

Year in Review 2022-2023



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



I am often asked how things are going at the Ottawa Food Bank. The reality: 2022-2023 was a tough year. The Ottawa Food Bank and the network of 112 food programs saw more people needing support and services. And more people needing to come more often. With an increase in visits by 22%, the need was again at historic levels. And yet, the Ottawa Food Bank staff, the network of agencies, volunteers, and donors continue to work tirelessly to meet the demand. Even though this has been the most challenging year for us all, my heart is full of gratitude.

I have deep appreciation and admiration for the network of food programs in the city. They work tirelessly in the community, connecting with neighbours, and ensuring that people have access to the critical food and support they need. Agencies provide essential services in our city. And yet, agencies continue to do more with less. Without them, thousands of people in Ottawa would have nowhere to go for emergency food. The whole city owes them profound thanks.

“With an increase in visits by 22%, the need was again at historic levels.”

Together, the Ottawa Food Bank staff and the network have worked to make great strides in improving support and services. We have worked together to improve equity and consistency across the city; made healthier options available at food banks; and partnered with agencies to provide wrap-around programs to help people move out of poverty. This is all possible because of our incredible community and amazing supporters.

We know times are tough for everyone, including the staff, donors, volunteers, and supporters of the Ottawa Food Bank. The generosity of Ottawa has been incredible. We truly cannot support the community without those who selflessly donate their time, talent, and funds.

As I look back on everything we achieved this year, despite the tremendous challenges, I am beyond grateful. No matter how you chose to support the Ottawa Food Bank, you have made all of this, and more, possible in our city. I hope you read the full report to discover how you made a difference.

As we head into 2024, and our 40th year of food banking in Ottawa, I am hopeful. We are on the path to ending food insecurity in Ottawa. I hope you will continue to support the network and our work to ensure everyone can thrive in our city.

With sincere thanks,

Rachael Wilson
Chief Executive Officer
Ottawa Food Bank

**FILL THIS TRUCK
TO HELP FILL PLATES
ACROSS OTTAWA.**

OTTAWAFOODBANK.CA/DONATE



Ottawa Fo

A Message from the Chair of the Board



Michaela Tokarski
Chair, Board of Directors
Ottawa Food Bank

As we reflect on the past year, it is with deep gratitude and a sense of purpose that I share with you the remarkable progress and initiatives undertaken by the Ottawa Food Bank and the network of 112 dedicated member agencies.

Over the past year, our collective efforts have propelled us to significant milestones, including the successful relocation of the Ottawa Food Bank to a new, purpose-built facility. This strategic move has equipped us with additional space, larger food storage capabilities, and enhanced systems, enabling us to meet the growing needs of our community more efficiently. This tangible progress reflects our commitment to adaptability and responsiveness as we work towards our goal of eliminating food insecurity in Ottawa by 2050.

Our new strategic plan continues to guide us at a high level, emphasizing the improvement of community health, strengthening our network's capacity to meet rising demand, and leveraging our collective strengths to provide enhanced support for those accessing food banks. This forward-thinking approach ensures that we not only provide immediate relief but also actively contribute to sustainable solutions for a thriving community.

I extend my heartfelt appreciation to the dedicated individuals who have played a crucial role in shaping and implementing our strategic direction. The collaborative spirit among our

staff, volunteers, and member agencies underscores our shared commitment to the vision of a community where everyone can thrive.

The challenges faced in the past year have been met with resilience and determination. The unwavering support from our community, including generous donors and committed board members, has been the driving force behind our continued success. Your contributions, whether in the form of financial support, volunteer hours, or food donations, have made a tangible difference in the lives of those experiencing food insecurity.

Looking ahead, we strive to improve health outcomes, enhance our network's capacity, and amplify our collective impact. As we navigate the path forward, I am filled with gratitude for the collaborative spirit that defines our organization and the generosity that sustains our mission.

In closing, I want to express my profound thanks to each member of our community for your ongoing support. Together, we are building a future where no one in Ottawa experiences food insecurity, and where our collective efforts create lasting change.

Board of Directors

The Ottawa Food Bank wishes to thank the following individuals for their service during the 2022-2023 fiscal year. They have helped guide our organization through a challenging and unique time, and we look forward to their continued guidance as we work toward our strategic commitment of ending food insecurity in Ottawa.

