



SURREY
FOOD BANK

2014 –
2015

MAKING AN IMPACT





TABLE

OF

CON

TENTS

"The secret of change is to focus all of your energy, not on fighting the old, but on building the new."

Socrates

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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

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



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 8,000 sq. ft. warehouse in Whalley, a fleet of five vehicles, a lift truck, 480 active volunteers and a staff core of seventeen. 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.



Photos top to bottom:
Volunteers in the warehouse helping to distribute food items.

Great volunteers at a community event.

The team from REMAX is a consistent and wonderful supporter.



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

Letter from the President of the Board


As we put another year behind us, the Surrey Food Bank continues to innovate and improve our services. The SFB staff and the Chuck Bailey Recreation Centre have piloted a few initiatives that have resulted in services that were both timely and respectful. It has also allowed us to test different ways to serve our clients and get direct and immediate feedback.

Our search for a location for the future is taking many different twists and turns. We have met with many people and organizations in the hope of having opportunities arise through their involvement. Our hope is that through such community connections, we will finally find a property where we can build a purpose built food bank that will best serve our clients, staff, and the City of Surrey. We are resolute in this goal and continue to explore every opportunity that develops.

Our board and staff are continuing to do our best with the resources that are so generously donated by our friends in the community. These donations are really investments for the future of people having difficulty at this time. Without these very generous donations, so many people in Surrey and North Delta would face poverty and hunger on a much greater scale. New and emerging issues such as assisting refugees, changing dynamics of the area, rising food and housing prices, etc. have staff, volunteers, and board continually thinking and re-thinking how best to meet these challenges and serve those who come to our doors.

Thank you to staff, volunteers, and board members and especially to our donors, for making sure that our food bank does the very best with the community investments that are put into our trust.

Yours Sincerely,



Tim Baillie

President, Surrey Food Bank Board of Directors

Letter from the Executive Director

It is my pleasure to submit my message for Surrey Food Bank's annual report 2014-2015. It is an even greater pleasure to continue to serve as Executive Director of the Surrey Food Bank.

This past year has been filled with 'new' changes and huge challenges. We continue to search for a larger and more efficient building, but due to the 'hot' real estate market in Surrey and a lack of land in a suitable location, we have not been successful. We continue to make operational changes such as securing a second warehouse and partnering with the Chuck Bailey Recreation Center in order to offer our clients and volunteers more space to distribute and receive food. Our committed volunteers and staff never cease to amaze me! Every day, they serve 250 to 300 families (an average of 800 people each day) and they do it with welcoming smiles on their faces and an eagerness to help others.

Some highlights of this past year include how we supported our community through a major regional power outage and a devastating neighborhood apartment fire. We expanded our core programs – Seniors Depot, Hamper to Your Home and our Pre-K program. We expanded our support to our pregnant women and babies up to one year of age by providing healthy and adequate food. We applaud our success with our volunteer engagement program which attracts corporations, schools and our diverse community at large, to offer their talents and time in volunteer service to the Surrey Food Bank. We added a new three ton truck as well as a new van to our fleet, thanks to the amazing gifts of our generous donors. We continue to prepare for the new Syrian refugee families coming to our city. They will turn to the Surrey Food Bank for support as they learn a new language and culture and secure housing and employment.

I am often asked how we do what we do and do it so very well with such great commitment and passion. I have learned after 15 years of service to low income families that these are 'people just like you and I' who face the challenges of life and do the best they can with their circumstances. The Surrey Food Bank family is here to offer 'a hand-up' through these difficult times.

My sincere thanks to our amazing staff, volunteers and Board of Directors who do all the 'heavy lifting', and do it with such dedication. To our community of supporters in Surrey and beyond.... thank you for letting us invite, inform, involve and inspire you....it is because of you that we can do what we do!

