



SURREY
FOOD BANK

Annual Report 2013-2014

"Invite. Inform. Involve. Inspire"

PEOPLE LIKE YOU
DONORS | VOLUNTEERS | CLIENTS

“The value of a man resides in what he gives
and not in what he is capable of receiving.”

Albert Einstein

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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

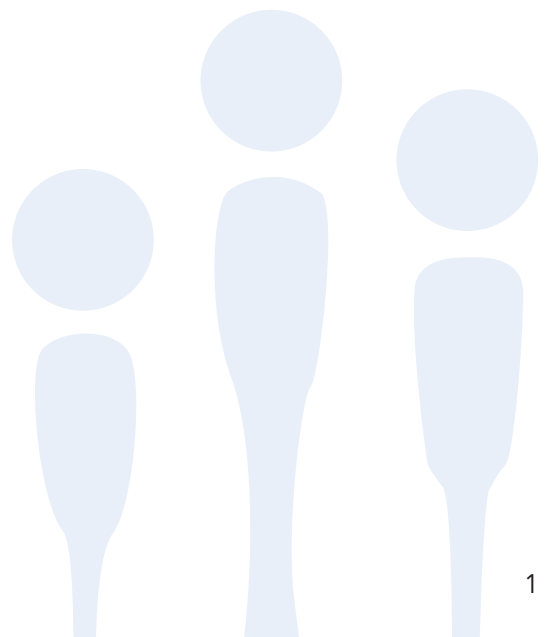
The Surrey Food Bank is a non-profit organization committed to "helping people help themselves." Since 1983, the Surrey Food Bank has been assisting low-income individuals and families who live in Surrey and North Delta by providing bi-weekly food hampers to supplement their food needs.

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.



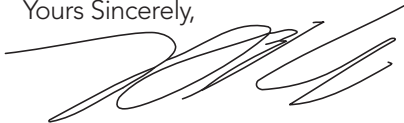
Letter from the President of the Board

This last year was a hectic one to say the least. With significant renovations, starting a new warehouse location, obtaining a new truck, new programs and the everyday hustle and bustle around the Surrey Food Bank, there has not been a boring moment.

To add to this are the changing dynamics of the area we are located in and a noticeable change in the behaviour of people in the area. This environment we are seeing around us is a constant challenge that our staff and volunteers are handling so well. They have adapted to everything that has come their way, resulting in a constantly improving service model for our clients.

I have always been amazed by our staff and volunteers, but this year they continue to move the bar upwards in their performance. Now that this change has stabilized somewhat, I believe it is time to pause and reflect on where do we go in the future. I look forward to this next year with excitement and know that our staff and volunteers will continue to make the Surrey Food Bank a leader in Surrey and that the clients will continue to receive better service.

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

Susan Byrom

Vice President

Jeanette McPhee

Treasurer

Leslie Small

Secretary

Dave Busse

Director

Dale Carr

Director

Carol Fee

Director

Chuck Keeling

Director

Marcie Munro

Director

Sheida Sakib-Zadeh

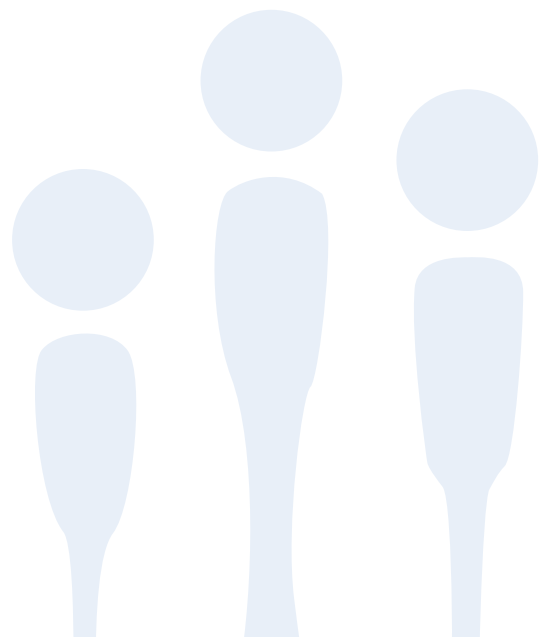
Director

Sam Sidhu

Director

Glen Slobodian

Director



Staff Members

Katrina Albert
Development Manager

Kuldip Ardawa
*Community Partnerships
Manager*

Lisa Burden
Client Services Coordinator

Nelson Busby
Warehouse Assistant

John Lansink
Warehouse Assistant

Marilyn Herrmann
Executive Director

Feezah Jaffer
*Director of
External Relations*

Jennifer Lee
Distribution Supervisor

Mike Leeson
Administrative Assistant

Gerry Maletta
*Director of
Internal Resources*

Stephen Maletta
Industry Pickup Driver

Erik Nguyen
Retail Pickup Driver

Brenda Slobodian
Administrative Assistant

Lisa Soumang
Logistics Manager

Twyla Vokins
Volunteer Manager

Letter from the Executive Director

The Surrey Food Bank continues to provide invaluable support to low income families in our community. We are recognized, respected and valued for the contributions we are making in Surrey and North Delta. In my 9th year as the Executive Director, I marvel at the amazing contributions made to this organization by our dedicated team of staff, volunteers, donors and community partners.

