



SURREY
FOOD BANK

Annual Report 2011-2012

"Growing our community beyond hunger"



PEOPLE LIKE YOU
DONORS | VOLUNTEERS | CLIENTS

“The true measure of a man is how he treats someone who can do him absolutely no good.”

Ann Landers

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



About Us

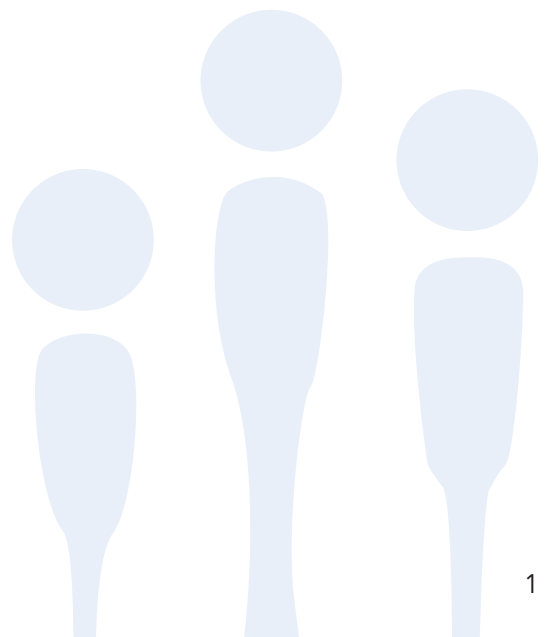
The Surrey Food Bank is a non-profit organization committed to "Helping people help themselves." Since 1983, the Surrey Food Bank has been assisting low-income individuals and families who live in Surrey and North Delta by providing bi-weekly food hampers to supplement their food needs.

All funding comes directly from the community as the food bank does not receive any core government funding

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 up 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 7,000 sq. ft. warehouse in Whalley, a fleet of five vehicles, a lift truck, 400 active volunteers and a staff core of thirteen. The Surrey Food Bank Society currently distributes approximately 2,000 food hampers each week and supports over 30 community-based organizations throughout Surrey and North Delta with food and other items to aid in their programs. These include recovery houses, transition homes, shelters/missions, faith-based organizations, cultural/ethnic organizations, and after school programs.



Letter from the President of the Board

It certainly has been a pleasure and an honor to be the President of the Surrey Food Bank Society Board for the past year. As with every year, there have been many changes & challenges.

When the people change, you always wonder how we will manage? But at the Surrey Food Bank another Amazing person seem to arrive. Kuldip, Katrina, Twyla to name a few... Amazing, a very common word I have heard over the past two years. Marilyn's thoughtfulness and genuine concern for all her staff, clients & volunteers is Amazing.

Last year saw change to our Vision and Mission. The Board took the time to learn and understand the lines between operations and governance. With a lot of hard work a new Vision and Mission was developed which allows the staff to interpret how that will work for them to make it happen.

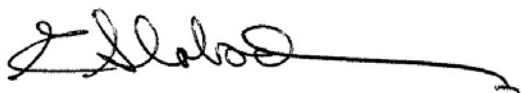
Vision: *Growing our community beyond hunger*

Mission: *Food distribution, education, advocacy, facilitate connections, build stakeholder and volunteer relations*

Of course the highlight of the year was Marilyn, the guest speaker at the Breakfast for the Bank, her courage to tell her own story was inspiring and moving, there was not a dry eye in the place.

And last but not least you cannot say enough about the community we live in, they are so supportive of the Surrey Food Bank. We could not survive without them. We Live Here, We Give Here campaign, Races for Babies, and Santa Fox Xmas Food Drive were just a few of the amazing campaigns.

Our biggest challenge continues to be finding a new home for the Surrey Food Bank. We look forward to conquering this challenge in 2013.



Glen Slobodian
President, Surrey Food Bank

Board of Directors

The Surrey Food Bank Society is run by an elected, volunteer Board of Directors. The Board oversees the Executive Director, staff and volunteers who manage the day-to-day operation of the food bank.

