

CLIENTS



VOLUNTEERS



DONORS



2016  
2017

Annual Report



PEOPLE LIKE YOU



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"Be the Change you want to see."

Mahatma Gandhi

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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. 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 7000 square foot warehouse in Whalley, an additional 8000 square foot warehouse in Port Kells, a fleet of five vehicles, 2 lift trucks, 200 active volunteers and a core staff of sixteen. 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 the schools, shelters, missions and transition houses who are serving vulnerable populations.



# HISTORY IN PICTURES

For 35 years the Surrey Food Bank has been an integral part of the communities of Surrey and North Delta. We Invite, Inform, Involve and Inspire our community to help those who are facing life's greatest challenges. It is with the support of 'PEOPLE LIKE YOU' that we are able to continue to provide support and hope to those in need.



Photos top to bottom (left to right):  
 Volunteers presenting our most needed items ▶ How our warehouse operations have evolved and expanded ▶ Our warehouse in Whalley in the early 2000's ▶ Our distribution model has changed dramatically over the years ▶ Our Tiny bundles program was created over 15 years ago to ensure a full week's worth of nutrition for our growing number of infants ▶ Save-On Foods is one of our staunchest supporters ▶ Remax volunteers have been one of our longest serving groups.



## 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*

### *Directors:*

Dave Busse

Dale Carr

Bob Lewarne

Marcie Munro

Sheida Sakib-Zadeh

Sam Sidhu

Glen Slobodian

## Letter from the President of the Board

As we close the chapter on another year of community service at the Surrey Food Bank we have much to be proud of. Change was abound at the food bank as we bid fond farewell to Marilyn Herrmann and welcomed our new executive director, Feezah Jaffer. Feezah, with over six years in leadership positions at the food bank, will steward the organization into the future, an exciting pathway lays ahead.

After many years and through the dedication and commitment of our Building Committee and leadership, the Surrey Food Bank saw positive steps forward in its search for a new location. As we welcome 2018, we look forward to engaging with our neighbours, new and old, and finalizing a new home for the food bank.

We continue to grow valuable relationships with you—our donors, clients, volunteers, and corporate partners. Your ongoing commitment to the Surrey Food Bank is very much appreciated. We are building a community of caring people who, when joined together, can proudly say we are making a difference.

On behalf of the Board of Directors, it has been a privilege to serve the staff and clients of the Surrey Food Bank. Thank you for your support, encouragement and partnership.

Yours Sincerely,



**Susan Byrom**

*President, Surrey Food Bank Board of Directors*

## Letter from the Executive Director

This new year brings a time of changes and possibilities for the Surrey Food Bank. It marks the 35th year since we opened our doors, and while the need for our help has not changed, the face of who uses the food bank has. We continue to see an alarming number of children and babies coming to our food bank, more and more working families, seniors who are struggling with small pensions to meet their basic needs and new immigrants and refugees who arrive in our community. The cost of food is increasing, the cost of transport and the high cost of housing means people are spending a huge percentage of their monthly income just to have a home to live in. There are thousands of people in our community still facing life's greatest challenges, and the cycle continues.

Food banks are providing essential support to so many in need. In 2017 the Surrey Food Bank provided over 52,000 hampers of food to families in Surrey and North Delta, (over 200 families each day) and tens of thousands of pounds of groceries to other agencies in the community who are helping with meal programs, community kitchens, extreme weather shelters and other food supports.

Over our 35 years we have grown as an organization, we have expanded to include 4 distribution locations around our city, we have created services to help the most vulnerable in our community; we have helped to break the cycle of poverty for many of our neighbours. But our work is not done. We are looking to expand and evolve even more as the diversity and needs of our clients continue to grow. We continue to explore new opportunities and partnerships that will facilitate connections and empower our clients. It is because of the courage and resilience of our clients and through the support, passion, hard work, compassion and generosity of our donors, volunteers and staff that we have been and continue to make a difference in our community.

Thank you for being part of the Surrey Food Bank's mission to grow our community beyond hunger for the past 35 years, and your continued support as we move into the future.

People Like You make it possible for us to do what we do every day!

