Emergency Food Centre
Community Compassion Centre
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
Orleans-Cumberland Food Bank
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
Westboro Region Food Bank

FOOD CUPBOARDS

All Nations International Gospel Church
Broadview - Ottawa Mission
Bruce House
Carleton University Food Centre
Carlington CHC
Catholic Immigration Services
Centre Psycho Social
Cité collégiale
Eastern Ottawa Resource Centre
Elizabeth Wynn Wood Alternate Program

Harmony House
Hunt Club Riverside (SEOCHC)
JF Norwood House
John Howard Society - MacLaren
John Howard Society - Ste. Anne
Kosher Food Bank
Lotus House
Odawa Native Friendship Centre
Richard Pfaff
Sandy Hill Community Health Centre
Tungasuvvingat Inuit Family Resource Centre
UOSU Food Bank
Woodlawn - Ottawa Mission
Youth Services Bureau - Besserer
Youth Services Bureau - Cooper
Youth Services Bureau - Nelson
Youville Centre

MEAL PROGRAMS

Boys and Girls Club Don McGahan
Britannia Woods Grab and Go
Caldwell Family Centre Cooking Class and Community Kitchen
Capital City Mission
Centre 454 - Anglican Social Services
Centre 507
Christie Lake Meal Program
Cornerstone 172
Cornerstone 314
Cornerstone 515
Door Youth Centre
Empathy House of Recovery
Heather Manor
Jericho Road Ministries
Orleans-Cumberland Community Kitchen
Parkdale United Church - In from the Cold
Regina Towers
Rideauwood Addiction and Family Services
Shepherds of Good Hope

Somerset West CHC Drop-in
St. Luke's Table
Van Lang Community Kitchen
Vesta Recovery Program for Women

MULTI-SERVICE PROGRAMS

AIDS Committee of Ottawa
Care Centre Ottawa
Centre Espoir Sophie
Inner City Ministries
Minwaashin Lodge
Operation Come Home
Ottawa Mission
Salvation Army - Bethany Hope Centre
Salvation Army - Booth Centre
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
After 4 Club - Club 310
After 4 Club - Confederation Court
After 4 Club - Debra Dynes
After 4 Club - Emily Murphy
After 4 Club - Foster Farm Community House
After 4 Club - Michele Heights
After 4 Club - Morrison Gardens
After 4 Club - Orkidstra
After 4 Club - Pinecrest Terrace
After 4 Club - Rideau Rockcliffe / Leetian & Isaac
After 4 Club - Russell Heights

FOOD & OPERATIONS INDUSTRY PARTNERS 2019-2020

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 our community. Thank you for your generous support during this challenging year.

- Burnbrae Farms
- CanadaWide
- Chicken Farmers of Canada
- Costco
- Day and Ross
- Dempster's - Canada Bread
- Egg Farmers of Canada

- Erb Transport Limited
- Feed Ontario
- Frank's Baked Goods and Catering
- Independent Grocers
- Loblaw's Companies East - National Grocers

- Loblaw's Grocery Stores
- Metro Grocery Stores
- Metro Warehouses
- Natunola Health Inc
- NG Cash and Carry
- Quality Meats
- Saputo Cheese G.P.

- Sealtest-Natrel
- Stericycle Expert Solutions
- Summit Foods
- Sun Tech Tomatoes
- Wal-Mart Canada Corp.
- Weston Bakery

Ottawa Food Bank Programming

YOU HELPED REACH PEOPLE RIGHT ACROSS THE CITY

Your donations helped support a network of 112 agencies across the city who always work hard and with such passion to meet the need in each of their communities. This year, the member agencies were truly unsung heroes. In addition to providing food, your support also helped provide Personal Protective Equipment (PPE), gift cards for clients, and grants to each community food bank. These grants were used to upgrade facilities to meet the new COVID-19 guidelines, move to online appointment scheduling, hire and train more staff, and purchase additional food to meet the need in their community.

Your support also helped us reach those who are the most vulnerable in the city through our new **Home Delivery Program**. Prior to the pandemic, we knew there was a need to reach people who are food insecure and unable to leave their homes. But the pandemic truly highlighted the need for us to act quickly. Working with community partners, we were able to start delivering food in April to those with mobility issues, compromised immune systems, and single parents with young children. Since then, we have done over 1,800 home deliveries across the city.