CHAIR

Michaela Tokarski
Partner, Tokarski Homes

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House Women's Shelter

Steve Mennill

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Climate Officer, Canada
Mortgage and Housing
Corporation

Erin O'Manique

Executive Director,
Gloucester Emergency
Food Cupboard

The Network of 112 Member Agencies

The Ottawa Food Bank's main role is to work in partnership with a network of 112 food programs across the city. These programs are known as our **member agencies**. The Ottawa Food Bank is the central food collection, storage, and distribution centre for these front-line programs. The network includes community food banks, food cupboards, meal programs, multi-service programs, kids' summer programs, and After 4 Clubs.

Despite challenges due to rising costs, inflationary impacts, heightened need, and a lack of government funding, these programs are responsive to the evolving needs of the community in addition to providing high standards of safety and service.

In every neighbourhood in Ottawa, the committed staff and volunteers of the network are front-line heroes. They work tirelessly to not only provide food and supplies, but also give hope and wrap-around services and referrals to their clients in need. Please take the time to reflect on the list below and appreciate the hard work of the network.

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 Community Food Centre
- Community Compassion Centre
- Confederation Court Community House
- Dalhousie Food Cupboard
- Debra Dynes Family House
- FAMSAC Food Cupboard
- Foster Farm Family House
- Gloucester Emergency Food Cupboard
- Heron Emergency Food Centre
- Lifecentre Food Bank
- Lowertown Community Resource Centre - Lowertown Good Neighbours Community House
- Morrison Gardens Food Centre
- Orléans-Cumberland Food Bank / La Banque alimentaire d'Orléans-Cumberland
- 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
- Westboro Region Food Bank

FOOD CUPBOARDS

- African, Caribbean & Black Wellness Resource Centre (ACB)
- Algonquin Students' Association Food Cupboard
- All Nations International Development Agency
- Broadview - Ottawa Mission
- Bruce House
- Carleton University Food Centre
- Carlington CHC
- Catholic Immigration Services
- Centre d'appui et de prévention (Le CAP)
- Cité collégiale

- Eastern Ottawa Resource Centre
- Elizabeth Wyn Wood Alternate Program
- Harmony House
- JF Norwood House
- John Howard Society - Tom Lamothe Residence
- John Howard Society - Ste. Anne Residence
- Kosher Food Bank
- Lotus House
- Odawa Native Friendship Centre
- Richard Pfaff
- Sandy Hill Community Health Centre
- South-East Ottawa Community Health Centre
- Tungasuvvingat Inuit
- UOSU Food Bank
- Woodlawn - Ottawa Mission
- Youth Services Bureau - Besserer
- Youth Services Bureau - Cooper
- Youth Services Bureau - Nelson
- Youville Centre

MEAL PROGRAMS

- BGC Don McGahan
- BGC Ron Kolbus
- 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 Shelter 172
- Cornerstone Housing 314
- Cornerstone Housing 515
- Door Youth Centre
- Empathy House of Recovery
- Heather Manor
- Jericho Road Ministries
- Orléans-Cumberland CRC Meal Program / Programme de repas du CRC Orléans-Cumberland
- Ottawa Mission Food Truck
- Parkdale United Church - In From The Cold
- Regina Towers OCH
- 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 (The Living Room)
- Care Centre Ottawa
- Centre espoir Sophie
- Minwaashin Lodge
- Operation Come Home
- Ottawa Innercity Ministries
- 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 - Young Parent Outreach Centre
- The Well

KickStart – AFTER 4 CLUBS

- 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 - Lowertown Community Resource Centre - Club 310
- After 4 Club - Confederation Court
- After 4 Club - Debra Dynes
- After 4 Club - Emily Murphy Non-Profit Housing Corporation
- After 4 Club - Foster Farm Community House
- After 4 Club - Michele Heights Community House
- 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
- After 4 Club - Winthrop Court

FOOD AND OPERATIONS INDUSTRY PARTNERS

Thanks to the generous donations and strong relationships with food industry partners such as grocers, manufacturers, wholesalers, and local farmers, the Ottawa Food Bank obtains food efficiently and in large quantities. This support not only improves our operational effectiveness but also plays a vital role in fostering hope for families and individuals facing hunger and food insecurity in our city. We want to express our sincere thanks to the following partners for their unwavering support and collaborative partnership.

