

Year in Review 2023-2024



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



As we close out our 40th year of service to the community, what continues to stand out is that the Ottawa Food Bank is not just an organization on its own; we are an interconnected network. This means that we support individuals and families in our community together; and sometimes, we also experience challenges together.

This past year has been monumentally challenging. Ottawa's food insecurity crisis has been felt across the city, impacting the network of 71 member agencies that operate 98 food programs.

We have seen a staggering 90% increase in visits since 2019, and we cannot keep up with the demand. One in four households in Ottawa are struggling with food insecurity, compared to one in seven just last year. Community food banks in the network are stretched so thin that 40% are turning people away.

We can all see our city is hurting. But this crisis is about much more than just food — it's about the health and stability of our entire community. When people can't afford food, it affects their ability to work, to study, and to live with dignity.

Food insecurity puts a strain on every part of the city, from shelters and supportive housing to social services and healthcare. Considering the nearly 20,000 children relying on food banks this month, the generational impact is undeniable.

Many agencies have serious concerns about the next few months, unsure how they can turn people away. Without question, residents in our community will be going hungry.

Is there hope? Yes. There is hope in our community, and change is possible.

We know 'more food' through the charitable sector won't solve food insecurity. Instead, we continue to call on all levels of government to support comprehensive income-based solutions

and policies that address the underlying issues of poverty in our community.

At the same time, we will continue supporting the network and our community as we have for the last 40 years. There is strength and hope in the network, Ottawa Food Bank staff, Board Members, volunteers, donors, and supporters. These are kind, caring, and incredibly hard-working people driving change and ensuring residents in our city are cared for.

I am grateful that we have our community that continues to exceed its own generosity year after year. This was a difficult year for so many, and we thank you for making an impact on individuals and families in our city. This report is a testament to your contributions.

We know 2025 will be another challenging year, but it will be eased with your continued support and advocacy for a better future in Ottawa. Thank you for your kindness, for using your voice, and for your dedication to ensuring a city where everyone thrives. There truly is no Ottawa Food Bank without Ottawa.

With sincere gratitude,

Rachael Wilson
Chief Executive Officer
Ottawa Food Bank



Dr. Vera Etches (Medical Officer of Health, Ottawa Public Health), Toni Jacob (Executive Director, African, Caribbean & Black Wellness Resource Centre), Rachael Wilson, and Cortenay Sarion (Team Lead, equiTABLE Resident Action Group) at the Ottawa Hunger Report 2024 launch.

A Message from the Chair of the Board



Trevor White

Ottawa Food Bank Chair of the Board

In my time thus far on the Ottawa Food Bank Board, I have consistently been amazed by the willingness of our community to volunteer their time, donate food and funds, and devote their energy in the aid of others, in response to challenges of all kinds, from weather to a pandemic. Hunger, however, is a formidable foe, and there is no getting around the numbers.

The 2023-24 year saw yet another record-breaking demand for food banks across our city, and this trend is expected to increase. The rise in

the cost of living, especially food, has pushed things to the point where our community's generosity is being overwhelmed by the ever-increasing demand for food. It is clear that a different approach is urgently needed, one in which our governments become active partners. They can no longer rely on community-supported charity networks to address the problem. We need our elected officials to do more than just acknowledge that a problem exists, and instead take an active leadership role in addressing both the causes and the symptoms of food insecurity. I commend the Ottawa Food Bank staff for all they accomplished this year, especially for sharing the urgency of this message.

I would like to take this opportunity to highlight the work done by the Ottawa Food Bank's network of agencies whose staff and volunteers work tirelessly on the front line of our community's fight against food insecurity and are constantly called on to do more with less. I would like to thank the members of the Ottawa Food Bank Board who dedicate a significant amount of their time to provide governance and strategic oversight to the organization. Thank you to our volunteers who spend time and energy in service of addressing food insecurity in our city, be it hours spent fulfilling shifts at our Community

Harvest Farm, in the warehouse sorting food, participating at the numerous fundraising efforts held throughout the year, or in support of all the other programs that simply could not operate without their contributions. Finally, I would like to recognize the donors within our community who make it a priority to support the Ottawa Food Bank in its efforts to provide food, hope, and dignity to individuals and families in our city.

As I look forward to the coming year, the Ottawa Food Bank will undertake the development of a new Strategic Plan which will focus on addressing the short-term needs of distributing as much food as possible to those in need, but also on making progress towards meeting our long-term goal of eliminating food insecurity within Ottawa by 2050. Yes, this represents a mountain to climb, but I am confident that we can do it through partnerships, leadership, and our collective commitment to community.