The highlights of the past year include the successful growth of our Seniors Depot, the creation of our Pre-K program which provides better nutrition for 2 – 5 year olds, the expansion of our Tiny Bundles and Toddler Tote programs and the much needed building improvements, which now allow us to invite our clients into our building where they receive all of their food items from one area- no longer outside under a tent. A small change but monumental for the well-being of our clients, volunteers and staff.

Of course, we continue delivering hampers to over 120 people with mobility issues and open our evening depot specifically for working families who are unable to access the food bank during the day. We invite our community service providers to join us during distribution hours so they can share with our clients the many services and supports they offer; services and support that can make positive change in peoples' lives - Fraser Health, Surrey Library, and Services Canada, just to name a few. If one piece of information or opportunity can change a life so that our clients no longer need the food bank, then we are all winners in the fight against hunger.

Our volunteers continue to flood us with their faithful support, contributing over 36,000 hours of work to help our operation run as smoothly as possible. It is like a 'well-oiled machine' when you watch them in action – packing hampers, sorting food, distributing food and helping to support events and food drives. Our volunteers are the life-blood of the Surrey Food Bank.

I am often asked how we do it. How do you attract and retain so many volunteers? How do you garner community donations and keep that generous ongoing support growing? How do you perform the day to day 'miracles' that you do, for so many people, with so few resources?

We do everything we do, because of People Like You – Donors, Volunteers and Clients.

Thank you for being part of the Surrey Food Bank Family!

Respectfully submitted,



Marilyn Herrmann

*Executive Director, Surrey Food Bank
President, Food Banks BC
Network Council Chair, Food Banks Canada*

Operations

Early in 2014, we made a decision to change our distribution model and we undertook a large renovation project of our warehouse in order to implement a model that will benefit our clients greatly. Our clients, staff, and volunteers have been out in the elements- sun, rain and snow- and now, with all renovations complete, everyone is inside. Our distribution is now done where the clients have the ability to receive their hampers, take part in our programs like Tiny Bundles and also interact with our community partners such as the Surrey Libraries, Surrey Fire Services, BC Hydro/Fortis BC and WorkBC, all in the same area inside the building.

Here are some accomplishments of our Operations team:

- Continue to serve an average of 250 households each day
- Reorganized our warehouse in preparation of our new distribution model
- Set up & implemented a second warehouse now used for donation and product storage
- Moved distribution model inside the main warehouse
- Hired two additional warehouse personnel
- Implemented new Holiday sort procedures
- Handled over 3,000,000lbs of food
- Purchased a new 3 ton truck to support movement of product between warehouses & as back up for other trucks
- Implemented organics recycling program



New distribution model setup

Client Services

As staff and volunteers, we constantly ask 'what are the needs of the community?' and 'how can we better address them?' This year we created a new specialized program to serve another growing demographic within our client base. The new Pre-K 2-5 program is an extension of our Tiny Bundles program. After graduation from our Tiny Bundles and Toddler Totes programs, we found that families were still in need of support with healthy snacks and proteins for their growing preschool aged children. Every two weeks, over 700 families with children aged 2 to 5 years receive a package of nutritious, healthy age appropriate snack items such as whole grain granola bars, fruit snacks, juices and either eggs, yogurt or cheese.

Our Client Services team had a busy year:

- Implemented our new food distribution model
- Continue to serve an average of 250 households per day
- Implemented our new Pre-K 2-5 program
- Our Tiny Bundles program continues to provide much needed items to our littlest clients:
 - 4,674 dairy supplements (milk & eggs) to pregnant or nursing moms at a cost of \$28,000
 - 5,993 weeks' worth of baby formula at a retail cost of over \$150,000
- 3,821 Toddler Totes
- 2,310 Pre-K Packages
- 262 Layettes & 202 Grad Gifts
- 2,310 Pre-K Packages
- Highest number of Tiny Bundles families in a day: 257



Pet Pantry handing out pet food and free consultation



Eleanore Robinson, Envision Financial volunteer, at the Seniors Depot



David Kerr from Surrey Libraries handing out books

Volunteers

The Surrey Food Bank volunteer program is one of great pride and inspiration for our organization. Our volunteers are comprised of groups and individuals from every part of our community. They are an integral part of the organization and our most valuable resource. We are immensely proud of our volunteers and the skills and passion they bring to the work we do.

Here are some highlights from the Volunteer Department in 2014

- Over 450 active volunteers donated over 36,000 volunteer hours
- 20 new corporate groups became engaged in our program
- Continue to build and strengthen our corporate volunteer base with more groups volunteering on a weekly, monthly & quarterly basis
- Increased engagement and retention of college and university students through the use of social media and word of mouth.