YOU HELPED PROVIDE MEALS TO CHILDREN ACROSS THE CITY

Children continue to make up more than a third of food insecure people in Ottawa. In addition to supporting families with emergency food, the Ottawa Food Bank also traditionally supports children's programming across the city. But when schools closed in March, so did many of the **After 4 Club** programs we support with healthy snacks. However, with a bit of innovation, 10 after-school programs were able to still run at various points during the pandemic, and you helped provide them with healthy and nutritious snack options.

You also helped support eight **Summer Lunch Programs** compared to 17 last year. We are hopeful all 17 programs will be up and running again in the summer of 2021, with more cooking and food literacy opportunities for kids in Ottawa.

To ensure children still had access to what they need, we continued to purchase healthy snack items and make them available at community food banks to provide to families. You also provided 250,000 pounds of baby food and supplies, like diapers, formula, and cereal, through our **Baby Basics Program**. This ensured babies and parents had access to the necessary and expensive items they need to keep baby healthy and strong.

YOU HELPED INCREASE THE AMOUNT OF FOOD WE COULD DISTRIBUTE

As people were told to stay in and only leave home for essential trips, the need to provide more food was clear. Typically, a community food bank has the capacity to provide 3-5 days' worth of food for every person in a household. The Ottawa Food Bank worked quickly to increase the amount of food delivered to the network so agencies could provide a weeks' worth of food per person. This reduced the number of times people had to venture out for food. This meant agencies were able to order twice as much food, and our trucks were on the roads making two, three, and sometimes four deliveries a week to an agency. As a result, our food distribution has increased by 34%.

YOU HELPED PROVIDE MORE HEALTHY AND CULTURALLY APPROPRIATE FOOD

This summer had many of us reflecting deeply on how indigenous and people of colour are treated in Canada. The Ottawa Food Bank has long known that poverty and chronic food insecurity affects BIPOC communities at a much higher rate. The pandemic amplified this gap and we needed to act. The Ottawa Food Bank took a deep look at the types of food and services we help provide across the city. With your support, we created our **Global Marketplace Pilot**, providing funding to 14 interested agencies to identify and purchase the most requested ethno-cultural foods in their community. We recognize that many neighbourhoods have their own identity, and so we want the food provided to be reflected appropriately. After this six-month pilot,

we will take the information and use it to identify the most requested food items across the city and use our buying power to provide ethno-culturally appropriate foods across Ottawa.

After providing Halal beef for years, we also started a **Halal Chicken Pilot** to see if there was interest there and were pleased that 14 agencies participated in that pilot as well.

Our **Community Harvest Farm** had a very successful year, harvesting over 122,500 pounds of fresh fruits and vegetables. Having to dramatically decrease the number of volunteers at the farm due to COVID-19 safety protocols could have made growing and harvesting a difficult task this past summer. However, thanks to the amazing staff and volunteers at our farm, the community still benefited from an incredible amount of local, fresh produce. One of the largest crops at our Community Harvest Farm is butternut squash. Thanks to funding from the *Ottawa Community Foundation*, and partnering with organizations including *Cooking for a Cause*, we were able to take over 4,500 pounds of squash and turn it into over 4,700 pounds of healthy soup that was provided to the community in the fall.

YOU HELPED PROVIDE SOLUTIONS BEYOND FOOD

The Ottawa Food Bank recently concluded a two-year long research study with the *University of Ottawa*, funded by the *Maple Leaf Centre for Action on Food Security*. This study helped us understand the long-term outcomes of the various types of food bank models. We are taking this incredibly important research, the first of its kind in the world, and are looking to create a best practice model for Ottawa. Our team is partnering across the city to co-design community and client-centred programs that address the root causes of food insecurity: poverty.

Food Distribution: Fiscal Year 2019-2020

The main function of the Ottawa Food Bank is to support the network of member agency programs by collecting, purchasing, and distributing millions of pounds of food each year. This past fiscal year, the Ottawa Food Bank responded to the needs of the community by distributing \$10,708,081 worth of donated food and \$2,213,430 of purchased food. The items provided to families and individuals are broken down by distribution as shown below.

We are fortunate to receive donations of food from our food industry partners and generous donors through food drives, events, and our collection bins in 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, milk, bread, fish, meat, and fresh fruits and vegetables.

The Ottawa Food Bank had difficulties purchasing bulk quantities of food at the beginning of the pandemic, and there was an initial halt in food being donated. We are pleased that both streams of our food supply have returned to as close to normal as possible. We have been able to keep up with the pandemic demand and have increased our food distribution by 34%.

It is exciting to point out the continued success of our food recovery efforts, including the protein recovery program, One More Bite. As a result, meat distribution increased to over 392,750 pounds, surpassing last year's extremely

successful year by 2.5%. Thank you to our grocery store partners for making this possible.