Our community has shown up time and time again to support one another – be it through the network of agencies, involvement with the Ottawa Food Bank, or simply by staying in the know. Thank you for your ongoing support. Our work continues, and I have hope that we can collectively build a healthier future for Ottawa.

Board of Directors

The Ottawa Food Bank wishes to thank the following individuals for their service during the 2023–2024 fiscal year. They have helped guide our organization through a challenging and critical time, and we look forward to their continued guidance as we work toward our strategic commitment of ending food insecurity in Ottawa.

CHAIR

Trevor White

President, TALOH Solutions Inc.

VICE CHAIR

Timothy Cullen

Partner, Litigation and Dispute Resolution, McMillan LLP

TREASURER

Marian McMahon

Retired, Assistant Auditor General of Canada

SECRETARY

Kat Hamilton

Director, Advocacy and Campaigns, CNIB

DIRECTORS

Matthew Blostein

Wealth Advisor, Associate Portfolio Manager, CIBC

Lisa Fabian

Executive Director, Care Centre Ottawa

Michaela Tokarski

Partner, Tokarski Homes

Erin O'Manique

Executive Director, Gloucester Emergency Food Cupboard

Sylvie Manser

Executive Director, Banff Avenue Community House

Marilyn Matheson

Executive Director, Harmony House

Steve Mennill

Senior Vice President and Chief Climate Officer, Canada Mortgage and Housing Corporation

Member Agencies of the Ottawa Food Bank

The Ottawa Food Bank's core mission is to support and collaborate with a compassionate network of member agencies throughout the city. These dedicated programs include community food banks, food cupboards, meal services, multi-service programs, children's summer programs, and After 4 Clubs. The Ottawa Food Bank serves as the central hub for food collection, storage, and distribution, with the aim of supporting these vital programs in reaching those who need them most.

Despite facing significant challenges such as rising costs, inflation, and limited government support, these programs remain deeply committed to meeting the evolving needs of our community. They continue to uphold high standards of service and care, providing not just food, but support and stability where possible.

In every neighbourhood across Ottawa, the staff and volunteers of this network are true front-line heroes. They work tirelessly to not only provide nourishment and essential supplies, but also offer referrals and wrap around services to those who need them.

We invite you to take a moment to reflect on the incredible dedication of this network and the impact of their work in our communities.

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 Centre
- Partage Vanier
- Pavilion Food Bank
- Pinecrest Terrace Community 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
- Bruce House

- Carleton University Food Centre
- Carlington Community Health Centre
- Catholic Centre for Immigrants (CCI)
- Cité collégiale
- Eastern Ottawa Resource Centre
- Harmony House
- John Howard Society - Ste. Anne Residence
- Kosher Food Bank
- Odawa Native Friendship Centre
- Sandy Hill Community Health Centre
- South-East Ottawa Community Health Centre
- Tungasuvvingat Inuit
- UOSU Food Bank
- Youth Services Bureau - Besserer
- 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 Housing 314
- Cornerstone Housing 515
- Cornerstone Shelter 172
- Empathy House of Recovery
- Heather Manor
- Jericho Road
- Ottawa Mission
- Ottawa Mission Food Truck
- Parkdale United Church - In From The Cold
- Rideauwood Addiction and Family Services
- Shepherds of Good Hope
- St. Luke's Table
- The Door Youth Centre
- 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
- 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 - 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 - Lowertown Community Resource Centre - Club 310
- 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 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 helps provide fresh, nutritious food to families and individuals facing 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
- All Special Wholesale
- Amazon
- Burnbrae Farms
- Canadian Tire Centre
- Carleton Mushroom
- Chicken Farmers of Canada
- Coca-Cola
- Costco
- Erb Transportation Limited
- Farm Boy
- Feed Ontario
- Food Banks Canada
- Food Basics
- Foster Family Farm
- Franks Catering & Baked Goods
- FreshCo
- Giant Tiger
- Hindu Temple of Ottawa
- Italfoods
- iXCEED Packaging Solutions
- Jack Larabie Distribution Inc.
- Loblaws
- Metro
- Natrel Inc. Sealtest
- No Frills
- NPI Group
- Orleans Fruit Farm
- PepsiCo Canada
- Place D'Orléans Shopping Centre
- Premium Meats
- Stericycle Expert Solutions
- Summerlea Dairy Logistics Inc.
- The Shandex Group
- Walmart Canada
- Weston Bakeries
- Worldwide Food Distributors
- Your Independent Grocer