Heartfelt thanks,



Marilyn Herrmann

Executive Director, Surrey Food Bank

Staff Members

Katrina Albert
Development Manager

Kuldip Ardawa
Community Partnerships Manager

Lisa Burden
Client Services Coordinator

Nelson Busby
Warehouse Assistant

Kris Hayward
Registration Clerk

Marilyn Herrmann
Executive Director

Feezah Jaffer
Director of External Relations

John Lansink
Warehouse Assistant

Jennifer Lee
Distribution Supervisor

Mike Leeson
Administrative Assistant

Gerry Maletta
Director of Internal Resources

Erik Nguyen
Retail Pickup Driver

Mary Ryland
Registration Clerk

Brenda Slobodian
Administrative Assistant

Lisa Soumang
Logistics Manager

Twyla Vokins
Volunteer Manager

Dave Willans
Retail Pickup Driver



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REVIEW

2015 was a year full of challenges and triumphs for us at the Surrey Food Bank (SFB). Our staff and volunteers brought their dedication, skills and talents to help aid over 64,000 households in 2015, **AVERAGING 14,000 INDIVIDUAL CLIENTS PER MONTH** in Surrey and North Delta. To better support our **41%** of clients that are children and babies, we expanded our Tiny Bundles and Pre-K programs with a very generous donation from the Mainland Milk Producers Association. They pledged to **PROVIDE MILK ON A WEEKLY BASIS** to our littlest clients for a whole year! This was amazing and much appreciated. Another wonderful supporter stepped up to help us this year in a major way. **FRASER SURREY DOCKS** (FSD) created the 1st Annual Steel Gate Golf Tournament, and all proceeds went towards the purchase of a brand new Van for our fleet. This van allows us to service our depot locations around the city and to **DELIVER FOOD HAMPERS** to those who are not physically able to attend the food bank. FSD has committed to holding this tournament every year and to donate the proceeds to SFB programming. For our Seniors Depot, we have partnered with the Chuck Bailey Rec Centre and the Seniors Come Share Society to start a **SENIOR'S CARE AND SHARE PROGRAM** that provides a safe space for the senior clients to gather, share stories, participate in activities and share meals. This has proven very successful and we thank our partners for their support.

This year the Surrey Food Bank was called to action in **TWO MAJOR EVENTS** that showed how community can come together in times of emergency and great need. In late summer, the lower mainland was struck by one the most powerful wind storms in years and much of the region was without power for long periods of time. We at the Surrey Food were without power for 5 days and **LOST OVER 10,000LBS OF PRODUCT**.

Yet, despite our hardships, staff and volunteers came together to support hundreds of families that came to us for emergency hampers and supplies. It was quite an undertaking, but our community stepped up and when power was restored, the Overwaitea/Save-on food group came to us with a huge **DONATION OF OVER 20,000LBS OF PRODUCT** to replace what was lost. They even held a citywide food drive to provide more product to aid our clients still struggling in that time. In October a horrible fire occurred in an apartment complex just down the street from SFB. Hundreds of people were **DISPLACED**

FROM THEIR HOMES early in the morning and found themselves on buses stopped in front of our facility. Our staff gathered juices, breakfast bars, and other food stuffs and served our neighbours and **PROVIDED COMFORT** in that uncertain time. We were also part of the emergency services called to aid these people in their transition. We were grateful and humbled to be a small part of their **SUPPORT NETWORK**, and part of the greater community that came together to help those in need.

**YET, DESPITE OUR
HARDSHIPS, STAFF AND
VOLUNTEERS CAME
TOGETHER TO SUPPORT
HUNDREDS OF FAMILIES
THAT CAME TO US
FOR EMERGENCY HAMPERS
AND SUPPLIES**





HIGHLIGHTS OF EVENTS



Photos top to bottom:
Purolator Tackle Hunger Day with the BC Lions.

Fraser Surrey Docks sponsored the purchase of our new van.

Save-On Foods generously donated over 20,000lbs of product after the massive wind storm.