- | | | | |
|-------------------------------------|-----------------------------------|------------------------------|----------------------------|
| • Aenos Food Services | • Farm Boy | • No Frill's Grocery Stores | • Premium Meats |
| • All Special Wholesale | • Feed Ontario | • Lactalis | • Purolator |
| • Alliance Seafood Inc. | • Food Banks Canada | • Laprade, Christian Seniors | • Shopify |
| • Amazon | • Foster Family Farm | • Loblaws | • Shoppers Drug Mart |
| • Amazon Fulfillment Centre | • Frank's Catering | • Macartney Farms | • Snap |
| • APS - Stericycle Expert Solutions | • FreshCo Grocery Stores | • Metro | • Sobey's Head Office |
| • Burnbrae Farms | • Giant Tiger | • Muslim Welfare Canada | • Summerlea Dairy |
| • Canadian Tire Centre | • Go Live | • Natrel Inc. Sealtest | • SunTech Greenhouses Ltd. |
| • Chicken Farmers of Canada | • Harvest to Gather | • Nestle Canada | • Real Canadian Superstore |
| • Coca-Cola | • Hindu Temple of Ottawa-Gatineau | • NG Wholesale | • Walmart |
| • Costco | • Italfoods | • NPI Group | • Weston Bakery |
| • Côté Poultry | • iXCEED Packaging | • Ottawa Sikh Society | • WorldWide Distributors |
| | | • PepsiCo Food Service | • Your Independent Grocer |

Programming and Operations

INCREASING NEED

The Ottawa Food Bank and the network of 112 member agencies reported **493,951** visits in fiscal year 2022-23: the highest level of food bank visits in our 39-year history, and **22%** higher than the previous year. Many member agencies extended their hours, opened more days, and secured and distributed more food to meet increasing need in their communities.

In the face of increased need, rising costs, and the lingering challenges of the COVID-19 pandemic, a total of **10,345,096 pounds** of food and non-food items were distributed to the network. This represents an increase of **0.7%** compared to the last fiscal year.

With an uptick in demand, member agencies had to face tough decisions, prioritizing expenses for food and retaining staff. In the **2023 Ottawa Hunger Report**, the network reported 39,000 hours were spent each week addressing client needs beyond food, including mental health, housing and employment services. However, there is still a gap to properly address the non-food related needs of clients. An additional 22,000 hours each week would be needed to meet all client needs beyond food effectively.

Additionally, in response to the crisis levels of food insecurity seen in December

2022, the Ottawa Food Bank took decisive action. A one-time **emergency grant of \$500,000** was created for **29** community and emergency food banks within the network. This funding offered temporary relief by enabling them to purchase more food, keep up with operational expenses, and pay staffing costs. The challenges from the 2022-2023 fiscal year continue and highlight the need for investment and solutions to address poverty reduction.

HOME DELIVERY PROGRAM



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

We express our sincere gratitude to the **Ontario Trillium Foundation** for its generous investment which played a pivotal role in sustaining our Home Delivery Program, facilitating the distribution of over **174,000 pounds** of food throughout the 2022-2023 fiscal year. This program remains a lifeline for

families and individuals facing mobility challenges, such as seniors, single parents, immunocompromised individuals, and those coping with illnesses or injuries.

Through a successful Request for Proposal (RFP) process, we identified a third-party partner, **Gopher It Cares**, to take on the home delivery aspect of our food bank services.

In this collaborative effort, partner agencies continue to handle intake and food order preparation, while Gopher It Cares efficiently picks up and delivers food to the doorsteps of those unable to physically attend their designated food programs. We welcomed eight agencies to join Gopher It Cares during the 2022-2023 period. This partnership reflects the Ottawa Food Bank's commitment to fostering collaborative efforts that extend beyond our organization to create a more resilient and effective support network. Despite challenges, our commitment to emergency home deliveries remains unwavering. We continue to provide essential food assistance to individuals residing in catchment areas where the community food bank does not offer home delivery, ensuring that no one is left without the support they need during times of crisis.

CHILDREN AND YOUTH



Children and youth under the age of 18 continue to represent a third of food-insecure individuals in Ottawa. In addition to supporting families with food through their community and emergency food programs, the Ottawa Food Bank also supports programming specific to children and youth across the city. **KickStart After 4 Clubs** provide healthy snacks for school-aged children and youth in Ottawa.