Halloween at the Surrey Food Bank



Our holiday Thursday crew



Special Events Volunteers, Karen Freeman and Cheryl Wainwright at the Early Years Festival



Our Cloverdale Depot volunteers at the Zion Lutheran Church

Donors and Community Partnerships

The community is an integral partner in our operations and programming. Our generous donors and partners are the key ingredient in our efforts to address the needs of our diverse clientele and provide for our low income neighbours.

- Created a new multipurpose room to facilitate school groups and corporate volunteer teams in our signature 'Meet the Bank' tours and now have a designated area for donor appreciation.
- Strengthened and enhanced our relationships with many media outlets in TV, radio, newsprint and magazines in many diverse languages
- Increased our presence on social media through Facebook, Flickr, Instagram and YouTube.



North and South Surrey Barnes Wheaton and Langley Harley Davidson raised roughly 5,000lbs of food



Mrs. Sjenta Wilkinson hand-knitted bags and bears for Tiny Bundles clients



Envision Financial presenting us a cheque from the Full Cupboard campaign



Kuldip Ardawa, Community Partnerships Manager, presenting a certificate to Bear Creek Elementary

Events & Fundraising

Events and Third Party Fundraisers are significant ways for us and our partners to work together to promote the mandate of the Surrey Food Bank. Many businesses, schools, clubs, faith-based, service and union groups hold food drives and/or third party fundraisers in order to raise essential funds for our organization.

Take a look at some of the major events we were a part of in 2014:

- A Night on Broadway
- Delview Thanks for Giving Food Drive
- BC Thanksgiving Food Drive
- 99.3 CFOX 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
- JRFM 93.7 Basics for Babies
- Blues for the Bank
- Loblaw's Extra Helping Campaign
- Hike for Hunger
- Shaw Together is Amazing Campaign
- Imperial Place and Save-On Foods Stuff the Bus
- RCMP & 1-800-SHREDDING Shred-A-Thon
- Purolator & CFL Game Day Tackle Hunger
- The Now Race for Babies
- CBC Food Bank Day
- RCMP Pack the Cruiser



Katrina Albert, Development Manager, and Special Events Volunteers, Carlo Fortin and Russel Suba at the BC Lions and Purolator Tackle Hunger game day



BC Thanksgiving Food Drive at the Church of Jesus Christ of Latter-Day Saints



Fraser Heights Leadership Class at the Surrey Santa's Parade of Lights



Kuldip Ardawa, Kulvinder Sanghara and friends at the RED FM food drive

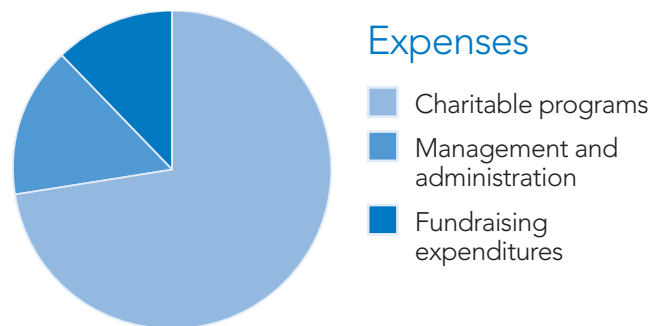
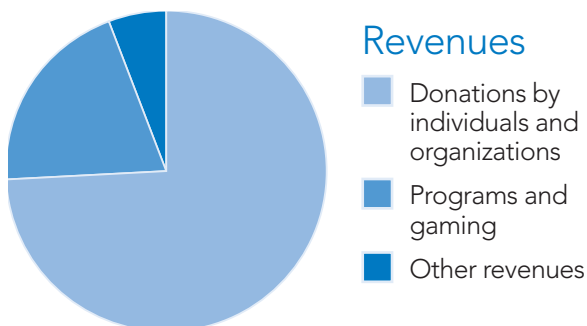
Breakfast for the Bank

Aside from the Third Party Fundraisers, the Surrey Food Bank holds one event annually called the "Breakfast with the Bank." The breakfast is a one hour fundraiser with over 600+ people attending from businesses, community partners, government officials, volunteers, individual donors. In the one hour, roughly \$100,000 is raised! For more information about the breakfast, please feel free to call the office.

Statement of Operations

September 30, 2014

	2014	2013
Revenues		
Donations by individuals & organizations	\$ 1,096,283	\$ 1,063,978
Programs and gaming	213,697	289,457
Other revenues	86,246	80,167
	\$ 1,396,226	\$1,433,602
Expenses		
Charitable programs	\$ 806,407	881,085
Management & administration	225,371	185,592
Fundraising expenditures	173,225	146,081
	\$1,205,003	\$1,212,758



"I've learned that people will forget what
you said, people will forget what you did
but people will never forget how you
made them feel."

Maya Angelou



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Surrey Food Bank 10732 City Parkway

Surrey, BC V3T 4C7 | 604-581-5443

www.surreyfoodbank.org