Programming and Operations

BROKEN RECORDS, EMPTY FRIDGES

The Ottawa Food Bank works in partnership with a network of 71 agencies that operate 98 food programs across the city. As a central source of emergency food collection, sorting, and distribution in Ottawa, our partnership with food programs in the city allows us to paint a symbolic picture of the state of food insecurity in Ottawa. Years prior have seen an increase in food bank usage, but the 2023-24 fiscal year reached new heights. Sadly, we witnessed the highest level of food bank usage to date: **556,232** visits were made to food programs, marking a **90%** increase since 2019.

The Ottawa Food Bank distributed a total of **8,583,775 pounds** of food and goods. This reduction in food distributed meant cutbacks in available food were felt across the network. This reduction will continue into the 2024-25 fiscal year.

The impact of a post-pandemic economy paired with inaction from all levels of government has placed greater strain on the network. The *Voices of the Network and Their Neighbours* report, the first of its kind, was released in September 2024 highlighting the experiences of people accessing food banks and the network. Of note, **40%**

of food banks and 10% of all member agencies have reported turning individuals and families away on a weekly basis because they are unable to meet the community's increasing need for support. This support is not limited to food services; in fact, most agencies, including **two-thirds of food banks** in the network, spend time on a weekly basis supporting non-food services like service navigation, mental health services, and housing.

The first step in keeping up with demand is funding. Within our network, over **91%** of agencies said funding would be their top priority to meet demand, a 45% increase since 2021. As food bank records continue to break, and fridges remain empty, there is a greater need for systemic intervention to fund food programs and invest in poverty reduction strategies at all levels of government.

FOOD BANKING DIFFERENTLY

As demand on the Ottawa Food Bank and the network increases, it has been a priority to nurture the need for non-food services as a step towards addressing the root causes of food insecurity. By investing in actions and activities that support the holistic well-being of not just food program visitors, but all residents, the Ottawa Food Bank is expanding its potential for supporting the community.

equiTABLE Resident Action Group



As needs both increase and change in our community, it has never been more important to engage with community members who access food programs in order to understand how the Ottawa Food Bank and the network can better support them. The **equiTABLE Resident Action Group** was created to ensure that the Ottawa Food Bank's strategic priorities were informed by individuals who self-identify as having experienced or are currently experiencing food insecurity. Collaborating directly with residents is a new and necessary focus area for the Ottawa Food Bank, as we strive to achieve our program goals and enhance the capacity of our network to deliver services equitably across the city.

Members of the equiTABLE Resident Action Group were selected through an application process that was shared through community outreach with member

agencies. The purpose of this group is to provide input from residents who have firsthand experience in navigating systemic inequities, such as poverty and food insecurity. The participation of individuals who self-identify as having lived with or currently living with food insecurity is of utmost importance in ensuring that any changes made are driven by those directly impacted by and accessing food security programs. The group consists of **nine members and one team lead**. Together, equiTABLE participates in food security advocacy activities, consultation on the Wrap-Around Support Initiative, engagement activities and more.

Advocacy



We believe that food is a right, not a privilege, and that food insecurity is a systemic issue related to poverty, affordable housing, and overall health. Governments at all levels have the power to address food insecurity through policy and funding decisions. As we work towards ending food insecurity in Ottawa by 2050, the Ottawa Food Bank has amplified its efforts to engage with governments and elected officials to drive systemic, long-term solutions. Our advocacy efforts focus on four core areas: food security, affordable housing, income security, and mental health supports.

Throughout the 2024 municipal budget period, we worked with the Food Security Advocacy Action Group (FSA-AG) and the Ottawa Food Bank's network of member agencies to recommend an increase to the **City of Ottawa's Sustainability Fund**. This fund supports non-profits with operational and programmatic expenses. This effort successfully resulted in a **10% funding increase** to the Sustainability Fund. Of the 71 member agencies in our network, 26 currently receive support through the Sustainability Fund.

Additionally, the City of Ottawa's first ever **Poverty Reduction Strategy** was approved after 15 months of collaboration and consultation that included the Ottawa Food Bank. Food security is now a factor in the City's poverty reduction plans, which sets the stage for discussion in the years to come. To reinforce that food security is a priority for the community, the Ottawa Food Bank and FSA-AG hosted a **Day of Action** rally in October 2024 with 60 representatives from member agencies in attendance. Following the rally, the community presented at the Community and Social Services Committee, with 20 people sharing personal stories and data exploring why food security funding is critical for Ottawa.

