

BETTER TOGETHER



SURREY
FOOD BANK

Serving Surrey and North Delta

2021 - 2022
Annual Report

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“Alone we do so little; together we can do so much”

— Helen Keller —

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ABOUT US

The Surrey Food Bank is a proud member of Food Banks BC and an affiliate member of Food Banks Canada.

The support and assistance we have received as a member organization is greatly appreciated.



OUR VISION

A nourished and thriving community, free of poverty.

OUR MISSION

Lead with care and dignity in the effective distribution of nutritious food to those in need, and build partnerships to provide related services to eliminate poverty in our community.

The food bank does not receive any primary government funding, we rely entirely on donations from our community. Contributions, whether in the form of money, food, volunteer time, initiative, or talents, are extremely powerful.

OUR HISTORY

In 1981, in response to a downturn in the economy, a coalition of churches opened a food cupboard in Surrey. Two years later, in June 1983, the Surrey Food Bank Society was formed and opened in a dilapidated building on King George Highway. The location and the Society itself were deemed to be temporary measures until the economy turned around and people could get back on their feet.

What began as a temporary solution to a temporary problem has grown to a 23,000 square foot facility in Newton, three community depots, a fleet of five vehicles, two lift trucks, more than 250 active volunteers and a core staff of fifteen.

The Surrey Food Bank currently distributes food to approximately 137 families each day and has expanded its reach by providing food and household items to shelters, missions, and transition houses who are serving vulnerable populations.

Board of Directors

The Surrey Food Bank is governed by an elected, volunteer Board of Directors. The Board oversees the Executive Director, who manages the day-to-day operations of the Food Bank.

Conni Kilfoil
President

Helen Brown
Vice President

Amna Shah
Secretary

Amy Duncan
Treasurer

Directors

Carol Fee

Michele Kelly

Rachel Galvin

Rudo Zaranyika

Travis Evans

Wally Lavigne

Yuen Ip

Former Directors

Late Bob Lewarne

Dave Busse

Sam Sidhu

Sheida Shakib-Zadeh

Letter from the President of the Board

The past year at the Food Bank can only be described as hectic for the Board of Directors. We found a new Executive Director who came on board in April, onboarded four new directors to replace those whose terms had ended, assisted with a community car wash, our virtual Breakfast with the Bank fundraiser, and attended various community sponsors' functions. The Board held its second "free giveaway day" of clothing and household items, which was greatly appreciated by our clients.

Under our new direction, we have seen the creation of a huge mural by a local Indigenous artist in our distribution room. We have also finalized renovations to the elevator and washrooms to ensure accessibility for every person who uses our facility. We expanded our registration room to provide more client privacy and provided carts to assist clients without vehicles. We modernized some of our administrative procedures and made significant progress in community outreach and the creation of new partnerships. All of this was accomplished in light of a substantial increase in our users and a downturn in our food donations amidst debilitating inflation in the cost of food.

But as always, the Surrey Food Bank goes on providing food to 137 families at our four depots every working day. Our staff are working harder than ever, and our volunteers are magnificent examples of selfless dedication. We couldn't do what we do without them. The Board members are constantly inspired by the courage and resilience of our clients and by the generosity and humanity of our community, who continue to support their struggling neighbours.

While we know that hard economic times may be with us for a while, I want to thank my colleagues on the Board for their hard work, energy, and passion in fulfilling our vision of "A nourished and thriving community, free of poverty" — a vision more relevant now than ever. I particularly wish to thank Sam Sidhu for his past leadership and example and his on-going support and assistance. With our caring community, dedicated staff, and relentlessly generous volunteers behind us, we look forward to what lies ahead.

Sincerest Regards,



Conni Kilfoil

President, Surrey Food Bank Board of Directors

Letter from the Executive Director

For the Surrey Food Bank, 2022 has been a year like no other – it has brought new challenges, the need for change but also many causes for celebration. Pandemic restrictions were slowly being lifted, job opportunities were becoming limited, and the rising cost of living have left many with no other choice but to turn to the food bank to feed themselves and their families. Significant world events have impacted us greatly with the influx of refugees and new immigrants – some fleeing with only the clothes on their back.

