

NOURISHING COMMUNITY



SURREY
FOOD BANK

Serving Surrey and North Delta

2019-2020
Annual Report



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“The greatness of a community is most accurately measured by the compassionate actions of its members.”

Coretta Scott King

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ABOUT US

The Surrey Food Bank is a registered charity with a vision of “A nourished and thriving community, free of poverty”. 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 staff and community contributions whether they are financial gifts, food, volunteer time, initiative or skills is powerful.

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



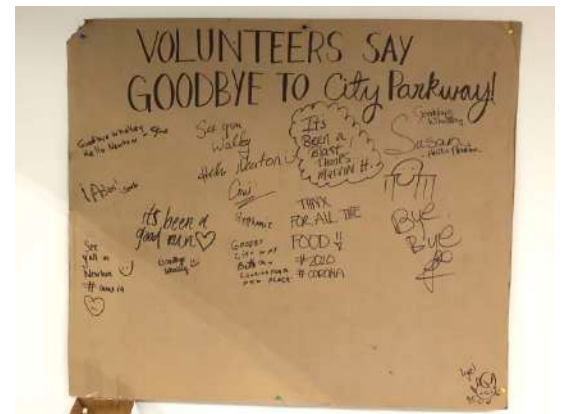
History

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 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 23,000 square foot facility in Newton, 3 community depots, a fleet of five vehicles, 2 lift trucks, more than 200 active volunteers and a core staff of fifteen. The Surrey Food Bank 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.

OUR NEW HOME

For nearly 4 decades the Surrey Food Bank has been an integral part of the communities of Surrey and North Delta. In 2020, after a multi-year search, we moved to a newer, larger facility in Newton, one nearly 3 times that of our original City Parkway facility. This new building has increased our capacity to procure, receive and distribute fresh and nutritious food for our clients, offer enhanced client programming and collaborate with our community partners in innovative ways. We are grateful to our clients and our community for their support and encouragement as we transitioned facilities at the height of the COVID-19 pandemic.



Photos top to bottom (left to right):

Volunteers say goodbye to City Parkway
 ▶ We did the move in stages ▶ Packing up after so many years in one place ▶ With our dry storage and cooler/freezer systems all under one roof, our capacity has increased by over 35% ▶ Our new digs in Newton allow us to do much more in this facility than ever before
 ▶ Due to the COVID-19 pandemic, we changed our distribution to pre-built hampers



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.

Sam Sidhu
President

Carol Fee
Vice President

Directors:

Helen Brown

Dave Busse

Amy Duncan

Travis Evans

Rachel Galvin

Conni Kilfoil

Bob Lewarne

Amna Shah

Sheida Shakib-Zadeh

Glen Slobodian

Letter from the President of the Board

Nourishing Our Community. The first time I heard that phrase was at our food bank planning session this last summer. Every few years the leadership team of the food bank and the Society Board get together and create a Strategic plan to guide the food bank in the pursuit of its goals and objectives for a 3–5-year period. One of the things we talk about is our Vision and Mission. Vision is a clear statement of what we want to accomplish at the food bank - our purpose. Mission focuses on how we are going to fulfill that Vision. This is where one of our Directors first uttered the phrase “Nourishing Our Community”. It was in answer to the question, “What do you think of when you think of when you think of the food bank?”.

The dictionary defines nourish as, “provide with the food or other substances necessary for growth, health and good condition.” Growth, health, and good condition, not just getting by or surviving week to week. This purpose was tested this last year in a way it never has been before. We were prepared for the change that would come with the move to our new facility and excited about how much more it could do to help us nourish our community. What we were not prepared for was a pandemic the likes of which most of us have never experienced. We had no idea whether we could continue to operate as we have for all these years. We were not sure whether volunteers would continue to volunteer, we were not sure donors would continue to donate, we were not sure clients would feel safe to come to the food bank, we were not sure our staff would feel safe to come to work and we were not we would have enough food to nourish our clients. Amazingly, belief in the food bank and the importance of what we do was so strong that we only had to shut our doors for a few days to accommodate our move from our old location but from then on we have remained open.

I would like to recognize the adaptability of our leadership team and staff at the food bank in rising to the occasion and finding ways to keep doing what we do and keeping each other, our volunteers and clients’ safety and health of paramount importance. I would like to recognize all our donors who surely have been financially impacted by the pandemic yet continue to give what they can. I know it is because they believe in the good work we do at the food bank, and because like us they believe in the importance of continuing to nourish our community. Lastly, thank you to our clients for your patience with our new operating procedures and continuing to make us all feel appreciated for what we do here.