The **Ottawa Hunger Report 2024** highlighted the highest demand for food programs in the 40-year history of the Ottawa Food Bank. The report was launched at the Ottawa Food Bank warehouse with a critical discussion featuring Rachael Wilson, Dr. Vera Etches (Medical Officer of Health for Ottawa Public Health), Toni Jacob (Executive Director, African, Caribbean & Black Wellness Resource Centre), and Cortenay Sarion (Team Lead, equiTABLE Resident Action Group).

Wrap-Around Support Initiative

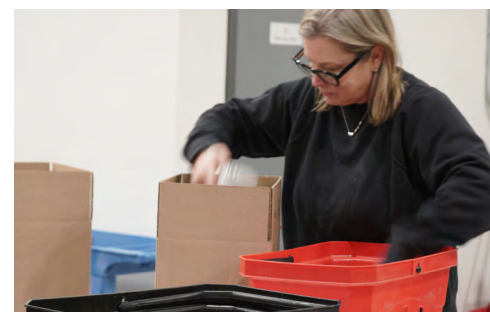


As we work on efforts at the government level, the Ottawa Food Bank, Wrap-Around Support Action Group, and our strategic partners are simultaneously working to address the root causes of food insecurity. Together, we collaborate to reduce the reliance on food banks by providing a wide range of supports and services beyond food assistance. These include assisting visitors to food banks with housing, settlement, employment, mental health, and childcare, addressing the broader needs of individuals and families.

Through support from the Maple Leaf Centre for Food Security, the City of Ottawa's 2023 Community Project Funding, the United Way's Community Services Recovery Fund, and with funds from the Ottawa Food Bank, **11 community and emergency food banks** are participating in the Wrap-Around Support Initiative (WASI). Participation involves community and emergency food banks partnering with their local community health and resource centre to hire Wrap-Around Support Workers. **Wrap-Around Support Workers** assist visitors to food banks by developing personalized action plans, offering warm referrals to social service agencies, as well as short-term counseling to name a few of the many supports provided. Their role is to meet food program visitors where they are and work with them towards increased well-being and socioeconomic stability.

In 2024, the Ottawa Food Bank and network of member agencies also collaborated with **five immigrant-serving organizations** (World Skills Employment Centre, Immigrant Women Services Ottawa, Catholic Centre for Immigrants, YMCA- Newcomer Information Centre, and Ottawa Community Immigrant Services Organization) to have outreach staff available to assist newcomers accessing food banks with settlement service navigation, warm referrals, and completing needed settlement documents.

HOME DELIVERY PROGRAM



For the second year in a row, the Ottawa Food Bank partnered with **Feed the City**, formerly Gopher It Cares, to offer home deliveries across the city. This program distributes food to individuals and families unable to physically attend their designated food programs, due to mobility challenges, being immunocompromised, and those coping with illnesses or injuries.

Feed the City supported individuals associated with nine member agencies, resulting in **2,910 deliveries** and over **280 volunteer hours**. Ottawa Food Bank's Home Delivery Program made **3,507 deliveries** with the support of over **1,407 volunteer hours**. In addition to the Ottawa Food Bank programs, the network also provides a wide variety of home delivery programs. This partnership continues to reflect on the Ottawa Food Bank's commitment to fostering collaborative efforts that extend beyond our organization to create a more resilient and effective support network.

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 represent 37% of food-insecure individuals in Ottawa. In addition to supporting families through community and emergency food programs, the Ottawa Food Bank also supports programming specific to children and youth across the city. In total, **91,178 pounds** of food was distributed between our two, children and youth-focused programs. Snacks include fruits, vegetables, crackers, hummus, and dairy products.

In total, **18 KickStart After 4 Clubs** provided healthy snacks for school-aged children and youth in Ottawa in the last fiscal year. When school ends, many critical in-school meal programs that keep children nourished and healthy also end. Thus, our second program is the **Summer Nutrition Program** that fills the gap by providing nutritious, kid-friendly snacks through partnerships

with **30 community programs and summer camps**. The Summer Nutrition program is supported by the Mechanical Contractors Association of Ottawa.

Baby Basics

Families with babies struggle to afford infant formula, diapers, and baby cereal due to their very high cost. For the same reason, these items are also the least donated. Despite the increase in cost of these items, we are grateful to our generous donors including **Preston Square** whose matching gift and help to fundraise for the Baby Basics Program made it possible to provide **174,881 pounds of baby supplies** including diapers, formula and cereal to agencies serving young families across the city.