Over this past year we have experienced an unprecedented increase in the number of clients we serve. We provided food to more than 129,786 Surrey and North Delta residents – a 36% increase over the previous year. Of those 43% were children under the age of 18 and 10% were seniors over the age of 65. The rising cost of living has forced many seniors to access the food bank, some, for the first time and we're also seeing former clients return as it has become increasingly difficult to make ends meet. Food security is critical to our goal of a nourished and thriving community and we will continue to work with our donors and community partners in ensuring our clients are provided with good quality culturally appropriate food.

The work we do could not be done without the support of the communities of Surrey and North Delta. The food and monetary donations provided through food drives, events and individual giving is humbling to say the least. We are immensely grateful to everyone who has taken the time to think of the Surrey Food Bank with their donations. We are very proud to be a part of two great communities – thank you sincerely for your support, commitment, and generosity.

It has been a busy year for all of us as we adapt to increasing clients and growing food insecurity. None of what we do is possible without the hard work and dedication of our board, staff, and volunteers. Each truly have the wellbeing and best interests of our clients and community at heart. I am grateful to have the opportunity to work with such a phenomenal team who inspire me every day.

We are excited and ready for another busy year as we help those in need, engage more with the community and build new relationships. Thank you for being a part of what we do!

With Heartfelt Thanks,

Nancy Pagani

Nancy Pagani
Executive Director

Staff Members

Alexander Ancog
Warehouse Associate

Arren Westbrook
Commercial/Warehouse Associate

Christina Kunz
Volunteer Coordinator (on Mat Leave)

Debbie Callow
Client Services Coordinator

Eileen Malischewski
Social Media/Events Coordinator

Elizabeth Sundvall
Former Client Services Coordinator

Feezah Jaffer
Former Executive Director

Jeff Wang
Warehouse Associate

June Gambrel
Former Finance & Administration Director

Lisa Soumang
Logistics Manager

Manpreet Kang
Administrative Assistant

Mary Ryland
Depot Associate

Mehrnoosh Tajshafaghi
Volunteer Coordinator

Micheal Rempel
Retail Pickup Driver

Mike Leeson
Administrative Assistant

Nancy Pagani
Executive Director

Nick Loney
Warehouse Associate

Pallavi Raghuvanshi
Former Communications & Community
Partnerships Manager

Steve Eppler
Former Retail Pickup Driver

Vijay Naidu
Communications & Community
Partnerships Manager



PROGRAM HIGHLIGHTS

The Surrey Food Bank has created specialized programs to ensure we are providing food assistance to everyone who needs a hand up in the community. COVID 19 provided us with many challenges regarding the way we distributed food and the locations in which we operated from. During the fall of 2021 restrictions began to slowly lift allowing us to transition from pre-made hampers to personal choices at our Newton Depot. Our Cloverdale and North Delta Depots began to slowly reopen, and we welcomed Guildford as our newest food distribution location.

Currently we are feeding 13,000 individuals a month – an increase of 36% over last year. 47% are children under the age of 18 and 10% are seniors over the age of 65. These numbers are astounding and indicate the challenges facing individuals and families due to the rising cost of living.

Food Distribution

Registered clients who come to one of our Depots receive a nutritious supply of food that is sufficient for 3-4 days once every 14 days. We offer vegetarian, non-vegetarian and culturally specific options based on Canada's Food Guide for Healthy Eating. However, we are limited in what we offer as we can only supply items that have been donated or purchased as required.

Depot Hours

Newton	Monday – Friday	09:00am – 01:00pm
Cloverdale	Tuesday (every 2nd)	10:00am – 12:00pm
Guildford	Wednesday (every 2nd)	10:00am – 12:30pm
North Delta	Tuesday (every 2nd)	10:00am – 12:00pm

Tiny Bundles

Our Tiny Bundles, Toddler Totes and Pre-K Programs are specifically designed for pregnant moms and families with babies aged newborn to five years. Each program consists of specific foods that are age appropriate, nutritional, and critically important for healthy development during their formative years. Currently 47% of our clients are children under the age of 18 which is the most in all of Canada.

Seniors

10% of our clients are seniors who are finding it more and more challenging to make ends meet. By providing nutritious foods such as high protein, low sodium, meal supplements, incontinence products and personal care items, we work hard to assist them through difficult times.