Yours Sincerely,



Sam Sidhu
President, Surrey Food Bank Board of Directors

Letter from the Executive Director

The year 2020 was a year of extreme challenge and change for our entire community, if not our world. The optimism and hope of Spring turned into panic and uncertainty as we were all affected by the COVID-19 pandemic. Overnight, our community had to adapt to the changing times and seek safer ways to conduct everyday life. Surrey Food Bank supporters, friends, donors, volunteers, and clients all came together to work towards making an uncertain time as safe and secure as possible. It has been taxing and frustrating but, has also shown us the true meaning of community spirit and coming together.

The Surrey Food Bank looks back on 2020 as a year of transformation. We moved into a new facility that expanded our capacity and sets a foundation for our organization into the future. Due to the pandemic, we saw many people who had never used the food bank before- small business owners, frontline workers, service industry workers and even healthcare workers. We had to transform our operations to ensure the health and safety of our clients, volunteers, staff, and donors. The changes made allow for physical distancing and limited gathering(s) guidelines and we went from an open grocery store model to pre-built hampers to limit possible contact and spread. We also had to find new ways to connect virtually with our community and clients to keep them up to date with changes as we navigated through this new normal. In this pandemic, we saw the results of fear and uncertainty, but we also saw the triumph of spirit, and the renewal of empathy and compassion. We saw generosity and strength, and inspiration in the smallest acts that help drive us to nourish and support our community.

At our core, we work to serve those who face life's greatest challenges. As we move forward in this new normal, the Surrey Food Bank remains as committed as ever to see a nourished and thriving community, free of poverty and to serve our clients and their needs to the best of our ability. It is through the commitment, support and encouragement of you, our donors and partners that we are able to do what we do.

Thank you all again for your amazing and generous support!

With appreciation,



Feezah Jaffer
Executive Director, Surrey Food Bank

Staff Members

Alexander Ancog
Warehouse Assistant

Kuldip Ardawa
Community Partnerships Manager

Adam Colgrove
Volunteer Manager

Steve Eppler
Retail Pickup Driver

June Gambrel
Finance & Administration Manager

Kris Hayward
Registration Clerk

Feezah Jaffer
Executive Director

Dave Jones
Industry Pickup Driver

Mike Leeson
Administrative Assistant

Nick Loney
Warehouse Assistant

Sally Lyons
Distribution Assistant

Michelle Murray
Events & Communications Manager

Mary Ryland
Depot Registration Clerk

Brenda Slobodian
Administrative Assistant

Elizabeth Sundvall
Client Services Coordinator

Lisa Soumang
Logistics Manager



HIGHLIGHTS 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. This year was very different due to COVID-19 gathering restrictions, so many of our long-time donors chose to still hold their events-but on a virtual platform. We thank all our wonderful friends and champions for their adaptability, generosity, and support.

Delview Thanks for Giving Food Drive

City of Surrey Tree Lighting Festival-virtual

CBC Food Bank Day-virtual

Battle for the Bank- virtual

Tom Jackson's Huron Carol - virtual

ILWU 502 Taking it to the Streets Hockey
Tournament -virtual

Canada Day - virtual

REDFM Food Drive

BC Thanksgiving Food Drive

SEMO Foundation Inspire Event-virtual

Surrey Rotary Club Food Drive

Singh's Doing Things Food Drive

Run for Delta - virtual

Turkey Trot - virtual

SBoT 30 days of Giving

Marquez Family Christmas Display

Centurion Trucking Food Drive

Relate Church Food Drive

TS Transport Food Drive

Whalley Chiefs Baseball Food Drive

Radio Fiji Mirchi Food Drive

Surrey Central Lions Food Drive

Loblaw Companies National Food Drives

BREAKFAST WITH THE BANK

This year, we had to make the difficult decision to cancel our signature event, Breakfast with the Bank, as result of the COVID-19 pandemic. We thank all our table captains and partners for their support and hope to bring it back on a virtual platform in 2021, bigger and better than ever!