With appreciation,



**Feezah Jaffer**

*Executive Director, Surrey Food Bank*

## Staff Members

Kuldip Ardawa  
*Community Partnerships Manager*

Lisa Burden  
*Client Services Manager*

Nelson Busby  
*Warehouse Assistant*

James Clark  
*Volunteer Manager*

Adam Colgrove  
*Distribution Coordinator*

Steve Eppler  
*Retail Pickup Driver*

Rex Fugard  
*Warehouse Assistant*

Kris Hayward  
*Registration Clerk*

Feezah Jaffer  
*Executive Director*

Mike Leeson  
*Administrative Assistant*

Gerry Maletta  
*Director of Internal Resources*

Erik Nguyen  
*Industry Pickup Driver*

Mary Ryland  
*Registration Clerk*

Shamina Senaratne  
*Events & Communications Coordinator*

Brenda Slobodian  
*Administrative Assistant*

Lisa Soumang  
*Logistics Manager*





# LOOKING TOWARDS THE FUTURE

As we enter our 35TH YEAR SERVING OUR COMMUNITY, we pause to reflect on our journey and how our story has evolved from a temporary measure in the early 1980s, to one of the largest food banks in the province, serving thousands of people per month and working to provide avenues and opportunities for our neighbours to break the cycle of poverty and food insecurity. We have grown from a simple food hamper program to expanded services that address the most vulnerable in our society;

- HAMPER TO YOUR HOME DELIVERS FOOD HAMPERS TO OVER 100 HOUSEHOLDS PER WEEK - THOSE WHO CANNOT PHYSICALLY ATTEND THE FOOD BANK DUE TO MEDICAL/HEALTH CONDITIONS
- OUR TINY BUNDLES, TODDLER TOTES AND PRE-K 2TO5 PROGRAMS PROVIDE MILK, EGGS, FORMULA, DIAPERS, HEALTHY SNACKS AND PROTEIN SOURCES TO OUR YOUNGEST CLIENTS TO ENSURE PROPER NOURISHMENT AND GROWTH IN THESE EARLY FORMATIVE YEARS
- EVENING DISTRIBUTION COMMENCED IN 2012 FOR THOSE CLIENTS WHO ARE WORKING OR GOING TO SCHOOL DURING REGULAR DISTRIBUTION HOURS
- SENIORS DISTRIBUTION, STARTED IN 2016, WORKS TO NOT ONLY PROVIDE HEALTHY FOOD TO OUR SENIORS 65+, BUT TO COMBAT ISOLATION AND BUILD CONNECTIONS FOR THOSE MOST VULNERABLE
- OUR NEW LIVING FARM WALL EMBRACES THE TECHNOLOGY TO GROW OUR OWN FRESH PRODUCE TO PROVIDE OUR CLIENTS WITH MORE HEALTHY OPTIONS
- STARTED IN 2017, THE FAMILY PLAY CAFÉ BRINGS TOGETHER FAMILIES AND YOUNG CHILDREN FROM DIVERSE GROUPS AND BACKGROUNDS TO PLAY, CONNECT, AND LEARN ABOUT FOOD AND LITERACY AND CREATE NEW LASTING MEMORIES AND FRIENDSHIPS

While we have many things to celebrate and be grateful for, we continue to face challenges in our search for a new building, a facility where we can expand further to accommodate the growing diversity and needs of our clients. Working with partners and supporters, this has been a labour of love as well as frustration. We have been searching for a long time and are now exploring a solution with a light at the end of the tunnel. WITH THIS THE SURREY FOOD BANK LOOKS FORWARD TO THE FUTURE AND THE ABILITY TO CONTINUE TO INSPIRE CHANGE AND HOPE IN THE LIVES OF OUR CLIENTS AND BE A LEADER IN THE COMMUNITY, SO WATCH THIS SPACE!





Volunteers and clients love to interact at our Seniors Distribution.



The St. Helen's Church Ladies Auxiliary does their annual Bunny Run at Easter for our Tiny Bundles



Our new Farm wall at our Cloverdale distribution centre.



Children enjoying story time at our Family Play Café



# HIGH LIGHTS OF EVENTS

The Surrey Food Bank is a proud member of the Surrey and North Delta communities. Throughout the year we attend many events and festivals and are often chosen as the cause of choice for food and fundraisers. We thank all of our wonderful friends and champions for their generosity and support.





Photos top to bottom (left to right): SFB Volunteers and staff at the 2017 BC Lions and Purolator Tackle Hunger Game. The 1st annual Battle for the Bank hosted by Chris Whitehead & Associates. Royal Bank volunteers at the Surrey Vaisakhi Parade. Volunteers and donors at the Annual BC Thanksgiving Food Drive.

Investors 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 Cruiser

JRFM Basics for Babies

Blues for the Bank

Battle for the Bank

Scouts and Guides Hike for Hunger

Party for the Planet

Surrey Fest

Fusion Festival

BC Thanksgiving Food Drive

BC Lions and Purolator Tackle Hunger

Save-On-Foods Food Drive

REDFM Food Drive

SEMO Foundation Inspire Event

Vaisakhi Parade

Rotary Food Drive

Katrina and the Team Movie Event

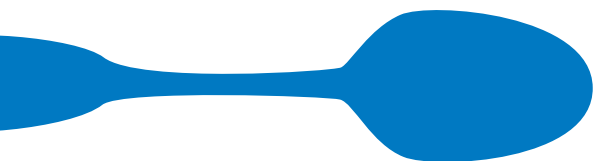
Run for Delta



# BREAKFAST WITH THE BANK



Our signature event, Breakfast with the Bank, raised a record-breaking total of over \$140,000 in a single hour. We pride ourselves that we directly ask our donors for support only once each year and are always overwhelmed by the community response. This year's event was bittersweet as we said a fond farewell to our retiring Executive Director, Marilyn Herrmann.