Hamper to Your Home

Our Hamper to Your Home Program is designed specifically for clients with mobility issues. Hampers are delivered directly to client's homes once every two weeks and this past year has seen an increase of 25%.

Meet the Bank

A specialized program for corporations, schools and community groups to experience the day-to-day operations of the Food Bank. Last year we welcomed more than 140 different groups who visited, learned, and assisted us with food distribution and sorting.

Volunteers

Volunteers play an integral role in the work we do. We are so grateful to have a long history of working with volunteers who give their time and open their hearts to support our Surrey Food Bank clients. Whether at our depots, sorting or assisting us at events, our volunteers have always been there. This past year was no exception – we could not do what we do without them.



Photos from top to bottom:

- Shirley our volunteer on Seniors day.
- Steve our volunteer doing "Hamper to Your Home".
- Our "Meet the Bank" corporate group from BDC (Business Development Bank of Canada).
- Our volunteer group from TZU CHI Canada.





HIGHLIGHTS OF EVENTS

Photos from top to bottom (left to right):

- The Team from Envision Financial.
- Katrina and The Team.
- The Team from RedFM.
- The Team from Elements Casino.

The Surrey Food Bank is a proud member of the community in Surrey and North Delta. As a cause of choice for food and fundraisers, we attend many events and festivals throughout the year. We thank all our wonderful friends and champions for their adaptability, generosity, and support.

Blue Pearl Mortgage

Breakfast With The Bank

Car Wash – Our Fundraiser Event

SFB Board Clothing Event

Cougar Creek Gardens

Elements Casino

Envision Financial – The Full Cupboard

Katrina and The Team

Khalsa Aid

Thanks 4 Giving (Delview Secondary)

Thanksgiving Food Drive (Latter Day Saints Church)

Laureate Alpha Alpha (Chapter of Beta Sigma Phi)

Lingyen Mountain Temple

RedFM Food Drive

Revera Retirement Living

Run for Delta

ShredWise Scottsdale (Bentall Green Oak)

Spooktacular – Downtown Newton

Surrey Fest Downtown

Surrey RCMP – Fill the Cruiser

Surrey Tree Lighting Festival





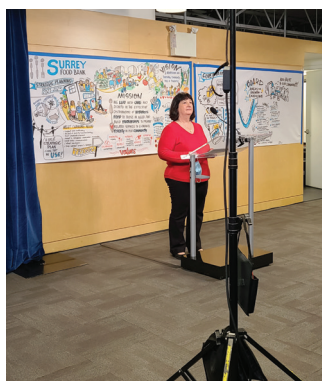
BREAKFAST WITH THE BANK

Due to ongoing COVID concerns, our signature fundraising event, Breakfast with the Bank, was once again held virtually – this time however, with a twist! We went live with cameras, lights, and a director! A production that made us feel a little more connected with you than we did the previous year. It was a successful and fun experience. We wish to thank everyone who joined us for your tremendous support. Breakfast with the Bank is our only major fundraiser and your generosity helps us as we strive for a nourished and thriving community, free of poverty.

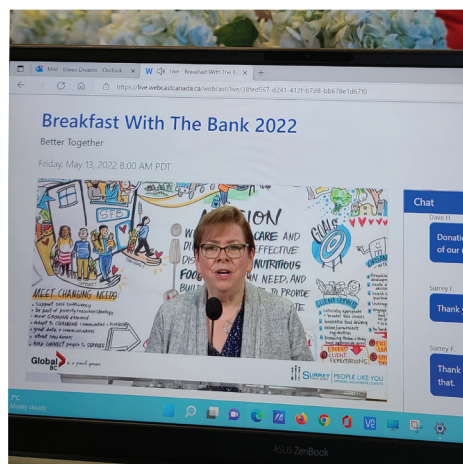


Photos from top to bottom (left to right):

- Global TV's Mark Madryga.
- Proshow Audiovisual setting up their gear.
- Nancy Pagani (Executive Director) delivering a speech.
- Conni Kilfoil (President) delivering a speech.
- Keir Macdonald (Former Phoenix Society CEO) delivering a speech.
- Yvonne Alexander (volunteer) during the live stream.
- From left to right: June, Keir, Nancy, Mark, Elizabeth, Conni, Yvonne, Eileen, and Pallavi.