Global and Safeway Food for Friends Food Drive

Investors Group Comedy Tour

Delview Thanks for Giving Food Drive

1,000lbs Movie Morning Challenge

RCMP Shred-A-Thon (multiple)

Surrey Tree Lighting Festival

SBoT Seasonal Sizzle

CBC Day

Surrey Santa & Big Rig Truck Parade

Pack the PC

Santa Fox

Basics for Babies

Blues for the Bank

Vaisakhi Parade

Hike for Hunger

Party for the Planet

Breakfast with the Bank

Surrey Fest

Fusion Festival

BC Thanksgiving Food Drive

BC Lions and Purolator Tackle Hunger

Save-On-Foods Food Drive



FACTS + FIGURES

2014

-2015

SFB VOLUNTEERS CONTRIBUTED 34,900 HOURS OF SERVICE

Continue to serve 14,000 individuals per month in Surrey & N. Delta through 4 locations

Distributed 6510 weeks' worth of Formula at a retail cost of over \$165,000

1 staff achieved certification as a Drug Treatment specialist

2 staff members received diplomas in Psychology and Social work

Distributed 4805 dairy supplements (milk & eggs) to pregnant or nursing moms: cost to SFB = \$30,000

The partnership with Sprott Shaw College resulted in the hiring of 3 practicum student volunteers for the Christmas season

Christmas Food Drives involved 98 schools and 277 businesses

Purchased a new Van for Depots and H2YH program



Expanded the partnership with local schools and their programs for students with special needs to include both warehouse and client work, with great feedback



The annual Breakfast with the Bank brought together over 600 community members and raised over \$100,000 in 1 hour!



3698 TODDLER TOTES AND 6367 PRE-K PACKAGES



231 LAYETTES + 258 GRAD GIFT



Photos left to right: Students from George Greenway Elementary in to volunteer for the day.

Global TV's Mark Madryga and RCMP officers at the Breakfast with the Bank.



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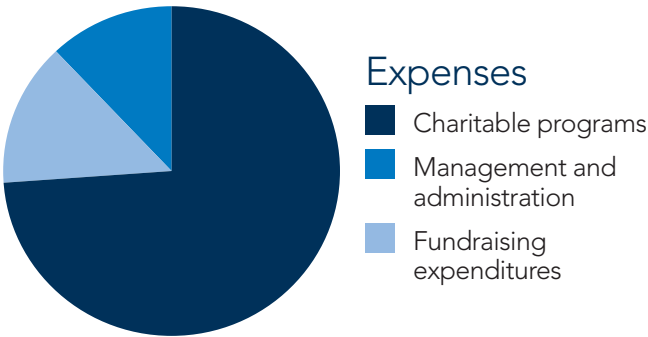
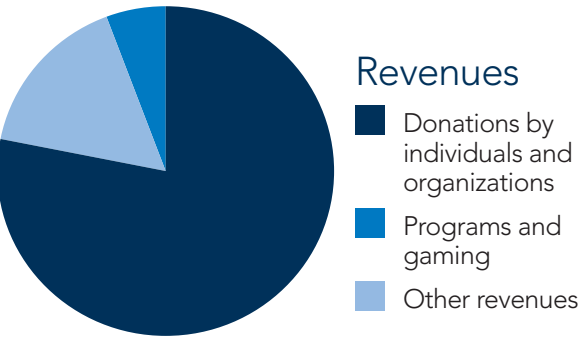
OPER

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STATEMENT OF OPERATIONS

September 30, 2015

	2015	2014
Revenues		
Donations by individuals & organizations	\$ 1,198,918	\$ 1,096,283
Programs and gaming	251,148	213,697
Other revenues	85,695	86,246
	\$ 1,535,761	\$ 1,396,226
Expenses		
Charitable programs	\$ 979,535	\$ 806,407
Management & administration	223,855	225,371
Fundraising expenditures	196,086	173,225
	\$ 1,399,476	\$ 1,205,003



Photos left to right: RCMP Pack the PC was another great success this year. Mainland Milk Producers donated \$100,000 of milk to Fraser Valley Food Banks.





PEOPLE LIKE YOU
DONORS | VOLUNTEERS | CLIENTS

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