The Ottawa Food Bank supported 25 programs over the summer months to help fill the gap that exists when school is out for the summer. Through these 25 programs, over 2,000 children were able to access healthy and nutritious foods such as cheese, fresh fruits and vegetables, milk, apple sauce and yogurt.

A generous five-year commitment from **Preston Square** coupled with your support provided **346,225 pounds of baby food and supplies**, including diapers, formula, and cereal, through our **Baby Basics Program**. This ensured families had access to the necessary and expensive items they need to keep their babies healthy and strong.

COMMUNITY HARVEST



The Ottawa Food Bank grows fresh produce on our own **eight-acre farm** (donated to us by **Tom Black** and his family of **Black Family Farm**) near Stittsville. This farm plays an important role in helping us deliver such a high proportion of fresh food to the network of member agencies. This year, we distributed **140,201 pounds of fresh fruits and vegetables** from our own crops.

The **Mechanical Contractors Association of Ottawa** was the Presenting Sponsor of Community Harvest 2023, one of the Ottawa Food Bank's most popular programs, attracting volunteers from across Ottawa to grow fresh, local produce expressly for donation to food bank clients. Thank you to the hard-working staff and volunteers for making it possible to provide 25 different crops to the community. Their labour enabled food insecure households to benefit from an incredible amount of local, fresh produce. When donations from local farmers and gleaning opportunities are accounted for, the Community Harvest program provided a total of **158,946 pounds of produce** in the 2022-2023 fiscal year.



SOLUTIONS BEYOND FOOD



Most food banks in Ottawa address needs beyond food. The Ottawa Food Bank and the network of member agencies continues its effective collaboration to address the evolving needs of our communities in a number of ways:

Community Co-Design



In the 2022-2023 period, we worked with the network of member agencies, people who've experienced food insecurity, and the **Tamarack Institute** to build on the foundation laid in the **Community Co-Design Report**. Together, we set key goals, such as aligning values between food banks, clarifying roles for the Ottawa Food Bank and its network, forming **action groups**, and creating a roadmap for a holistic approach to food banking in the city. **The Maple Leaf Centre for Food Security** played a crucial role by providing \$203,750 in funding over three years (2022-2025). This support will help make wrap-around support services available at some food bank locations, helping to enhance overall food security outcomes across the city.

As part of this project, the Ottawa Food Bank facilitates partnerships between community health and resource centers and community and emergency food banks. This helps provide on-site wrap-around supports to individuals accessing food programs. In the 2022-2023 fiscal year, we are pleased to announce the successful onboarding of

Year Two program participants, including the **Nepean-Rideau-Osgoode Community Resource Centre**. This expansion involves offering wrap-around supports at **Care Centre Ottawa, Sadaqa Food Bank, Debra Dynes Family House, and Caldwell Family Centre**. Building on insights gained from Year One, this ongoing project continues to guide the remaining duration of the Community Co-Design, laying the groundwork for more impact.

Community Voices in Action



In the 2022-2023 fiscal year, our **Community Development team proactively engaged with communities across the city** by participating in various summer events. The primary objective was to establish meaningful connections with residents and encourage them to share their insights and ideas on improving food security. A noteworthy initiative by the Ottawa Food Bank was the introduction of a **workshop series** specifically designed for residents.

Residents who participated in these workshops, covering essential topics such as food security and equity, advocacy, and leadership, were not only enthusiastic but also received compensation for their involvement. Additionally, the workshops facilitated skill development and the establishment of connections within the network of member agencies. Moving forward, participants in these workshops will be involved in upcoming engagement opportunities with the Ottawa Food Bank. This includes participating in a **resident-led action group** and **short-term consultations** to enhance our understanding of poverty and food security through the lens of residents' firsthand experiences.

The overarching goal of these efforts was to mobilize residents, encouraging them to actively engage and guide the

work of the network to address food security challenges in communities across Ottawa with a **"nothing about us, without us"** approach.