Our sincerest gratitude to all of our guests, Phoenix Society CEO Keir Macdonald, SFB Volunteer Yvonne Alexander, and Board President Conni Kilfoil for their inspiring speeches and what it means for us all to be Better Together. Special thank you to the incomparable Mark Madryga, Global TV's Chief Meteorologist, for your generous support and most especially for serving as our Master of Ceremonies.





FOOD DISTRIBUTION DEPOTS

Our main distribution centre in Newton is open five days a week – four for regular distribution and one for our “Tiny Bundles” program. To make access to the food bank easier and more convenient for our clients, we have alternate food distribution depots in Cloverdale, Guildford/Whalley and North Delta. Our centres in Cloverdale, Guildford/Whalley and North Delta are based in Hillside Church, Cedar Grove Baptist Church, and Northside Community Church, respectively.



OUR TEAM AT THE CLOVERDALE DEPOT (HILLSIDE CHURCH)

We served 599 hampers, that is 1,206 individuals in this fiscal year. Of which 27% are children under the age of 18 and 37% are over the age of 50. And 56% are single adult households.



OUR TEAM AT THE GUILDFORD DEPOT (CEDAR GROVE BAPTIST CHURCH)

We served 1,911 hampers, that is 4,668 individuals in this fiscal year. Of which 28% are children under the age of 18 and 40% are over the age of 50. And 30% are single adult households.



OUR TEAM AT THE NORTH DELTA DEPOT (NORTHSIDE COMMUNITY CHURCH)

We served 1,311 hampers, that is 3,225 individuals in this fiscal year. Of which 39% are children under the age of 18 and 26% are over the age of 50. And 47% are single adult households.



SOCIAL MEDIA METRICS

Fans & Followers 8.4K fans & followers ▲ 10.1% from 7.6K	Followers 1.9K followers ▲ 21.5% from 1.6K	Followers 318 followers ▲ 34.7% from 236
New fans & followers 761 fans & followers ▲ 24.3% from 612	Page fans 2.3K fans ▲ 13.4% from 2K	Followers 3.8K followers ▲ 2% from 3.8K

280 THOUSAND IMPRESSIONS OVER THE FOUR SOCIAL MEDIA PLATFORMS

Page and profile impressions over the four social platforms grew by 23.9% with Instagram showing the largest impression increase over the previous fiscal year 2021 to 2022. This metric is important to know because it means that viewers are engaged enough to seek out more information on our profile.

The significance of post impressions shows us that we are reaching our audience for education, entertainment, and advocacy.

Post impressions grew by 53.2% from 166K to 254K impressions.

COMPARISON FROM LAST FISCAL YEAR

When comparing the previous fiscal year October 1, 2020 to September 30, 2021 to this past fiscal year, the Surrey Food Bank followers have grown an average of 10.1% over four social media platforms; Twitter, Facebook, Instagram and LinkedIn.

LinkedIn showed the largest growth in followers with a 34.7% increase. This metric is significant because LinkedIn's demographic is primarily business accounts where the majority of our corporate donors interact.

Page & profile impressions 280K impressions ▲ 23.9% from 226K	Profile impressions 123K impressions ▲ 32.9% from 93K	Page impressions 138K impressions ▲ 16.8% from 119K	Page impressions 19K impressions ▲ 24% from 15K	Post impressions 112K impressions ▲ 465% from 20K
Page & profile reach 136K users ▲ 10.6% from 123K	Profile reach 48K users ▲ 6% from 45K	Page reach 78K users ▲ 14.3% from 68K	Page reach 11K connections ▲ 5.5% from 10K	Post engagements 2.6K engagements ▲ 703% from 318

BENCHMARKING

Our Facebook, Instagram, LinkedIn, and Twitter audience growth rates are 150%, 139%, 186%, and 106% higher than other non-profits, respectively according to Hootsuite insights.