It is also exciting to point to the success of our Baby Basics Program, which more than tripled the amount of baby food provided compared to the previous fiscal year. Our efforts to provide more milk and eggs to the community proved fruitful and that category also increased by 35% over last fiscal.

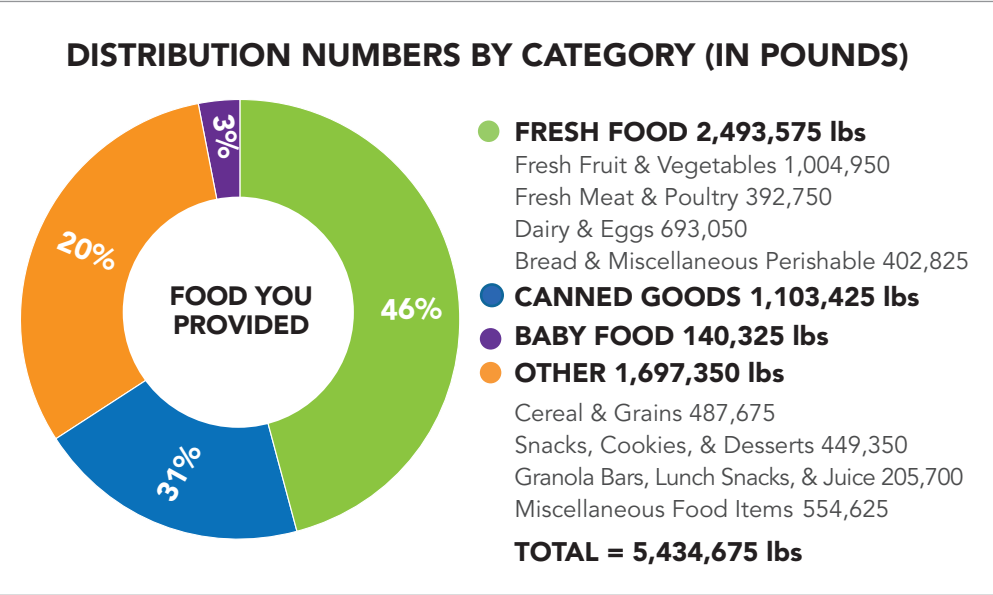
Another interesting change in our distribution is the fact that there was a significant increase in the snacks category. This increase over last fiscal had a lot to do with the fact that children were spending more time at home and our member agencies requested more of these items to help supplement what a child would usually

receive through school meal and snack programs. We ensured the snacks provided were healthy options.

Beyond much-needed food, we also provide necessary non-food items such as household/hygiene supplies and diapers. These items accounted for an additional 187,600 lbs. and 109,675 lbs. of goods distributed, respectively.

New this year, due to the pandemic, we also distributed 1,313,150 pounds of emergency food hampers. These hampers are in addition to the regular distribution outlined below.

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Thank You Supporters

We would like to sincerely thank everyone, from individuals to workplaces, who made a commitment to their community by donating to the Ottawa Food Bank during the 2019-2020 fiscal year. You were in our corner during the 2019 giving season, and you stayed with us as things got more difficult than we have ever experienced in our history due to the pandemic.

Traditionally, we publish a list of donors in this report who have contributed more than \$1,000, including those who made a legacy gift through our Tomorrow's Harvest program. However, this year due to the incredible support we have received for increased emergency food and support services associated with COVID-19, that list is too long to be included here.

To view the list, please visit www.ottawafoodbank.ca/thank-you-supporters. Please know each and every name there, as well as those who have given that are not included on this list, has made a significant impact in the lives of people in need in the city of Ottawa.

Without this beyond generous support, we could not have accomplished what we did to help our member agency network and community.

Financial Overview

Our fiscal year is October 1, 2019 to September 30, 2020.