COMMUNITY HARVEST FARM



The Ottawa Food Bank grows fresh produce on an eight-acre farm near Stittsville. The farm epitomizes community through multiple aspects.

For starters, Tom Black and his family of the **Black Family Farm** generously donate use of the land that we farm on. Collectively, the 2023-24 fiscal year brought in **1,102 volunteers** including those **from 94 corporate groups**. The hard work of volunteers and staff made it possible to provide **23 different crops** to the community, including potatoes, onions, peppers, carrots, cabbage and more. A generous donation from the **Rideau Club** also provided us with a BCS Walk Behind Tractor that improved our efficiency to harvest much needed crops. Additional community support was received through the Adopt a Crop program where NAV Canada, Evolgen, and Ciena each contributed funds and volunteered on the farm.

Together, this community yielded **152,992 pounds of fresh food** for the Ottawa Food Bank network providing fresh, healthy food options for households in the city.

A HISTORIC DONATION



In June 2024, the Ottawa Food Bank was honoured to receive the largest single contribution in the organization's history. Premium Meats pledged a donation of **\$1 million in meat and poultry products** over the next 10 years until 2034. Premium Meats' donation provides food bank visitors with a top-quality option for this high demand product.

To honour the historic donation, the Premium Meats Donation and Distribution Door was unveiled in June 2024. The door, located in the 2001 Bantree Street warehouse, is used for donation drop-off by individuals and groups, symbolizing the generosity of the community and Premium Meats. The mural encapsulating the door was painted by local business, Mural Magic, and features both the iconic Ottawa skyline and silhouettes of a farm, symbolic of Ottawa's rural areas and the Community Harvest Farm operated by the Ottawa Food Bank.

At a time of record-high food insecurity, Premium Meats, along with all Ottawa Food Bank supporters, provide hope.

Food Distribution: Fiscal Year 2023-2024

The primary function of the Ottawa Food Bank is to collect, purchase, and distribute millions of pounds of food each year in support of a network of 71 member agencies that operate 98 food programs. Food that is distributed comes from donations and through purchase by way of monetary funds donated to the Ottawa Food Bank. Approximately half of the food we distribute is purchased. In the 2023-24 fiscal year, we distributed **\$9,325,763.64** worth of purchased food and **\$11,077,012** worth of donated food. With that said, the Ottawa Food Bank has not been immune to inflation resulting in lower purchasing power and a reduction in the volume purchases despite a steady overall spend on fresh food. Unfortunately, this impacted some of our most needed items, such as meat, baby food and cereal, milk,

eggs, and produce. Compared to the previous year the overall weight of food distributed was 15% less.