Advocacy



Working toward the goal of ending food insecurity in Ottawa, the Ottawa Food Bank actively participates in advocacy efforts. The Ottawa Food Bank's advocacy draws on data, research, and the firsthand experiences of individuals navigating poverty and food insecurity in our city. In the past year, we've pursued several opportunities to advocate for holistic solutions, pushing for essential systemic change. We are dedicated to ensuring that every level of government is held responsible for implementing the essential measures needed to tackle the urgent food security crisis in our city.

In a **compelling address** to the House of **Commons Standing Committee on Finance**, our CEO, Rachael Wilson, shed light on the challenges of food insecurity in the nation's capital. Speaking on May 18, 2023, Rachael emphasized the urgent need for income-based solutions and highlighted the potential impact of the **Grocery Rebate program**.

During her testimony, Rachael provided valuable insights into the struggles faced by individuals and families grappling with food insecurity. She passionately advocated for a comprehensive approach, recognizing the interconnected crises of healthcare, affordable housing, and food security. Rachael called for policies addressing the root causes of poverty, supporting initiatives like the Canada Child Benefit, the expansion of the Canada Workers Benefit, the establishment of a Minimum Income Floor for all Canadians, and policies encouraging the construction of affordable housing. Rachael's plea for nonpartisan collaboration and strategic policies echoes a call for empowering communities to thrive.

The **2023 Ottawa Hunger Report** brings attention to the significant challenges confronted by food banks and their clients, providing insight into the escalating problems of hunger and food insecurity in the City of Ottawa. With a rising number of clients seeking assistance from food banks, the severity of their food insecurity has increased each month. This year, our Hunger Count survey introduced a "wellness" assessment for the network, yielding invaluable insights into its well-being and available resources. The report's importance was emphasized through its presentation and recognition at Ottawa City Hall, presented by the Ottawa Food Bank and the **Food Security Advocacy Action Group**, comprised of member agencies.

MOVING TO A HEALTHIER FUTURE



In May 2023, we officially opened our doors at **2001 Bantree Street** - the new home of the Ottawa Food Bank. This newer, larger space was retrofitted to **increase cold storage by almost 300%**. It enhances our capacity to provide more fresh and frozen foods, including dairy, proteins, and produce. To operate efficiently and safely in the 53,000 square foot space, investments were also made in commercial-grade food handling equipment. This transition marks a crucial step in our mission to keep pace with the growing demand for our services.

The Ottawa Food Bank thanks donors to our capital campaign, **Moving To A Healthier Future**, for supporting the transition and ensuring we are equipped to address the growing need for food support in our community.



