



NEW BEGINNINGS

2015
2016
Annual Report



Serving Surrey and North Delta



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“If you can’t feed a hundred people, feed just one.”

Mother Teresa

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ABOUT US

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



The Surrey Food Bank is a registered charity with a vision to “Grow Our Community Beyond Hunger”. Since 1983, the Surrey Food Bank has been assisting individuals and families living in Surrey and North Delta by providing nutritious food to supplement their own food purchases. *All funding comes from our community as the food bank does not receive any core government funding. The combination of the staff and community contributions whether they are financial gifts, food, volunteer time, initiative or skills is powerful.*

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.

What began as a temporary solution to a temporary problem has grown to a 7,000 square foot warehouse in Whalley, a fleet of five vehicles, a lift truck, 150 active volunteers and a core staff of fifteen. The Surrey Food Bank Society currently distributes food to approximately 1500 families each week and has expanded its reach by providing food and household items to schools, shelters, missions and transition houses who are serving vulnerable populations.

Involving volunteers in our mission is an organizational value: We invite, inform, involve and inspire our community. Volunteers are the heart of the organization and work hand in hand with our staff to provide nutritious food in a respectful environment.



Some of our
wonderful
volunteers



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.

Susan Byrom
President

Carol Fee
Vice President

Jeanette McPhee
Treasurer

Lesley Small
Secretary

Dave Busse
Director

Dale Carr
Director

Marcie Munro
Director

Sheida Shakib-Zadeh
Director

Sam Sidhu
Director

Tim Baillie
Director

Letter from the President of the Board

Every new year is an opportunity to look forward with anticipation and to look back with reflection. As your President for 2016, it's been a privilege to lead a team that is committed to the future, to our community, and to our partners. I am filled with pride when I reflect on the hard work and commitment of our Surrey Food Bank staff and Board of Directors; leaders who put others above self, delivering the best services and resources available to our clients and community.

Over the past several years, there has been an ongoing search for a new home for the Surrey Food Bank—in 2016 we gained momentum and we are looking forward with excitement. This journey has been difficult as we've struggled with an unrelenting real estate market. We have kept the emphasis on our clients' needs, always refocusing our efforts through this lens. There's much work still to do and some hurdles to overcome—thank you to our dedicated team of experts and partners who support our vision of a purpose-built food bank.

The Surrey Food Bank is a community—a community of people who are our clients, donors, staff, volunteers, and corporate partners. I'm inspired by the compassion and commitment our community entrusts the Surrey Food Bank to deliver, and deliver it does. Thank you for your support, encouragement and ongoing investment in making a real difference for the clients of the Surrey Food Bank.

Yours Sincerely,



Susan Byrom
President, Surrey Food Bank Board of Directors

Letter from the Executive Director

It is my honor to have held the position of Executive Director of the Surrey Food Bank for the past thirteen years. In my time with this organization that I so love to serve, this past fiscal year of 2015 - 2016 has proven to have been one of the most challenging.

Hundreds of low income residents who have never needed our help before turned to us. Between February 1st and April 30th 2016 over 750 new families, including hundreds of Syrian refugees arrived to begin a new life in Surrey and looked to the Surrey Food Bank for the support they so desperately needed. We are proud to say that we were there to help, and no one was turned away for a lack of food or that much needed support.

Our Tiny Bundles program continues to be one of our 'signature' services with over 150 babies receiving a full serving of nutrition each week. Food Banks Canada's Hunger Count reported last March 2016 that the Surrey Food Bank has one of the highest number of children and babies using a food bank in all of Canada – not a statistic to be proud of, but thanks to our generous donors we continue to serve our most vulnerable little ones with the life changing support they need.

Our award winning program 'Hamper to Your Home' has a wait list. Many of our clients are aging or struggling with health issues that prevent them from coming to the food bank for their bi-weekly pick-up of food. Our hard working volunteers deliver a hamper directly to their doorstep. This program currently has a wait list of close to twenty low income residents who desperately need this help. Another challenge to find more volunteers to make this happen!

Our search for a new building has been made even more difficult with the escalating price of land and real estate in the lower mainland. We struggle to make our current facility work to help us serve others, but it is near to impossible to continue in such tight space and without adequate parking for our hundreds of clients, volunteers and staff. There was a 'bright light' at the end of August when we were approached by a community partner with a possible unexplored opportunity. To make this work we know we will need to lean on others to join together with us! Stay tuned for future news!