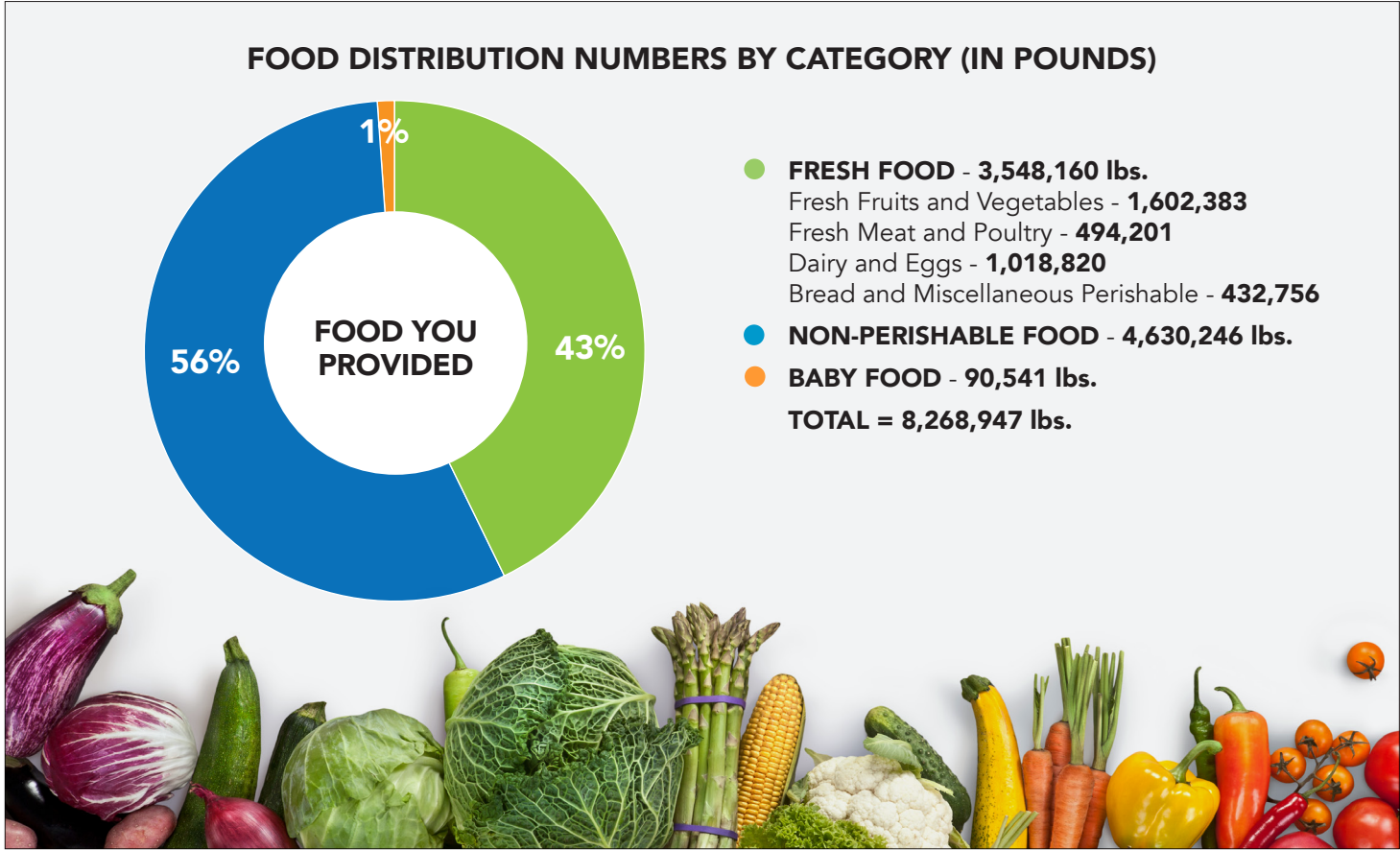
Despite this reduction, our commitment to fresh, nutritious food remained steadfast. While fresh food represents **43%** of total food distributed, it also represents **58%** of total food spending. We thank donors and partners such as Metro that share our commitment to providing healthy options for those facing food insecurity. Metro's **One More Bite** program is a provincial meat and protein recovery program that provided **42,400 pounds of protein** to the Ottawa Food Bank, making up nearly half of the **99,190 pounds of protein recovered** across all of our grocery partners. We greatly appreciate the support through all of our food recovery partners, who play a vital step in getting healthy food to our neighbours.

Beyond food, we have also addressed additional needs for the community thanks to donations from the community. This year, we also distributed **84,340 pounds** of diapers, **102,625 pounds** of menstrual products, **89,833 pounds** of household and hygiene products, and **38,030 pounds** of pet food. These items are in addition to the food distribution outlined below.

We are grateful for the generosity of our industry partners and donors who support us through food drives, events, and collection bins at grocery stores across the city. We are grateful for your generous donations and the hard work of staff and volunteers who support food and beyond for families in the city.

The food provided to families and individuals is broken down by distribution, as shown below.

A FOCUS ON FRESH: In the 2023-2024 fiscal year, **\$5,383,239.05** went towards purchasing fresh and nutritious food such as fruits, vegetables, bread, meat, poultry, dairy, and eggs.



Financial Overview

Our fiscal year is October 1, 2023 to September 30, 2024.

\$11 MILLION

Total value of food



\$20.5 MILLION

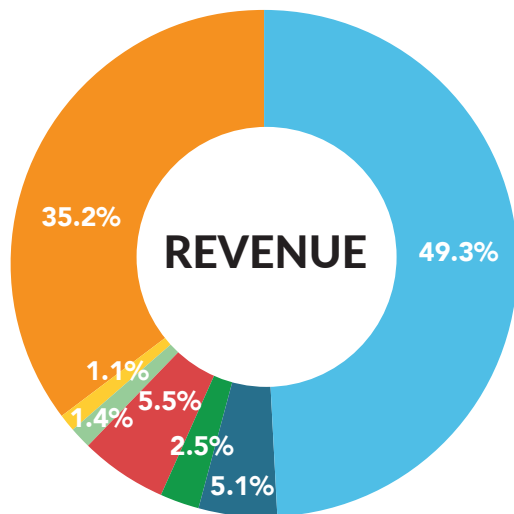
Total funds donated



\$31.5 MILLION

Total food and funds invested to support the community

The Ottawa Food Bank receives NO provincial or federal funding. We receive 1.4% of our budget from the municipal government.