Glen Slobodian
President

Tim Baillie
Vice President

Rafik Karwa
Treasurer

Sheida Shakib-Zadeh
Director

Sam Sidhu
Director

Marcie Munro
Director

Chuck Keeling
Director

Charles Partridge
Director

Dave Busse
Director

Norm Rutherford
Director

Lesley Small
Director

Carol Fee
Director



Staff Members

Marilyn Herrmann
Executive Director

Gerry Maletta
*Director of
Finance & Client Services*

Feezah Jaffer
Client Services Manager

Lisa Soumang
*Client Services Assistant
& H2YH Coordinator*

Susanne Pudill
Office Assistant

Kris Hayward
Registration Clerk

Twyla Vokins
Volunteer Coordinator

Katrina Albert
*Event & Fundraising
Coordinator*

Kuldip Ardawa
*Community Partnership
Coordinator*

Rick Benson
Operations Manager

Hoa Vu
Warehouse Assistant

Stephen Maletta
One Ton Truck Driver

Piara Uppal
Five Ton Truck Driver

Letter from the Executive Director

Last year proved to be another exciting, challenging but very successful year for the Surrey Food Bank. We continued to 'grow' a great team under our 'coaching culture' - the best team I have personally led since starting as the Executive Director in 2006.

We continue to identify how we can best serve our clients and how we can encourage them to make necessary changes in their lives so they become less dependent on a food bank and more self-sufficient. Our Board of Directors strategically created a vision and mission statement, which the staff are enthusiastically adopting and using as their guide post as we move forward serving the community.

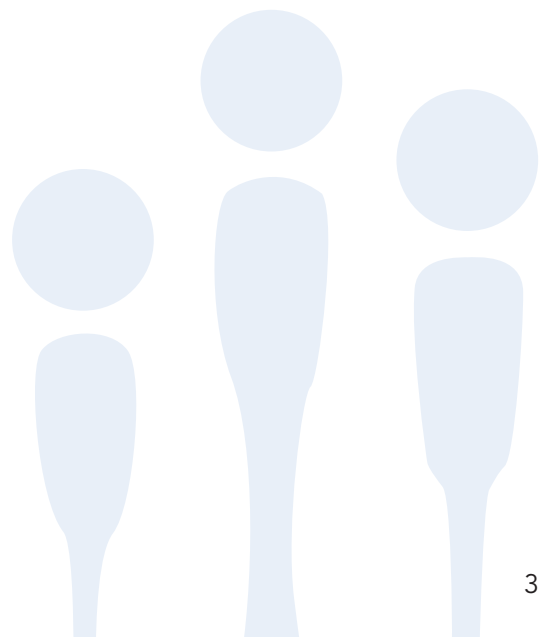
As we enter our 30th year serving this community, we realize what an essential service the Surrey Food Bank is providing to so many and how our clients' lives would be negatively impacted if we were not here providing our many services.

Thank you to our Board of Directors for supporting me with such enthusiasm as I continue in my role in what I believe is the 'best job' ever. Thank you to our staff and volunteers who make a profound impact on my life each and every day as I watch their dedication and persistence as they help our low income neighbours. Heartfelt thanks to our community donors and supporters who continue to believe in our organization and support in so many incredible ways.

My sincere thanks for the honour of serving you,



Marilyn Herrmann,
*Executive Director, Surrey Food Bank
President, Food Banks BC*



Client Services

At the Surrey Food Bank, we have created specialized programs to ensure we are providing food assistance to everyone who needs a hand up in our community.

