



SURREY
FOOD BANK

Annual Report 2012-2013

"Growing our community beyond hunger"



PEOPLE LIKE YOU
DONORS | VOLUNTEERS | CLIENTS

"It's not what you look at that matters,
it's what you see."

Henry David Thoreau

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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

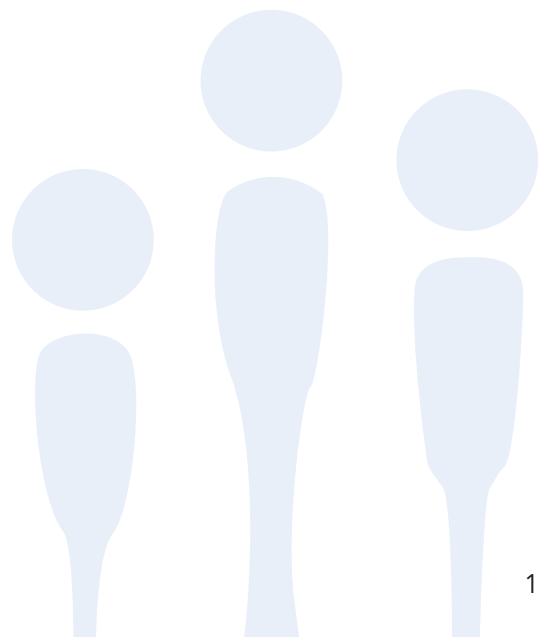
The Surrey Food Bank is a non-profit organization committed to “helping people help themselves.” Since 1983, the Surrey Food Bank has been assisting low-income individuals and families who live in Surrey and North Delta by providing bi-weekly food hampers to supplement their food needs.

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, 480 active volunteers and a staff core of fourteen. The Surrey Food Bank currently distributes approximately 2,000 food hampers each week and supports over 40 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

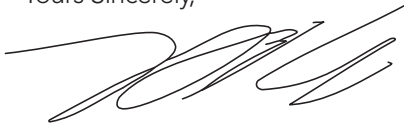
Well, this last year has been interesting and exciting as the President of the Surrey Food Bank Society Board. I thank everyone for giving me the privilege of serving in this capacity.

The staff and volunteers of the Surrey Food Bank have as always, worked incredibly hard to serve the clients, not only maintaining the high level of professionalism of the past but also moving forward with innovation and creativity. The new 65+ Seniors Distribution is a perfect example of this and it has become an instant success.

Their ability to continue in the current cramped and outdated building has been a testament to their dedication to serving the communities of Surrey and North Delta. This is and will be the main focus and direction of the Board moving forward - to find a new purpose built home for the Surrey Food Bank and create a better work environment and facility to serve our clients.

Our donors continue to amaze me with their faithful support year after year and their willingness to help others in the city to get through some tough times. With the redevelopment of the area we are in now, there are many changes that have come our way and I know that together we will more than meet the challenge.

Yours Sincerely,



Tim Baillie

President, Surrey Food Bank

Board of Directors

The Surrey Food Bank 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 Surrey Food Bank.