Photos top to bottom (left to right):
 The Whalley Chiefs Baseball food drive was held with all COVID protocols in place ▶ Ismaili Civic Food/Diaper Drive ▶ Scotia Bank Surrey Branches donating with social distancing ▶ Battle for the Bank 2020 was a great success (pre-COVID) ▶ Roseneau Transport donating for the first time ▶ Bhudda Light International Association Food Drive





THE IMPACT OF COVID-19

Like many businesses and organizations, the food bank was greatly affected by the COVID-19 pandemic. Everyday has been a challenge to adapt to the changing nature of the pandemic, and to keep all our stakeholders safe and healthy. At the outset, we had to reduce our distribution centres, our volunteer count and find ways to procure and distribute food to our clients in a safe and socially distanced manner. We instituted a mandatory mask policy, physical distancing and enhanced cleaning protocols. As new public health orders were announced, our staff and volunteers remain committed to keeping our clients, donors, and ourselves as safe as possible. We would be remiss not to acknowledge our amazing volunteers for their commitment and support during this period. They have all gone above and beyond to make our operations efficient and safe in this trying time.





Photos top to bottom (left to right): Plexiglass barriers and social distancing signage are now our new normal





FACTS + FIGURES 2019- 2020

SFB VOLUNTEERS CONTRIBUTED OVER **26,000** HOURS OF SERVICE

We provided
50,478
nutritious
food hampers
to families in
Surrey and
North Delta

We served an
average of 120
families each
day

Volunteers
delivered
hampers to
116 individual
homes through
our Hamper
to Your Home
program

Distributed
4,693 cans
(weeks) of
formula at a
retail cost of
over \$170,000

Over 465 volunteers volunteered an
average of 18 hours per month

162 Layettes and 142 Grad Gifts were
provided to Tiny Bundles families

2,336
TODDLER TOTES
AND **6,509**
PRE-K PACKAGES
WERE
DISTRIBUTED



DISTRIBUTED
2,319 WEEKS
WORTH OF
MILK AND EGGS
TO PREGNANT
AND NURSING
MOTHERS



Corporate and business
partners like Sage and
Century Group contribute
hundreds of volunteer
hours throughout the year
(pre-COVID)





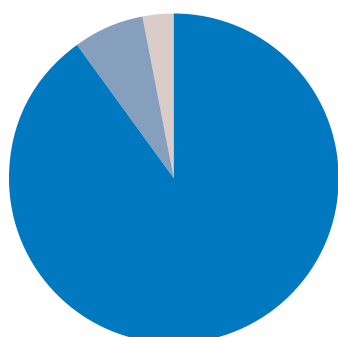
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STATEMENT OF OPERATIONS

for fiscal year ending September 30, 2020

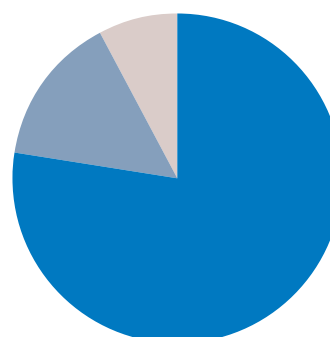
	2020	2019
Revenues		
Donations by individuals & organizations	\$ 3,218,482	\$ 1,462,559
Programs & gaming	225,943	230,670
Other revenues	117,195	177,041
	\$3,561,620	\$ 1,870,270
Expenses		
Charitable programs	\$ 1,294,240	\$ 1,100,034
Management & administration	253,724	252,828
Fundraising expenditures	130,032	151,280
	\$1,677,996	\$ 1,504,142

*includes audit adjustment



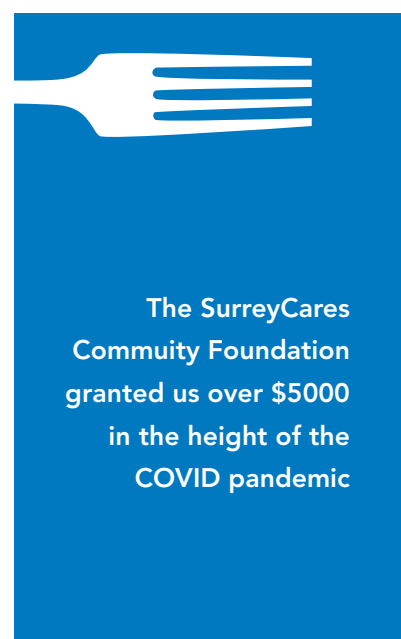
Revenues

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



Expenses

- Charitable programs
- Management and administration
- Fundraising expenditures



"Alone, we can do so little; Together we can do so much"

Helen Keller



PEOPLE LIKE YOU
DONORS | VOLUNTEERS | CLIENTS

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www.surreyfoodbank.org

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