Here are some of the changes in the Client Services department in the past year:

- Continue to provide hampers to an average of 250 households per day (approx. 750 people daily)
- Introduced Vegetarian Hampers (serving an average of 100 hampers per week)
- Opened an evening depot for working families (serving average of 35 households)
- Eliminated disability line to lessen client wait time
- Opened a new depot in Newton (Green Timbers Church) now serving 30 families
- Serving 80 families at our North Delta depot (twice per month)
- Serving 65 families at our Cloverdale depot (twice per month)
- Received a \$17,000 grant from United Way and piloted "Garden to Your Home"
- Established an appointment system from registration for new clients, with the goal of making a smoother and more convenient registration process.



Garden to your Home - Working with clients to learn to grow their own vegetables with the help of God's Little Acre.

Operations

Our Operations department has made some great improvements over the years. Here are some accomplishments from our Operations team:

- Testing the implementation of an inventory system to be used to concert weight poundage to dollar value or food items received into stock
- Expanded the parking lot with permission of owner north of the building
- Implemented Food Banks Canada Food Safe Program
- Majority of our Operations staff who operate material handling equipment are fully trained, tested and certified
- Continue to be challenged with serving food outside under a tent and as a team are working to look at alternate ways to address this unacceptable practice
- Best practice of completing daily log books in our fleet of trucks and daily maintenance reports for all warehouse equipment
- Added a second one tonne truck to our fleet which was donated by JRfm.



The Surrey Food Bank headquarters.



[Surrey Firefighters Charitable Society](#) has been a generous donor over the years.

Donors

"Together we help feed 14,000 clients every month"

The Surrey Food Bank is community funded and receives no core government funding. We operate solely from donations made by individuals, organizations, school and businesses.

We are so thankful for each and every food and monetary donation that comes through our doors. The generosity and passion to help those in need are truly appreciated and we are so grateful to receive support from our amazing community.



[SikhSeva Foundation](#) held their first annual food drive collecting 8,126 pounds of food.



[Telus Charitable Giving Program](#) donated \$9,290.



[Shelly and Kelly with daughter Isabella](#) dropped off a van load of [Tiny Bundles](#) donations.



Coast Capital Youth Team designed our new Tiny Bundles room.



The Tzu Chi Foundation has been volunteering every Wednesday for over 10 years now.

Volunteers

*"Helping with a hand up,
not a hand out"*

The Surrey Food Bank volunteers are the lifeblood of this organization. Without them, we would not exist. We always need volunteers who are motivated, hard-working and have the desire to help and provide services to our clients.

In the past year, we had:

- 400 active volunteers donate over 30,000 hours of service
- thousands of school children and corporate employees take part in our Meet The Bank volunteer experience
- an incredible response at our Sort-A-Thon, 14 groups participated (210 people) at our two-day volunteering event
- Maintained a core base of volunteers with a focus on youth.



Envision Financial joined us at the Doors Open Event, all ready to work.



Two of our amazing registration clerk volunteers, Val and Kathleen.

Events & Fundraising

We rely heavily on the community to host third party fundraising events to help raise food and/or funds necessary for the Surrey Food Bank. In 2011 - 2012, we added 13 new third party fundraisers to our existing 40 repeat fundraisers. Here are some of the highlighted events this past year:

- Farm Credit Canada Drive Away Hunger Campaign
- BC Thanksgiving Food Drive
- Santa Fox
- Surrey Santa's Parade of Lights and Big Rig Lighted Truck Parade
- SBoT Seasonal Sizzle
- RedFM Food Drive
- Blues for the Bank
- CBC Day
- JRFM Basics for Babies
- Loblaws' Extra Helping Campaign
- Hike for Hunger
- Shaw: Together is Amazing Campaign
- RCMP Shred-A-Thon
- Purolator & CFL Game Day Food Drive
- The Now Race for Babies
- Delview Thanks for Giving Food Drive

One event that we, the Surrey Food Bank put on every year is our Breakfast with the Bank. Last year, we raised the most money ever - over \$114,000!



North Delta's Delview Secondary Thanks for Giving food drive, collecting 18,126 pounds of food.

Community Partnership & Engagement

Community partnership is key as we work together to help provide for our low income neighbours. We are so thankful for the new and continued partnerships, created and maintained this year.