Tim Baillie

President

Sam Sidhu

Vice President

Rafik Karwa

Treasurer

Leslie Small

Secretary

Susan Byrom

Director

Dave Busse

Director

Carol Fee

Director

Chuck Keeling

Director

Marcie Munro

Director

Charles Partridge

Director

Norm Rutherford

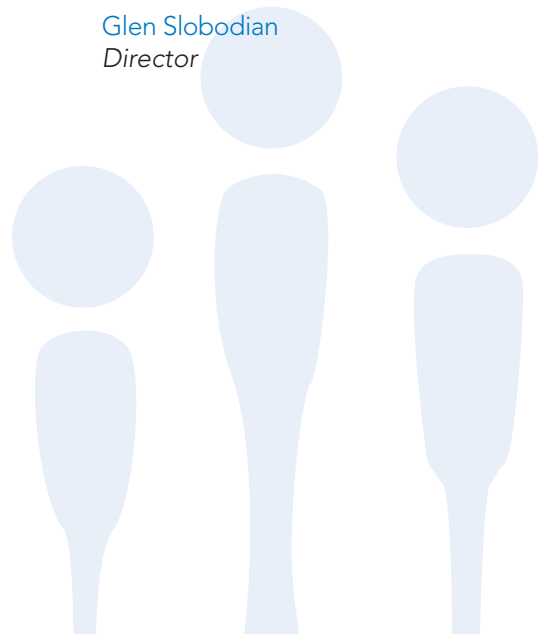
Director

Sheida Shakib-Zadeh

Director

Glen Slobodian

Director



Staff Members

Katrina Albert
Development Manager

Kuldip Ardawa
*Community Partnerships
Coordinator*

Lisa Burden
Administration Assistant

Malcolm Easton
Warehouse Assistant

Kris Hayward
Registration Clerk

Marilyn Herrmann
Executive Director

Feezah Jaffer
*Director of
External Relations*

Jennifer Lee
Distribution Supervisor

Gerry Maletta
*Director of
Internal Resources*

Erik Nguyen
One Ton Truck Driver

Lisa Soumang
Client Services Coordinator

Piara Uppal
Five Ton Truck Driver

Twyla Vokins
Volunteer Manager

Trevis Wiebe
Operations Manager

Letter from the Executive Director

It was another exciting year for the Surrey Food Bank as we celebrated 30 years of offering a 'hand up' to low income families in our communities of Surrey and North Delta. It is my pleasure to lead a fabulous team of staff and volunteers, and to witness the daily commitment and passion that these amazing people bring to our organization....my warmest gratitude to each of you for your amazing support.

2012/2013 brought more changes as we continue to provide improved services and supports to our diverse clients. Our mandate is to help our neighbours break out of the cycle of poverty with the vision of 'Growing our community beyond hunger'. We are doing that by focusing our mission on the following:

- Continuously improve our food distribution by providing nutritious food efficiently in a safe and dignified manner
- Educate the public so they will understand who we are and what we do
- Advocate for our clients to be less dependent on a food bank and more independent
- Facilitate connections from within our community for the betterment of our clients
- Facilitate connections from within our stakeholders for the betterment of the Surrey Food Bank
- Maximize our volunteerism for the betterment of the Surrey Food Bank and the volunteers

We use our vision and mission to guide us in all we do, as well as to keep us focused on the needs of our clients. A remarkable new service this year was opened for our seniors 65+ - a special depot time where our senior clients are matched up with a caring volunteer and provided the experience of selecting their food – much of it specifically donated or purchased for their preferences and health needs. We have partnered with resources from the community to connect our seniors with some of the programs and services available to them: Firefighters Smoke Detector Program; Fraser Health Slipper Swap; Surrey Public Library; RCMP Elder Abuse Prevention; Oak Avenue Hub Senior Programs, etc. We value our seniors and this program is just one way to show them we do.

We continue our exhaustive and difficult search for a new building which will give us the room to operate efficiently and grow further to meet the needs of our most vulnerable clients'. I look forward to writing this again next year with an announcement that we have found a new location. Just watch what we will do when that happens!

Heartfelt thanks to our Board of Directors, staff, volunteers as well as our incredible donors who continue to believe in our organization and support in so many ways. Your contributions ARE making a difference.

Warmest regards,



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

Client Services

The Client Services department is always looking for new ways to improve the lives of our clients by providing them with specialized programs. Our current programs are constantly evolving to fit the needs of our clients and the newly implemented programs have proven to be a success.