WHERE OFB FUNDS CAME FROM

- Public Support **\$15,537,316**
- Grants and Corporate Sponsorship **\$1,611,119**
- Investment Income **\$772,841**
- Community Engagement Events **\$1,743,667**
- Government Grants **\$431,980**
- Other Income **\$333,201**
- Food Donated **\$11,074,587**

Total \$31,504,711

Impact of Your Donations



\$26,864,623

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



\$3,558,940

Food and Fund-Raising efforts



\$1,583,340

General Administration

Ottawa's food insecurity crisis had a significant impact on our operations, with food purchases exceeding the budget by nearly **\$2 million** to meet the growing demand in our community for a total of **\$9,325,763.64**. These figures highlight the critical role of our operations in addressing food insecurity, and they additionally show that while we will continue to address demand, we are struggling to keep up. Government support could alleviate demand on food programs through reducing cost-of-living and improving social assistance. Addressing the root of food insecurity has become a solidified aspect of our work. It is thanks to your support that we have been able to address the growing needs thus far.

For the fiscal year ending on September 30, 2024, the Ottawa Food Bank incurred an operating deficit of \$502,193 reflecting the operational costs incurred by a challenging year. However, due to unrealized investment gains, we ended the year with a surplus of \$1,453,827.

To see the full impact of your support, please visit 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 2023-24 fiscal year was a defining moment for the Ottawa Food Bank volunteer program, as we witnessed the most robust volunteer effort in our history. With the food insecurity crisis in Ottawa and 556,232 visits to the network's food programs, our volunteers rose to the challenge. Volunteers played an essential role in working towards addressing food insecurity by raising food and funds, growing food, sorting food, and providing their time and expertise in various organizational areas.

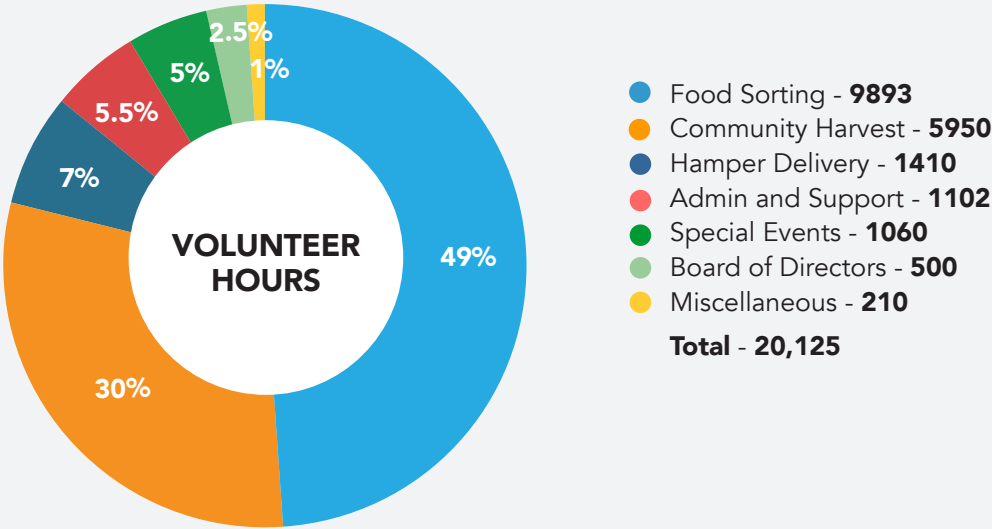
Building on the momentum of post-pandemic recovery, our volunteer community grew both in the depth and quality of

volunteer support provided. **Between October 1, 2023, and September 30, 2024, the Ottawa Food Bank was the beneficiary of 20,125 volunteer hours from over 2,640 individuals.** Compared to the 2022-23 fiscal year, there was an increase of over 300 individual volunteers, resulting in 2,500 more volunteer hours.

This surge in participation speaks to the enduring strength of our volunteers' commitment to helping others in our community during a time of crisis.



TOTAL HOURS BY VOLUNTEER ROLE 2023-24



This past year, the Volunteer Resources team focused on enhancing the volunteer experience by strategically investing in both traditional roles, such as food sorting and farm support, and expanding opportunities in areas such as administrative support, stewardship, warehouse operations, data engagement, and communications. Today, volunteers are actively engaged in every department of the organization, contributing in diverse and impactful ways.