\$10.7 MILLION

TOTAL VALUE OF FOOD



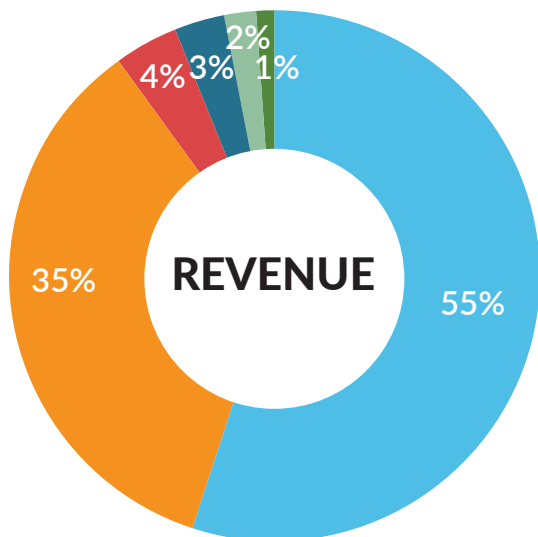
\$19.6 MILLION

TOTAL FUNDS DONATED



\$30.3 MILLION

TOTAL FOOD AND FUNDS INVESTED
TO SUPPORT THE COMMUNITY



- Individual Donations \$16,568,475
- Grants and Corporate Sponsorship \$599,270
- Other Income \$167,616
- Community Engagement Events \$949,563
- Government Grants \$1,339,546
- Value of Food Donated and Distributed \$10,708,081

**A jump in generosity and corresponding expenses were seen this fiscal year due to the community response following the global pandemic, and, for the first time, receiving pandemic specific support from provincial and federal governments.

Impact of Your Donations



\$17,900,547

Charitable Programs
including food purchases,
distribution of donated
food, and operations



\$1,791,339

Food and Fund Raising
efforts



\$1,087,397

General Administration

Total revenues for the year ending September 30, 2020 were \$30,332,551. Operating expenses were \$20,779,238. This gave the Ottawa Food Bank a net surplus of \$9,553,268. The community's generosity following the beginning of the pandemic allowed the organization to continue to increase spending in key areas such as fresh food, while also making investments in the member agency network to assist with the demands associated with COVID-19. This ample generosity and net surplus will allow the Ottawa Food Bank to continue to support the network of member agencies, plan and execute emergency response in the community as the pandemic and its restrictions carry on into 2021.

The Ottawa Food Bank continues to apply surplus funds towards our target of a six-month operational reserve fund. This is to ensure there is no disruption in service should we experience unforeseen financial challenges. Additional funds are applied to the capital reserve fund which meets the capital needs of the organization, including preparing for the end of our warehouse lease in 2022. The Innovation Reserve Fund ensure funds are available for strategic initiatives, and opportunities for community innovation.

To see the full impact of your support, please visit www.ottawafoodbank.ca to review our complete Audited Financial Statements and look at our Charity Intelligence page to get a complete breakdown of outputs.

Ottawa's Best Volunteers

The Ottawa Food Bank is extremely fortunate to have the support of groups and individuals who are exceptionally generous with their time. These people are truly Ottawa's Best Volunteers and we could not do what we do without them. For more information on our volunteer program, please visit ottawafoodbank.ca and read our **Volunteer Impact Report**.



VOLUNTEER HOURS

- Transportation 1,034
- Food Sorting Individuals 5,374
- Food Sorting Groups 1,600
- Admin support 477
- Events 840
- Community Harvest 4,500
- Board/Committees 696
- Community Food Bank Volunteering 184

Total Volunteer Hours = 14,705

VOLUNTEER INFORMATION:

During the pandemic, we had to eliminate some volunteer roles and reduce volunteer opportunities by over 50%. Even though there was a significant decrease in opportunities, there was only a 14% decrease in the number of volunteer hours donated to the Ottawa Food Bank! This truly illustrates the dedication of our volunteers – fewer people gave more of their time to meet the needs of the community.

- 1,842 volunteers donated a total of 14,705 hours of their time between October 1, 2019, and September 30, 2020.
- Due to proximity concerns, we had to temporarily suspend both truck assistant and reception volunteer opportunities.
- During the pandemic, volunteer opportunities for Ottawa Food Bank volunteers were created at a number of community food bank programs across the city to assist with client services.



How You Can Help

Volunteer

Write to our Volunteer Coordinator to find a volunteer opportunity that works for you. volunteer@ottawafoodbank.ca



Monetary Donation

Make a secure donation over the phone or online today! 613-745-7001
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.



Fundraise Online

Set up a virtual event and make your own online donation page! Contact our events team to find out how. events@ottawafoodbank.ca



Community Engagement and Events

Thank you to everyone who held, hosted, or attended an event held by a third-party partner in support of the Ottawa Food Bank. And thank you for rising to the challenge when the pandemic reached Ottawa, and in-person events started to be cancelled. Your enthusiasm to pivot your plans and adapt your events so you could still support your community was inspiring.