Take a look at what we've done this past year:

- Continue to serve an average of 250 households each day
- Highest number of households served in one day: 367
- Green Timbers Distribution Centre now serves over 40 households every two weeks
- Established partnerships with over 15 community organizations that highlight specific client based programming, i.e. Service Canada, RCMP, Surrey Libraries, BC Hydro, Surrey Fire Services, Seniors Come Share Society, and Fraser Health
- Continue to have a significant portion of our clients utilizing our Tiny Bundles program:
 - 4,866 dairy supplements (milk & eggs) to pregnant or nursing mothers at a cost of over \$29,000
 - 6,036 weeks' worth of formula at a retail cost of over \$151,000
 - 3,798 Toddler Totes
 - 245 Layettes (for newborns) & 241 Grad Gifts (for toddlers ages 1-2)
 - Highest number of Tiny Bundles families in one day: 267
- Implemented a new 65+ Seniors Distribution program in July, which allows senior clients to choose the contents of their hamper with the aid of volunteer personal shoppers. Serves an average of 65-70 seniors every two weeks with a steady 2-3% growth in usage since July

"Hunger affects us all, it knows no age, it knows no race and it knows no season."



Marilyn Pearson from Cuisine & Company demonstrating healthy recipes at our 65+ Seniors Distribution Day



Anne Macklin, Personal Shopper volunteer, helping a senior choose her food items at the launch of the 65+ Seniors Distribution Day

Volunteers

The Surrey Food Bank volunteer culture gives people a chance to shine. The barriers many of our new first time volunteers face are mainly around self-esteem and confidence, and we have countless stories of amazing transformations. The Surrey Food Bank provides opportunities for people to gain the skills to better themselves and help others within the community.

Here are some of the highlights from our Volunteer department:

- 480 active volunteers donated over 41,000 hours of service in 2013
- Surrey Food Bank hired three permanent employees and two temporary positions from our volunteer base
- Increased the number of practicum students from local post-secondary schools
- Increased the amount of corporate volunteer groups who are coming on a consistent basis throughout the year
- Purchased and implemented a new Volunteer Management System thanks to a \$10,000 grant from GMCR Canada Holding (Van Houtte Coffee Services)
- Over 90% of our volunteers that came from employment agencies, changed their status from 'difficult to employ' to 'EMPLOYED' due to the skills they were able to tap into during their experiences here at the Surrey Food Bank

"Volunteers are our most valuable resource and an integral part of the work we do."



GMCR Canada Holding (Van Houtte Coffee Services) presenting a cheque to fund our new Volunteer Management System, Cervis



Our core volunteer crew loves the BC Lions



Prospera Credit Union painting our parking lot a little bit brighter



Envision Financial celebrating as they were the Sort-A-Thon 2013 Champions

Donors and Community Partnerships

It has been another successful year thanks to the thoughtfulness and generosity of our wonderful donors. Without the support of caring individuals and groups, we would not be able help the growing and diverse number of clients that walk through our doors every day.

- Successful community relationships have been established specifically with various media outlets in TV, radio, newspapers and magazines in numerous languages. This is a great development as we are now able to reach out and raise awareness and education to a much wider community.
- Our signature 'Meet the Bank' tours of our warehouse operations have been a huge success in providing first-hand experiences and building partnerships with those who are looking for volunteer opportunities as well as for donors to see for themselves how we sort and distribute their generous and beautiful donations.

"Community is key as we work together to provide for our low income neighbours"



Van Goh Designs are the inaugural pledge donors for the 65+ Seniors Distribution Program



Safeway is a faithful supporter and has provided the food for our Breakfast with the Bank for the past two years



Bank of Montreal's Employee Giving program donating \$25,000



BC Fresh donated thousands of pounds of fresh produce over the years

Events & Fundraising

Individuals, businesses, schools, clubs, faith-based groups, service groups, unions and so many more have continued to support us by holding and hosting food/fund drives and events. In 2012/2013, we saw an increase in food drives and third party events and several new partnerships have been formed. Thanks to all of our faithful and generous donors, and we are looking forward to continuing engagement with community supporters and partners, to better serve our low income neighbours of Surrey and North Delta.