This year, a new position was created – “Community Partnership Coordinator.” The position proved to be very successful and is now a permanent full-time position. Through this position, we’ve increased our partnerships through: speaking presentations, media (print, radio and TV), community events, Food Bank tours and Meet the Banks, advertising and personal visits to donors.



We’ve also started a partnership between the Surrey Food Bank, Surrey Memorial Hospital and the Surrey Fire Fighters Charitable Society. The “We Live Here, We Give Here” campaign started in October 2012 and will run for one full year.

WE LIVE HERE. WE GIVE HERE.

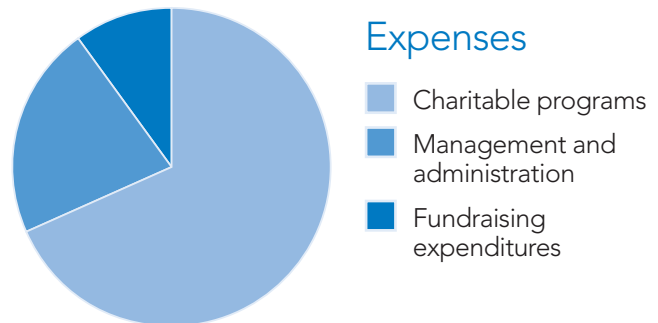
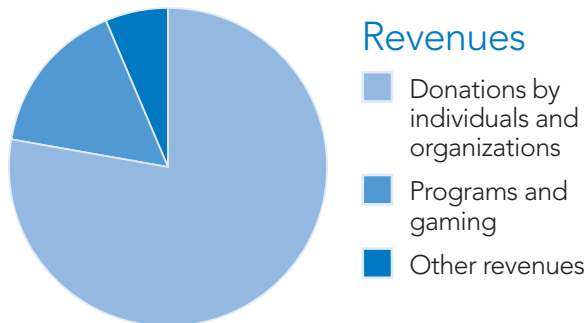
Here are some accomplishments from our organization and staff:

- The Surrey Food Bank was a finalist in the Cultural Diversity Awards – Non Profit Sector
- Marilyn was a finalist in the Surrey's Women in Business Awards
- Marilyn appointed City of Surrey Community Health Programs Committee and continues as a Director on Surrey's Homeless and Housing Society Board
- Marilyn was elected as President of Food Banks BC and is now on the Member Council of Food Banks Canada. This involves quarterly visits around the country to attend meetings and conferences
- Client Services Manager, Feezah, joined United Way Speaker's Bureau and spoke about the Surrey Food Bank to over 50 corporate and business groups around the Lower Mainland
- Operations Manager, Rick, trained and qualified as a certified forklift trainer
- Director of Finance and Client Services, Gerry, trained to facilitate and deliver Strength Deployment Inventory (SDI), part of our coaching culture.

Statement of Operations

September 30, 2012

	2012	2011
Revenues		
Donations by individuals & organizations	\$ 1,040,245	\$ 1,293,073
Programs and gaming	212,834	196,616
Other revenues	81,666	89,803
	\$ 1,334,745	\$ 1,579,492
Expenses		
Charitable programs	719,231	694,876
Management & administration	226,205	269,669
Fundraising expenditures	104,956	112,519
	\$ 1,050,392	\$ 1,077,064



Our Surrey neighbours demonstrated their continued support of the work done by the Surrey Food Bank, recognizing the fiscal responsibility of management and staff in maintaining expenses while continuing to provide much-needed services to Surrey's low-income population.

The Staff and Board of Directors recognize that the existing facility is insufficient to meet Surrey's continually growing population and have begun the search for a new larger location to meet the need and to improve services for the foreseeable future.

"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve.... You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love."

Martin Luther King, Jr.





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Surrey Food Bank 10732 City Parkway
Surrey, BC V3T 4C7 | 604-581-5443
www.surreyfoodbank.org