Food Distribution: Fiscal Year 2022-2023

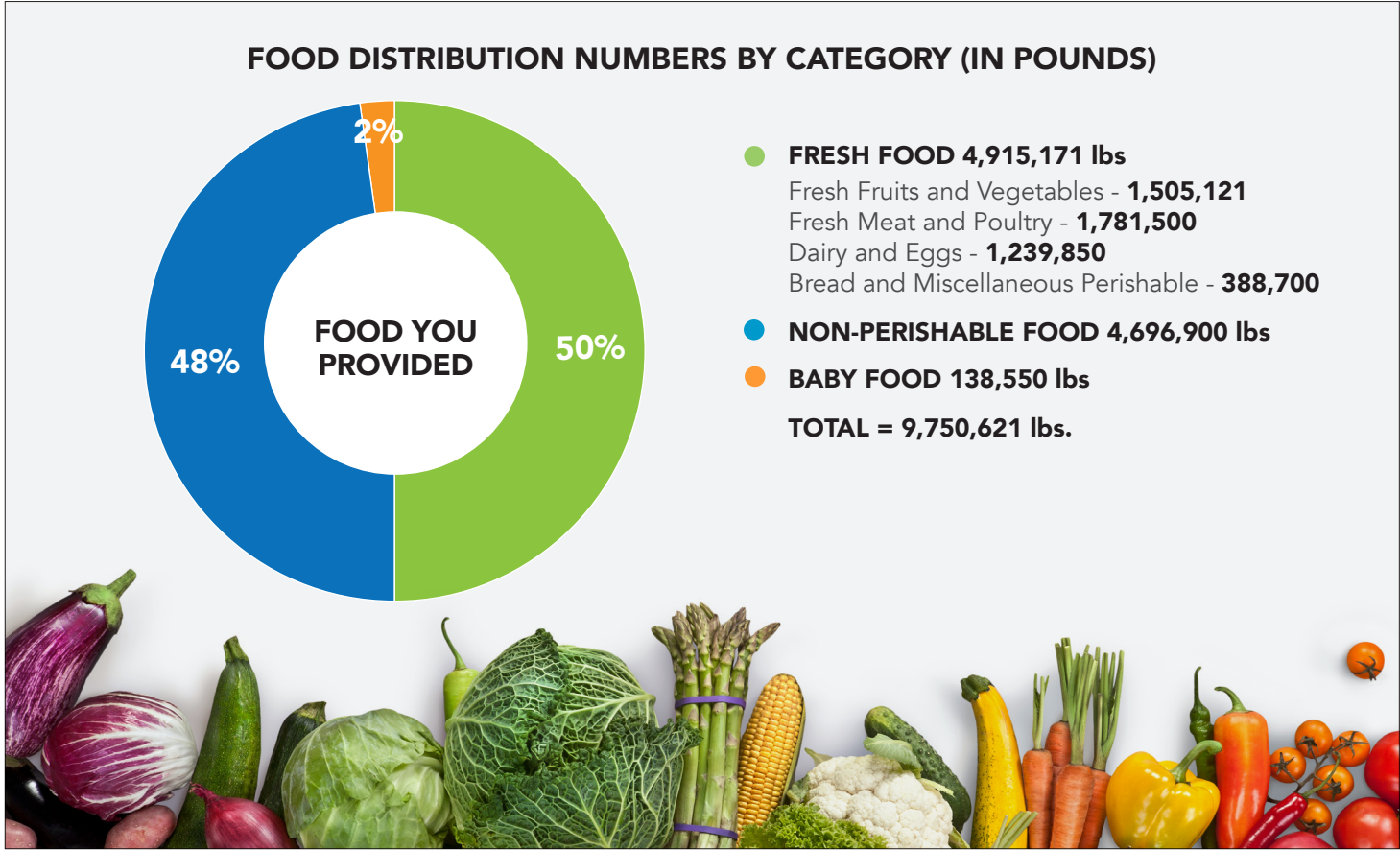
The primary function of the Ottawa Food Bank is to support a network of 112 member agencies by collecting, purchasing, and distributing millions of pounds of food each year. In the last fiscal year, the Ottawa Food Bank faced challenges with a decrease in donated food (totaling about 280,000 pounds less than the year before) and the rising cost of nutritious foods. The Ottawa Food Bank distributed **\$9,194,428** worth of purchased food and **\$8,444,589** worth of donated food in the 2022-2023 fiscal year. While overall spending on food increased, we prioritized ensuring that our distribution efforts, reaching millions of pounds, remained consistent. The items provided to families and individuals are broken down by distribution, as shown below.

We significantly increased the distribution of fresh, nutritious food, with **50%** of the food we provided being fresh items like eggs, milk, meat, and fresh fruits and vegetables. This emphasis on healthy options aimed to better support the nutritional needs of those facing food insecurity. **One More Bite**, the provincial meat and protein recovery program with Metro grocery stores, has continued to provide a variety of meats and proteins to families and individuals across Ottawa. This year, participating Metro grocery stores provided **1,034,750 pounds** of protein. We greatly appreciate the support through this food recovery program, a vital step in getting healthy food to our neighbours.

We are grateful for the generosity of our food industry partners and donors who support us through food drives, events, and collection bins at grocery stores across the city. Financial donations allow the Ottawa Food Bank to make up for any shortfall in food donations. Thanks to your generous donations and the hard work of staff and volunteers, we were able to maintain the same level of food distribution, as the cost of goods and services, including food prices, rose significantly.

Beyond food, we also addressed non-food needs by distributing household and hygiene supplies, totaling **158,200 pounds**, along with **207,675 pounds** of diapers, and **54,000 pounds** of pet food. These items are in addition to the food distribution outlined below.

A FOCUS ON FRESH: In the 2022-2023 fiscal year, **\$4,492,898** went towards purchasing fresh and nutritious food such as fruits, vegetables, meat, poultry, dairy, and eggs.



Financial Overview

Our fiscal year is October 1, 2022, to September 30, 2023.