What HAS worked VERY well for us in 2015/16 is the perseverance of our team (staff, volunteers and Board of Directors), the generosity of our donors and community supporters, and most importantly the belief that together we ARE making a difference to the lives of others and are doing it in an outstanding way. The Surrey Food Bank family shines with Excellence in all they do!

Heartfelt thanks,



Marilyn Herrmann

Executive Director, Surrey Food Bank

Staff Members

Kuldip Ardawa
Community Partnerships Manager

Lisa Burden
Client Services Manager

Nelson Busby
Warehouse Lead

James Clark
Volunteer Manager

Adam Colgrove
Distribution Coordinator

Steve Eppler
Retail Pickup Driver

Feezah Jaffer
Associate Executive Director

Kris Hayward
Registration Clerk

Marilyn Herrmann
Executive Director

Mike Leeson
Administrative Assistant

Gerry Maletta
Director of Internal Resources

Erik Nguyen
Industry Pickup Driver

Mary Ryland
Registration Clerk

Brenda Slobodian
Administrative Assistant

Lisa Soumang
Logistics Manager

Peter Szakszon
Warehouse Assistant



A YEAR IN PIC TURES



We are bursting at the seams of our current location and an aging building makes it even more challenging.



Our building was filled with many new families this year – immigrant and Canadian – needing an additional hand.





HIGHLIGHTS OF EVENTS

The Surrey Food Bank is a proud member of the Surrey and North Delta communities. We attend many events and festivals and are often chosen as the charity of choice for fundraisers hosted by partners. These events are a tremendous gift as they provide a regular flow of income and food throughout the year.



Global and Safeway Food for Friends Food Drive

Investor Group Comedy Tour

Delview Thanks for Giving Food Drive

Global TV Thanks for Giving

RCMP Shred-A-Thon (multiple locations)

City of Surrey Tree Lighting Festival

Surrey Board of Trade Seasonal Sizzle

CBC Food Bank Day

Surrey Santa & Big Rig Truck Parade

RCMP Pack the PC

CFOX - Santa Fox

JRfm Basics for Babies

Blues for the Bank

Newton BIA Spooktacular

KRPI Radio Annual Food Drive

Scouts and Guides Hike for Hunger

BC Thanksgiving Food Drive

BC Lions and Purolator Tackle Hunger

Save-On-Foods Food Drive

REDFM Food Drive

Chris Whitehead Movie Day

SEMO Foundation Evening

Silver Star Limo Food Drive

Vaisakhi Parade



Photos top to bottom (left to right): The members of Iglesia Ni Cristo held a fabulous food drive for us raising thousands of lbs of food. The Vaisakhi Parade is a memorable event and the community responds generously. Many media partners including Global News, CKNW, RedFM, CFOX, CBC and JRfm took to the airwaves this year to raise food, funds and valued awareness. Purolator joins forces with the BC Lions every year to "Tackle Hunger".



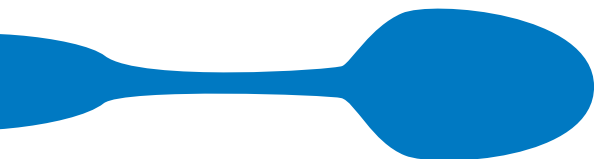
BREAKFAST WITH THE BANK



This year our signature event, Breakfast with the Bank, raised a record-breaking \$111,000 in a single hour! Each year we aim to involve and inspire, and are always overwhelmed by the community response.



Photos top to bottom (left to right): Hayley and Lauren Mercer were featured as long-time supporters and volunteers. Chris Thornley of Thornley Creative has been a valued supporter for many years. The RCMP are great supporters and we especially appreciate their presence at the Breakfast. Pictured here are Constables Rocky Prakash (left) and Charanjit Majara.





Photos top to bottom (left to right): Jonquil Hallgate is pictured here with the Mercers. Tim Baillie and Ken D'Sena change wardrobes to entertain the crowd. Surrey Crime Prevention comes in force to ease our parking challenges. Many of our donors including Tzu Chi Buddhist Compassionate Society and CUPE 402, the Surrey City Employees, present annual gifts. The Semo Foundation and Sanjah Verah show their support.