Take a look at some of this past year's highlighted events:

- A Night on Broadway
- Delview Thanks for Giving Food Drive
- BC Thanksgiving Food Drive
- Farm Credit Canada Drive Away Hunger Campaign
- 99.3 Santa Fox Food Drive
- Surrey Santa's Parade of Lights and Big Rig Lighted Truck Parade
- Surrey Board of Trade Seasonal Sizzle
- RedFM and Fruiticana Food Drive
- Sher-E-Punjab Food Drive
- CBC Food Bank Day
- JRFM 93.7 Basics for Babies
- Blues for the Bank
- Loblaw's Extra Helping Campaign
- Hike for Hunger
- Shaw Together is Amazing Campaign
- RCMP Shred-A-Thon
- Imperial Place and Pricesmart Foods Stuff the Bus
- Purolator & CFL Game Day Tackle Hunger
- The Now Race for Babies



Staff and volunteers at the Purolator and BC Lions Tackle Hunger CFL game at BC Place



Scouts Canada, Girl Guides of Canada and a few friendly mascots at Hike for Hunger



The Surrey Food Bank one ton truck at the Santa Clause Big Rig Truck Parade



King of Floors dropping off over 9,000lbs at Santa Fox

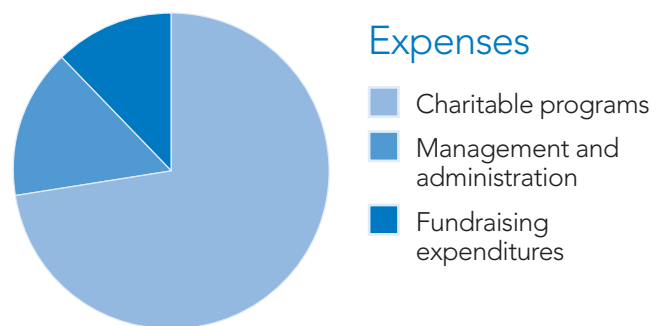
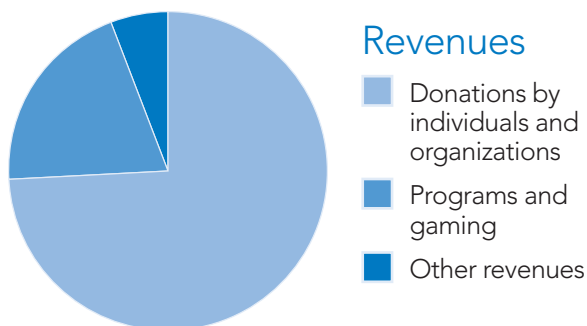
Here are some accomplishments from our organization and staff:

- The Surrey Food Bank was awarded with the Excellence in Food Banking award 2013 - Large size food bank from Food Banks Canada
- Voted Surrey Leader - Reader's Choice #1 Charity in Surrey
- Executive Director, Marilyn was re-elected as President of Food Banks BC and is also on the Member Council of Food Banks Canada
- Marilyn completed the 36 hour Accelerator Mastery Coaching course
- Director of External Relations, Feezah, completed the Coach Approach to Facilitation course
- Feezah was invited back to the United Way Speaker's Bureau and spoke about the Surrey Food Bank to over 40 corporate and business groups around the Lower Mainland
- Feezah was elected to the Board of Directors for Vibrant Surrey
- Jennifer and Twyla were certified on handling warehouse equipment
- Received a \$15,000 Food Banks Canada capacity building fund grant to purchase new equipment. We purchased an electric pallet jack, shelving, re-packing tables, hamper totes and several manual palette jacks

Statement of Operations

September 30, 2013

| | 2013 | 2012 |
|--|--------------------|--------------------|
| Revenues | | |
| Donations by individuals & organizations | \$1,063,978 | \$ 1,040,245 |
| Programs and gaming | 289,457 | 212,834 |
| Other revenues | 80,167 | 81,666 |
| | \$1,433,602 | \$1,334,745 |
| Expenses | | |
| Charitable programs | 881,085 | 719,231 |
| Management & administration | 185,592 | 226,205 |
| Fundraising expenditures | 146,081 | 104,956 |
| | \$1,212,758 | \$1,050,392 |



"Thousands of candles can be lighted from a single candle, and the life of the candle will not be shorted, Happiness never decreases by being shared."

Buddha





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