Thank you for your innovation with your food drives, individual physical challenges (runs and bike rides for example), online auctions, and virtual events with online donation pages. We do not take for granted the people and organization who have made the Ottawa Food Bank their charity of choice; the food, funds, and awareness you raise is incredible. **THANK YOU.**



CROWVID-19



Christopher Griffin's Art Auction



36 Chambers: A Better Tomorrow Campaign



Canada Day at the Farm with the Prime Minister



RCMP Drive-Thru Food Drive



CHEZ Stafe T-shirt Sales

Thank you also to the attendees, sponsors, and supporters of our annual signature events.

We, of course, strive to make our events entertaining for all, but they also serve an important purpose: to help generate the monetary and food donations necessary to support our member agencies. We were able to throw half of the events mentioned below, before having to sadly cancel both the Food Sort Challenge and Food Aid BBQ due to safety precautions linked to COVID-19.



THANKS FOR GIVING FOOD DRIVE

This food drive is always important to us, taking place during the 2019 Thanksgiving long weekend. It is our official kick-off to the giving season and helps us begin to stock our shelves for the cold and busy winter months ahead. Thanks to everyone who donated and to our participating grocery store partners, **30,055 pounds of food was donated during this effort**. A big thank you to our volunteers who hand out donation bags and help turn grocery store customers into Ottawa Food Bank donors.



HOLIDAY FOOD DRIVE

It is always inspiring to see the city come together during the months of November and December for the Holiday Food Drive. During the 2019 Holiday Food Drive, presented by Mosaic, over **400 workplaces and groups** held food and fund drives on their premises and **collectively raised a very generous \$240,000 and 98,195 lbs. of food!**



FOOD SORT CHALLENGE

The 8th annual Food Sort Challenge was shaping up to be our best yet! *Mondeau Bathroom & Kitchen* was back as our Presenting Sponsor and the team from *HOT 89.9* was already to be your MC and hosts for the day. By mid-February, we were already 60% sold out for our May event. Unfortunately, once we realized that the pandemic was going to last longer than those two weeks in March, we made the tough decision to cancel the event. The previous year's event raised over \$70,000 and saw over 50 teams join in on the fun. We look forward to the moment when we can safely host our next Food Sort Challenge – bigger and better than ever before!



FOOD AID BBQ

Summer 2020 saw the cancellation of another annual event that we look forward to every year, the Food Aid BBQ. This event takes place in conjunction with the Mayor's Rural Expo on the front lawn of City Hall. The previous year's BBQ, presented by *Casino Lac-Leamy*, raised \$79,808. Those funds went towards providing high-quality, nutrient-rich ground beef in one-pound quantities to people in need in our community. We have our fingers crossed that we'll be able to host another event soon to raise these much-needed funds.



A Year of Crisis & Kindness: COVID-19 Report Summary

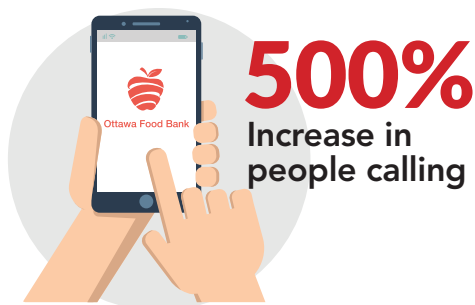
The Ottawa community was watching the news and their Twitter feeds closely in early March when we collectively received word that the Novel Coronavirus had finally, and unfortunately, reached our city. The nation's capital was officially part of the global pandemic and our everyday way of life was about to change.

Throughout the pandemic, our role to support and provide for our network of member agencies has stayed true – but with a little more innovation, collaboration, and ingenuity.

We will get through this together. We will come out the other side stronger.

In the first five weeks of the COVID-19 pandemic, the Ottawa Food Bank had a 500% increase in the number of calls coming in from people needing emergency food support.

The Ottawa Food Bank is incredibly honoured to work for and support the hard-working front-line staff and volunteers in the network of 112 member agency food programs.



112
member
agency food
programs



The Ottawa Food Bank started a Home Delivery Program for people who cannot leave their home. To date, we have delivered over 1,800 hampers directly to people's houses.

1,800
food hampers
delivered



The Ottawa Food Bank's food distribution has increased by 34%, as member agencies are providing more food to give to each client so they can stay home for longer periods.

Increased by
34%



Thank you to the donors and supporters who have made it possible to:

Purchase nearly \$600,000 worth of extra food for the community



Purchase \$550,000 worth of grocery store gift cards for member agencies to provide to clients



Provide \$1,281,000 in relief funding to food banks across the city



Buy over \$173,000 worth of PPE and cleaning supplies



For the full report, please visit www.ottawafoodbank.ca