FACTS + FIGURES

2015

-2016

SFB VOLUNTEERS CONTRIBUTED **38,949 HOURS** OF SERVICE

We served
73,209
individuals in
Surrey and
North Delta
during the
2015/16 Fiscal
Year

We provided
54,838
nutritious food
hampers to
families

We served an
average of 220
families each
day

Volunteers
delivered
3,822
hampers
to peoples'
homes

Supplied food to local agencies serving
the homeless, who in turn provided
15,000 meals in the past year

Distributed 5,916 cans (weeks) of formula
at a retail cost of \$150,000

Christmas Food Drives involved **108** schools and **259** businesses
for a record **154,615** pounds of food and **\$108,528**

Purchased a new three
ton truck for our retail
pick-ups



Seventeen Surrey schools
provided a total of fifty-one
volunteer sessions

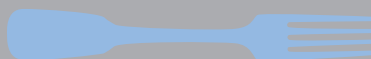


Fifty-eight businesses
provided a total of 120
volunteer sessions



**3560 TODDLER
TOTES + 9865
PRE-K PACKAGES
WERE DISTRIBUTED**

One volunteer was hired as a
full time staff person



**1731
VOLUNTEER
SHIFTS WERE
WORKED**

Members of the
Surrey Newton
Rotary worked as
a team to raise
much needed
food supplies.



The Story Behind Our



FINAN

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STATE

MENTS



The Surrey Food Bank

is a reflection of our roots.

Food banks began as a spontaneous and charitable community response to neighbours in need. They sprouted up around the country at a time when the economy was withering and the government was slow to respond. The foundation of all food banks was a spirit of generosity. Today this spirit lives on at the Surrey Food Bank; we are a vibrant place where community gathers.

There are three important points to consider when reviewing our financial statements.

WE DON'T RECEIVE ANY CORE FUNDING FROM THE GOVERNMENT.

Our donors come from all walks of life and undertake many types of initiatives to support us. We are blessed with the generosity of children who contribute their money from lemonade stands and birthday parties, schools and churches that host food and fund drives, corporations who rally their employees, seniors who knit and quilt for us. The gifts come in all shapes and sizes.

VOLUNTEERS ARE ESSENTIAL TO BOTH OUR EFFICIENCY AND OUR HEART.

Last year volunteers contributed a total of 38,949 volunteer hours. This is the equivalent of almost 4900 days of service or 19 warehouse staff. Volunteers sort all the food coming in to the warehouse and distribute the food to our clients five days per week. They also represent us in the community at many events. Without this contribution, the staffing costs to manage our operations would double.

OUR COMMUNITY'S FOOD DONATIONS ARE NOT REFLECTED IN OUR FINANCIAL STATEMENTS.

As our auditors' commented for this fiscal year: The Society also receives a significant amount of donated food contributions which the Society in turn distributes, the value of which was not recorded in these financial statements. The approximate value attributed to food donations is currently based on weight measurements priced at an average of \$2.50 per pound. For 2016, the estimated value for the approximate 2,250,000 pounds of food donations received is \$5,626,000.

We are proud of the efficient, yet, life-changing service we provide. We welcome the public to visit the Surrey Food Bank and see our operations. Please call us to organize a tour.



"I really enjoyed my tour of the Surrey Food Bank. It is amazing what they accomplish in tight quarters and yet the heart of the organization is present. I left feeling totally comfortable that they put my donation to the best possible use."

– a long time donor



STATE

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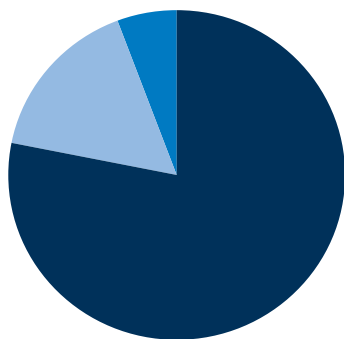
OPER

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STATEMENT OF OPERATIONS

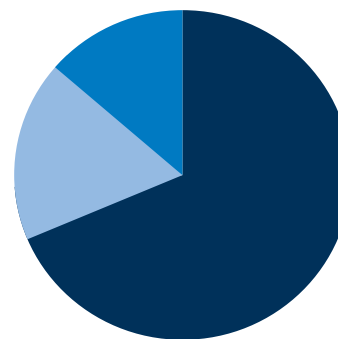
September 30, 2016

	2016	2015
Revenues		
Donations by individuals & organizations	\$ 1,508,973	\$ 1,198,918
Programs and gaming	207,271	251,148
Other revenues	78,939	85,695
	\$ 1,795,183	\$ 1,535,761
Expenses		
Charitable programs	\$ 886,136	\$ 806,407
Management & administration	231,931	225,371
Fundraising expenditures	229,059	173,225
	\$ 1,347,126	\$ 1,205,003



Revenues

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



Expenses

- Charitable programs
- Management and administration
- Fundraising expenditures





PEOPLE LIKE YOU
DONORS | VOLUNTEERS | CLIENTS

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