Audience growth rate -18.92% new fans ▲ 150% INDUSTRY	Post engagement rate 2.25% engagement rate ▲ 98% INDUSTRY	Posting frequency 0.54 posts/day ▲ 62.8% INDUSTRY	Audience growth rate -18.77% new followers ▲ 186% INDUSTRY	Post engagement rate 1.86% engagement rate ▲ 230% INDUSTRY	Posting frequency 0.43 posts/day ▲ 57.5% INDUSTRY
Way to go, rockstar! You've gained 28.31% more fans than your industry average. Keep going—try a Facebook group to build an engaged community. Learn how to use Facebook groups	Nothing but gold stars for you! Your posts received 2.2% more engagement than your industry average. To get even more interactions, try boosting your best posts. Find posts to boost	Great work, all-star! You've published 0.34 more posts per week than your industry average. Make sure you review your post performance to see what's working. Review post performance	Way to go, rockstar! You've gained 34.83% more followers than your industry average. Keep going—take a course to learn more ways to grow your community. Take the course	Nothing but gold stars for you! Your posts received 4.28% more engagement than your industry average. To get even more interactions, try boosting your best posts. Find posts to boost	Great work, all-star! You've published 0.25 more posts per week than your industry average. Make sure you review your post performance to see what's working. Review post performance
Audience growth rate -26.22% new followers ▲ 139% INDUSTRY	Post engagement rate 2.7% engagement rate ▲ 169% INDUSTRY	Posting frequency 0.43 posts/day ▲ 66.3% INDUSTRY	Audience growth rate -17.09% new followers ▲ 106% INDUSTRY	Post engagement rate 1.38% engagement rate ▲ 110% INDUSTRY	Post link clicks 753.75 clicks ▲ 98.4% INDUSTRY
Way to go, rockstar! You've gained 36.52% more followers than your industry average. Keep going—take a course to learn more ways to grow your community. Take the course	Nothing but gold stars for you! Your posts received 4.57% more engagement than your industry average. To get even more interactions, try boosting your best posts. Find posts to boost	Great work, all-star! You've published 0.28 more posts per week than your industry average. Make sure you review your post performance to see what's working. Review post performance	Way to go, rockstar! You've gained 18.19% more followers than your industry average. Keep going—take a course to learn more ways to grow your community. Take the course	Nothing but gold stars for you! Your posts received 1.52% more engagement than your industry average. To get even more interactions, try boosting your best posts. See your best times to post	There's room to grow. You've received 741.75 fewer clicks than your industry average. Try posting when your audience is online and more likely to engage with you. See your best times to post



COMMUNITY PARTNERS

Photos from top to bottom (left to right):

- Car Wash Event – Aug 27, 2022.
- Clothing Event – Sept 26, 2022.
- Run for Delta – Oct 2021.
- Phoenix Flame BBQ Food Truck.
- Cougar Creek Gardens handing us a cheque.
- Shred Wise Scottsdale Mall – April 9, 2022.
- Applewood Kia Surrey receiving a certificate.
- Surrey Firefighters.
- H.Y. Engineering conducting school supply drive.

The Surrey Food Bank relies on the amazing community partners that help us work towards changing the food insecure landscape in our community. Without these partnerships it would not be possible for us to work towards ensuring a community free of hunger and poverty.

We would like to thank ALL our wonderful donors, partners, and advocates for their generosity, and support. Here are a few of our champions.





FACTS AND FIGURES 2021-2022

We provided
35,542
nutritious
food hampers
to families in
Surrey and
North Delta.

We served an
average of 137
families each
day and distributed
193,608 of
canned food.

47% of our
clients are
children and
18% are over
the age of 50.

Distributed
4,186 baby
formula and
10,161 diapers.

SFB volunteers contributed over 26,302
hours of service.

170 Layettes and 143 Grad Gifts were
provided to Tiny Bundles families

2,402
TODDLER TOTES
AND 5,270
PRE-K PACKAGES
WERE
DISTRIBUTED



DISTRIBUTED
18,060 MEALS
AND SNACKS
THROUGH OUR
AGENCY
PARTNERS



Walmart Canada launched its
Annual Fundraiser – Fight
Hunger, Spark Change. As
one of the fortunate
beneficiaries, we were able to
purchase nutrient-dense fresh
fruits and vegetables, as well
as cover administrative and
infrastructure costs, thereby
allowing us to continue our
Hamper to Your Home
program and community
distribution.