Photos top to bottom (left to right): Our retiring Executive Director, Marilyn Herrmann, giving her heartfelt remarks. RBC volunteers served as ushers again this year. Young African dancers brought the formal program to a close with an engaging and lively cultural dance.





Photos top to bottom (left to right): Fraser Surrey Docks with their generous donation, helping us to raise a record amount this year. Feezah and Kuldip with the wonderful Fred Herrmann. The Surrey Firefighters are great supporters every year and we appreciate their attendance. This event is not only about inspiring our community, but also building connections and networks. The Surrey Christian School Jazz Band provided fantastic music to entertain our guests. Our incredible volunteers help make the Breakfast such a success every year. Always a pleasure to have Mark Madryga from GlobalTV as our emcee.





# FACTS + FIGURES 2016 -2017

# SFB VOLUNTEERS CONTRIBUTED OVER **30,000** HOURS OF SERVICE

We served  
72,880  
individuals in  
Surrey and  
North Delta  
during the  
2016/17  
Fiscal Year

We provided  
52,545  
nutritious food  
hampers to  
families

We served  
an average of  
200 families  
each day

Volunteers  
delivered  
hampers to  
113 individual  
homes  
through our  
Hamper to  
your home  
program

Supplied food to local agencies serving  
the homeless, who in turn provided 35,644  
meals in the past year

Distributed 5,985 cans (weeks) of formula  
at a retail cost of \$175,000

The annual Breakfast with the Bank brought in over 600  
people and raised a record **\$143K** in one hour

23 schools provided for 57  
volunteer sessions

**237 LAYETTES  
AND 217  
GRAD GIFTS  
WERE PROVIDED  
TO TINY BUNDLES  
FAMILIES**



70

corporate/community  
groups provided for 140  
volunteer sessions



**3335  
TODDLER TOTES  
AND 10,598  
PRE-K PACKAGES  
WERE  
DISTRIBUTED.**

Partnerships with  
organizations such  
as Seniors Come  
Share Society  
and Chuck Bailey  
Rec Centre are  
integral to our  
Client Services and  
Operations.





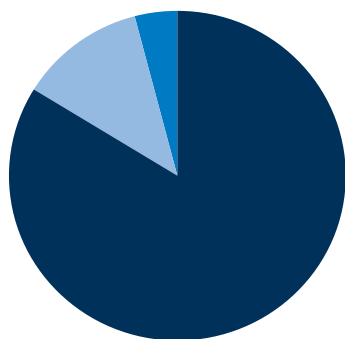
# STATE MENT OF OPER ATIONS



# STATEMENT OF OPERATIONS

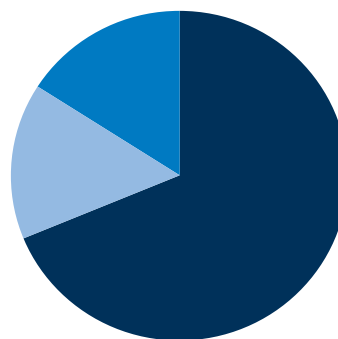
September 30, 2017

	2017	2016
<b>Revenues</b>		
Donations by individuals & organizations	\$ 1,460,823	\$ 1,508,973
Programs and gaming	219,082	207,271
Other revenues	78,598	78,939
	\$ 1,758,503	\$ 1,795,183
<b>Expenses</b>		
Charitable programs	\$ 1,081,702	\$ 886,136
Management & administration	230,405	231,931
Fundraising expenditures	251,519	229,059
	\$ 1,563,626	\$ 1,347,126



## Revenues

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



## Expenses

- Charitable programs
- Management and administration
- Fundraising expenditures



The Annual Surrey Board of Trade Seasonal Sizzle is a great way to kick off the season of giving.





# NOTES

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// NEVER WORRY ABOUT NUMBERS.  
HELP ONE PERSON AT A TIME  
AND ALWAYS START WITH THE  
PERSON NEAREST TO YOU."

Mother Teresa



PEOPLE LIKE YOU  
DONORS | VOLUNTEERS | CLIENTS

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Surrey, BC V3T 4C7 | 604-581-5443  
[www.surreyfoodbank.org](http://www.surreyfoodbank.org)

**SURREY**  
FOOD BANK