\$8.4 MILLION

Total value of food



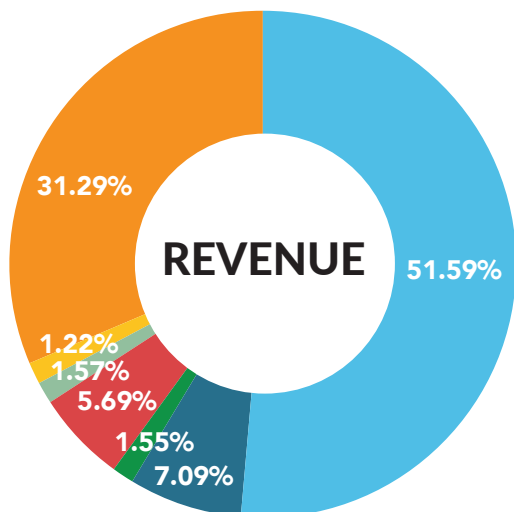
\$18.5 MILLION

Total funds donated.



\$26.9 MILLION

Total food and funds invested to support the community.



- Public Support \$13,924,992
- Grants and Corporate Sponsorship \$1,914,228
- Investment Income \$418,357
- Community Engagement Events \$1,534,812
- Government Grants \$424,247
- Other Income \$328,444
- Food Donated \$8,444,589

Total = \$26,989,669

Impact of Your Donations



\$24,111,842

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



\$2,667,757

Food and Fund-Raising efforts



\$1,530,257

General Administration

For the fiscal year ending September 30, 2023, we incurred a deficit of \$531,229, primarily attributed to an increase in our costs due to the unprecedented rise in community needs, driven by alarming levels of food insecurity. Our expenditures for food purchase this fiscal year was \$9,194,428, representing a significant increase from \$6,314,782 in the previous year, marking a **46%** increase.

The increased demand underscores the extensive issue of food insecurity within our community. Families and individuals are facing challenges in accessing sufficient, nutritious food, leading to an increased strain on our resources. While we used some of our unrestricted reserve funds to cover the shortfall, it is crucial to acknowledge that this may not be sustainable in the long term. Addressing food insecurity has become a critical aspect of our mission, and we are actively exploring sustainable solutions to meet the growing needs of our community.

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 fortunate to work with **Ottawa's Best Volunteers!** Over the years, our volunteer program has adapted to realize the great benefit of being able to work with incredible groups, individuals, and organizations. Our volunteer program has thrived, all thanks to the unwavering dedication of Ottawa's Best Volunteers. We are truly

honoured to be your charity of choice, benefiting from your valuable time and talent.

We organize our volunteer efforts into five main areas: Food Sorting, Community Harvest Farm, Special Events, Data and Administration Support, and Home Delivery. Additionally, we have a dedicated board of directors who are volunteers.



Total Volunteer Hours by Volunteer Role

	2021-22	2022-23
Food Sorting	8,523	8,920
Community Harvest	5,449	5,662
Delivery Assistant	1,436	187
Hamper Delivery	1,327	1,420
Special Events	291	820
Admin Support	110	130
Link2Feed	0	238
Data Volunteers	0	61
Board of Directors	350	264
Total	17,486	17,674

This past year, all five of our active volunteer roles experienced program growth. While we said goodbye to the delivery assistant role on our trucks, we saw significant expansion in other areas. From October 1, 2022, to September 30, 2023, over **2,300** of Ottawa's Best Volunteers contributed over **17,500 hours** to our organization, representing close to 10 full-time employees. This incredible support spanned various roles – from friendly faces at our reception desk to dedicated teams of veteran food sorters in the warehouse, and the involvement of several hundred corporate and community groups at the farm and our office. Our Community Harvest Farm had more volunteers than

ever before, and our delivery drivers went the extra mile, covering almost 10,000 kilometers.

With increased capacity in the volunteer team, as well as in events, operations, and across the organization – we are gearing up for a significant growth year in volunteering at the Ottawa Food Bank in 2023-24. We look forward to the community joining us to help build food security into the lives of even more of our community members!

For more information on our volunteer program, please visit ottawafoodbank.ca/volunteer-to-help and read our [Volunteer Impact Report](#).