As we reflect on this year's achievements, we are deeply grateful for the unwavering support of our volunteers, who continue to be a cornerstone of our work. Together, we are building a stronger, more resilient community, and we look forward to continuing this important journey in the year ahead.

For more information on the Ottawa Food Bank's volunteer program, please visit us at ottawafoodbank.ca/volunteer and review our annual **Volunteer Impact Report**.

Community Engagement and Events

Thank you to our community and corporate partners who donated and raised funds, collected and contributed to food drives this year, and supported our community at a critical time! The willingness of our supporters to fundraise in new ways and engage their own networks has helped fill thousands of fridges for families and individuals in need. We are so grateful for your generosity and for your choice to support the Ottawa Food Bank. Your continued partnership is much appreciated and most needed. **THANK YOU.**



Humanitarian organization Khalsa Aid Canada teamed up with the Ottawa Carleton District School Board and Italfoods to donate 210,000 lbs of food!



CAPCORP Financial Corporation's 2023 CAPCORP Fill the Foyer fundraising campaign raised \$104,801.40!



MP Lundy Construction was the top fundraiser for Food Sort Challenge, presented by Mondeau Bathroom and Kitchen, a division of Boone Plumbing and Heating Supply.



Chandos Construction was the most spirited for Food Sort Challenge, presented by Mondeau Bathroom and Kitchen, a division of Boone Plumbing and Heating Supply.



\$80,139.66 was raised during the Tim Hortons Holiday Smile Cookie Campaign!



How You Can Help

Advocate
Learn how you can support food security for all at ottawafoodbank.ca/advocate

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

Food Donation
Drop off a food donation at our warehouse or in a bin at your local participating grocery store. ottawafoodbank.ca/donate-food

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 food programs.

We thank everyone involved in our signature events and those events that recognized our 40th anniversary. We look forward to seeing you again in the next fiscal year.



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, Ciena, Evolgen, and NAV CANADA were our Adopt a Crop Ambassadors. They not only adopted a crop, volunteered their time on the farm, and got their hands dirty, but they also supported the Ottawa Food Bank's Community Harvest program with **152,992 pounds of fresh food** harvested in 2024 that was delivered from farm to table to all the community food banks in the Ottawa community. We know that fresh is best and that quality food improves the lives of people experiencing food insecurity every day. Thank you to our Adopt a Crop Ambassadors!



THANKS FOR GIVING FOOD DRIVE

As the kick-off to the Giving Season, the 2023 Thanks for Giving Food Drive was essential to ensuring we were stocking our shelves for the colder months ahead. Thanks to our participating grocery store partners and everyone who donated, **30,346 pounds of food was collected during this effort.** A big thank you to our volunteers who handed out donation bags and helped 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 for the winter and into the spring. During the 2023 Holiday Food Drive individuals, community groups and workplaces raised **107,813 pounds of food, and over \$480,086!** Please know that your kindness over the holidays, and all year round, is not only appreciated by us, but also for the tens of thousands of people who will need emergency food every month.



FOOD SORT CHALLENGE

In May 2024, Food Sort Challenge, presented by Mondeau Bathroom and Kitchen, a division of Boone Plumbing and Heating Supply, returned as one of the Ottawa Food Bank's signature events at a new location, the TD Place Arena. Food Sort Challenge is a fast-paced competition, where 46 teams of 10 competed head-to-head to see who could sort 1,000 pounds of food the fastest. We are thrilled that the **2024 Food Sort Challenge raised \$164,291** for the Ottawa Food Bank!

Thank you to our supporters

While we experienced yet another record-high year of visits to emergency food programs in Ottawa, what gave us hope was the community we have around us. Our donors have contributed funds, food, and essential items for neighbours, showing their commitment to supporting those who are food insecure. We recognize the tough economic year we have all experienced. Thank you for thinking of your neighbours and extending your compassion through generosity. To all of you who generously contributed throughout the past fiscal year, we extend our heartfelt appreciation. Your support will go a long way in supporting the 71 member agencies who run 98 food programs in the Ottawa Food Bank network.

Visit ottawafoodbank.ca/thank-you-for-your-generous-support-2023-2024, to review the list of donors who contributed \$5,000 or more in the 2023-2024 fiscal year. Please know that each and every one of you, whether mentioned or not, has made a meaningful difference in our community.