Walmart 

Food Banks
Canada

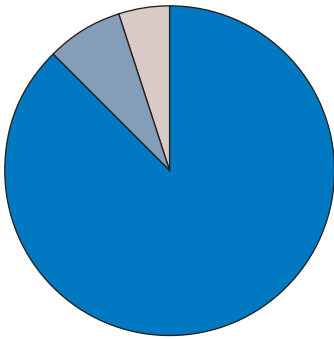




STATEMENT OF OPERATIONS

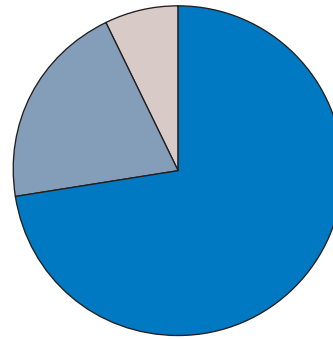
for fiscal year ending September 30, 2022

	2022	2021
Revenues		
Donations by individuals & organizations	\$ 2,017,942	\$ 2,946,260
Programs & gaming	174,497	158,415
Other revenues	111,152	95,419
	\$2,303,591	\$3,200,094
Expenses		
Charitable programs	\$ 1,480,744	\$ 1,282,034
Management & administration	416,211	519,727
Fundraising expenditures	142,630	133,301
	\$2,039,585	\$1,935,062



Revenues

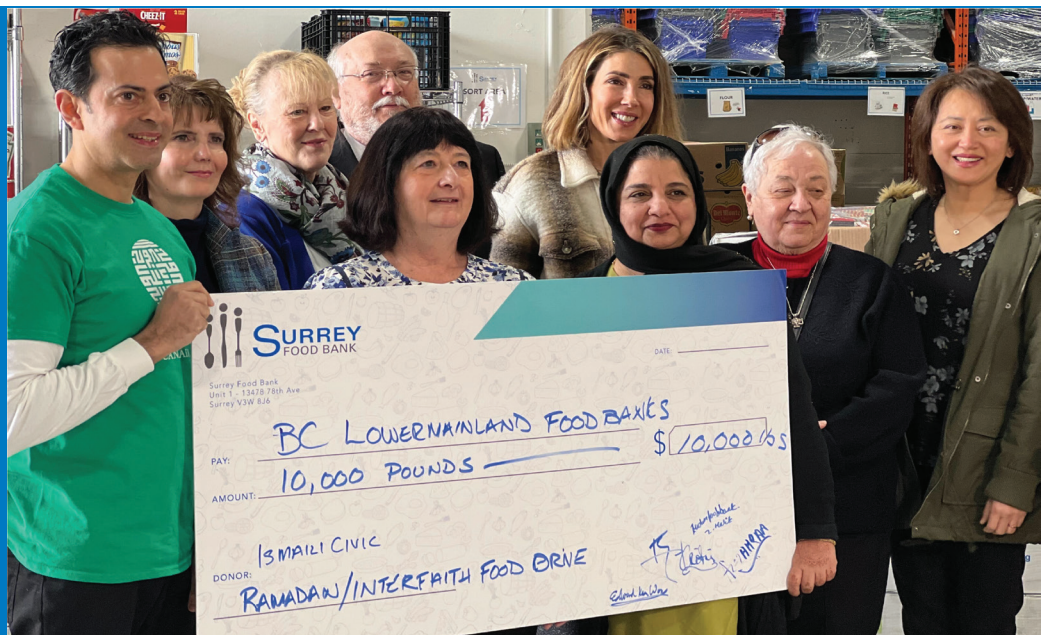
- Donations by individuals and organisations
- Programs and gaming
- Other revenues



Expenses

- Charitable programs
- Management and administration
- Fundraising expenditures

The Ismaili CIVIC raised over 10,000 lb of food in 2022. The Canadian Ismaili Muslim community, through its Ismaili CIVIC initiative organises Ramadan food drive every year. And demonstrates its long-standing commitment to Canada, improve the quality of life of all citizens, strengthen its deep-rooted ethic of volunteer service, and exemplify Islam's core values of peace, compassion, and care for the vulnerable.



PEOPLE COMING
together AS
A COMMUNITY
CAN MAKE
things happen

———— JACOB REES-MOGG ————

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surreyfoodbank.org

    @surreyfoodbank



SURREY
FOOD BANK

PEOPLE LIKE YOU
CLIENTS | VOLUNTEERS | DONORS