Community Engagement and Events

Thank you to our community partners who donated and raised funds, collected and contributed to food drives, and shared their 'why' this year! From neighbourhood food drives, online birthday fundraisers, and artistic initiatives to large scale virtual events using our peer-to-peer fundraising platform, and so much more, the people of Ottawa rose to the occasion once again. People's willingness to fundraise in new ways and engage their own networks have helped fill thousands of fridges for families and individuals in need. We are so grateful for your generosity and for choosing to support the Ottawa Food Bank. Your continued partnership is much appreciated and most needed. **THANK YOU.**



MCA Ottawa, 2023 Presenting Sponsor of the Community Harvest Farm



Annie's Lemonade Stand



Capcorp Financial's 2022 Fill The Foyer Fundraising Campaign for Holiday Food Drive, presented by Mosaic



Great Glebe Garage Sale, The Cuppa Soup Dixieland Jazz Band

How You Can Help

Volunteer

See all your volunteer opportunities online at www.ottawafoodbank.ca/volunteer-to-help/



Monetary Donation

Make a secure donation over the phone or online today!
613-745-7001
www.ottawafoodbank.ca/donate



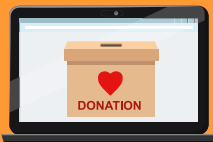
Food Donation

Drop off a food donation at our Bantree Street warehouse (Monday to Friday) 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



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

We strive to make our events an opportunity to connect and understand the cause of food insecurity and to serve an important purpose: to help generate the monetary and food donations necessary to support our member agencies.



THANKS FOR GIVING FOOD DRIVE

As the kick-off to the Giving Season, the 2022 Thanks for Giving Food Drive, held on Thanksgiving long weekend, is essential to us in ensuring we are stocking our shelves for the colder months ahead. Thanks to everyone who donated and to 18 of our participating grocery store partners, **30,325 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

This fund and food drive, presented by Mosaic, is critical to the Ottawa Food Bank as it stocks our shelves and helps us provide for tens of thousands of people every month throughout the winter and into the spring. During the 2022 Holiday Food Drive individuals, community groups and workplaces raised **41,300 pounds of food, and over \$468,000!** Please know that your kindness over the holidays, and all year round, is not only appreciated by us, but also the 112 member agencies across city for whom we provide food.



FOOD SORT CHALLENGE

In March 2023, Food Sort Challenge, presented by Mondeau Bathroom and Kitchen, a division of Boone, returned as one of the Ottawa Food Bank's signature events. Food Sort Challenge is a fast-paced competition, where teams of up to 10 people compete head-to-head to see who can sort 1,000 pounds of food the fastest. Groups can expect fun sorting challenges, high-energy activity, and great company throughout the day.

We're thrilled to announce that the **2023 Food Sort Challenge raised \$151,028** for the Ottawa Food Bank!



ADOPT A CROP

Adopt a Crop invites local businesses to get involved with our community harvest. Each Adopt a Crop Ambassador selects a crop and "champions" it over the course of the growing season. This year, seven groups adopted a crop, volunteered on the farm, got their hands dirty, and supported the Ottawa Food Bank's Community Harvest program.

They harvested **140,201 pounds of fresh food** that was delivered to community and emergency food banks across Ottawa. We know that fresh is best and how quality food improves the lives of people experiencing food insecurity every day. Thank you to all Adopt a Crop Ambassadors!



OTTAWA FOOD SECURITY CONFERENCE

In October 2022, the theme of the Ottawa Food Security Conference was "Innovative Approaches to Community-Focused Food Security". The virtual conference brought

together community members with lived experience and food security stakeholders to better understand the needs, capacities, and required next steps of our communities. For the first time ever, members of the public participated conference!

Thank you to our supporters

We want to express our gratitude to the amazing donors who've made it possible for us to make a positive impact in local communities by providing food and essential resources. In the face of the rising cost of living, the need for food assistance has become even more critical, leading to a surge in demand at neighbourhood food banks across the city. This year has brought challenges for many in our community, and we're truly thankful for the new and dedicated supporters who recognize the significance of lending a hand during these tough times.

To all of you who generously contributed throughout the past fiscal year, we extend our heartfelt appreciation. Visit ottawafoodbank.ca/thank-you-for-your-generous-support, to review the list of donors who contributed \$1,000 or more in the 2022-2023 fiscal year. Please know that each and every one of you, whether mentioned or not, has made a meaningful difference in the lives

