

BETTER TOGETHER



SURREY
FOOD BANK

Serving Surrey and North Delta

2020 - 2021
Annual Report



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“Alone we do so little; together we can do so much”

— Helen Keller —

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ABOUT US

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

The support and assistance we have received as a member organization is greatly appreciated.



OUR VISION

A nourished and thriving community, free of poverty

OUR MISSION

Lead with care and dignity in the effective distribution of nutritious food to those in need, and build partnerships to provide related services to eliminate poverty in our community

The food bank does not get any primary government funding, we rely entirely on donations from our community. Staff and community contributions, whether in the form of money, food, volunteer time, initiative, or talents, are extremely 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 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 250 active volunteers and a core staff of fifteen.

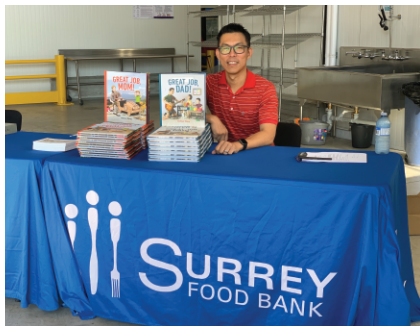
The Surrey Food Bank currently distributes food to approximately 120 families each day and has expanded its reach by providing food and household items to shelters, missions, and transition houses who are serving vulnerable populations.

OUR CURRENT HOME

Nearly four decades have passed since the Surrey Food Bank first opened its doors to the citizens of Surrey and North Delta. In 2020, we moved to a 23,000 square foot office in Newton after a multi-year search.

We redefined our mission earlier this year as part of our strategic plan. Our move into our new home enabled us to further our mission of being more than a food bank. In addition to procuring, receiving, and distributing nutritious food to clients, novel collaborations with community partners have allowed us to offer additional services to clients and enhance programming. When clients have access to vital services, their circumstances gradually improve. Collectively, we can offer better programs and services.

We are 'better together' in every way.



Photos top to bottom (left to right):

- Sources at our first ever community day
- Holoman Wang at our book signing in our community space
- Darliene Wickens Xi Beta Theta
- Volunteers in the sort area
- Surrey Libraries during distribution handing out library books
- Troy Toma performing for SFB clients
- Surrey Food Bank entrance
- MFFS at our Community Resource Day



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

Letter from the President of the Board

In my message last year, I highlighted the word nourishment and how it had become a critical part of our vision and mission. When I think of 2021, the word that best defines the year for me is "resilience."

Webster's dictionary defines resilience as "an ability to recover from or adjust easily to misfortune or change." I wouldn't say it was easy, but 2021 was another adjustment year for the Foodbank, and change is now the new normal. Our leadership team worked tirelessly to adjust to the ever-changing public health orders and their impacts on our health and safety guidelines for our staff, volunteers, donors and clients. I'm proud to say the Food Bank didn't lose a single day of food distribution due to COVID in 2021. Not only did we not lose a single day of operations due to COVID, as our Interim Executive Director June Gambrel stated in her report, but we also expanded our services and reach into the community.

I cannot thank our staff and volunteers enough for believing in our cause to continue to show up, whether at our warehouse, one of our depots or representing the Food Bank in the community. We can't do the good work we do without our volunteers. I know it wasn't easy this past year to put the anxiety of your health concerns behind and come to the Food Bank, don your protective masks and follow all our other COVID protocols for no other reason than the satisfaction of helping our neighbours. Thank you. Thank you. Thank you.

We can't take our success for granted, however. Last year we served an increased number of clients. With the troubling current trends in our economy and rising inflation, it would not be a surprise to see a further increase in the number of clients. Unfortunately, the demand for our services doesn't look like it will cease anytime soon. As long as we're needed, we'll be here regardless of whatever misfortune or unpredicted event may occur. I can say that with confidence because of the passion and commitment of our staff, volunteers and donors. You give your time, money, food donations, and heart to our cause. For that, I say, Thank you, Thank you and Thank you once again.

On a personal note, my term as President of the Surrey Food Bank Society is coming to an end. I want to thank all my fellow Board members and the staff of the FoodBank for making my time here so special. The Food Bank has a funny way of getting in your blood and what I thought would be a two-year commitment turned into 12 years. I believe our volunteers can relate to that.

Yours Sincerely



Sam Sidhu
President, Surrey Food Bank Board of Directors

Letter from the Interim Executive Director

This past year, under the leadership of our former Executive Director - Feezah Jaffer, we settled into our new premises and got a feel for ways we could work with the space to make progress on some of the goals and objectives identified in our 3-year strategic plan. We built on the accessibility audit that was done in Spring 2021, by initiating 2 projects: the installation of a lift to make the 2nd floor office space accessible to all and renovating warehouse washrooms to also be useable by anyone with mobility challenges. In Summer 2021, we conducted an equity audit and are in the process of addressing areas that need improvement.

We are working to exceed our clients' expectations by providing increased protein, as well as more culturally and dietarily sensitive foods. We are purchasing Halal meat for those who request it and continue to source gluten-free, low sodium and vegan options. We have expanded our community program where clients connect to community resources for support in healthcare, employment resources and other needed services. In addition, we held 3 community resource days where we hosted several groups at once, and due to the positive feedback, we plan to host more this year. Equally successful was a clothing day, which we would like to make seasonal and possibly hold a similar one for household items.

The pandemic continued to be a challenge through 2021, and it tested our reserves. As is often the case, it is during tough times that people rise to the occasion. And that is what our staff, volunteers and our donors did and continue to do.

The Surrey Food Bank could not do the critical work that we do without the kindness and commitment of our volunteers and donors.

This confirms that we truly are – better together.

With gratitude,



June Gambrel

Interim Executive Director

Staff Members

Alexander Ancog
Warehouse Associate

Steve Eppler
Retail Pickup Driver

June Gambrel
Finance & Administration Director

Feezah Jaffer
Executive Director

Manpreet Kang
Administrative Assistant

Mike Leeson
Administrative Assistant

Nick Loney
Warehouse Associate

Christina Kunz
Volunteer Coordinator

Pallavi Raghuvanshi
Communication & Community Partnerships Manager

Mary Ryland
Depot Associate

Lisa Soumang
Logistics Manager

Elizabeth Sundvall
Client Services Coordinator

Mehrnoosh Tajshafaghi
Registration Clerk

Jeff Wang
Warehouse Associate

Arren Westbrook
Commercial/Warehouse Associate



HIGHLIGHTS OF EVENTS

The Surrey Food Bank is a proud member of the community in Surrey and North Delta. As a cause of choice for food and fundraisers, we attend many events and festivals throughout the year. This year many of our long-time donors chose to hold their events, but on a virtual platform once again. We thank all our wonderful friends and champions for their adaptability, generosity, and support.

Breakfast With The Bank

SFB Clothing Drive

Understanding the Truth & Reconciliation Process

Granville Island Turkey Trot - Virtual

Clayton Heights BBQ

Marquez Family Christmas Display

Radio Fiji Mirchi Food Drive

Pink Shirt Day Food Drive

Wolfe AutoGroup Summer Food Drive

Lowe's HERO Campaign

Delview Thanks4Giving Food Drive

CBC BC Food Bank Day - Virtual

Valentine's Day Giving

Cougar Creek House Of Horrors

Tom Jackson's Huron Carol - virtual

Hopwired Festival

RED FM Food Drive

BC Thanksgiving Food Drive

SEMO Foundation Inspire Event - Virtual

CBSA Diwali Food Drive

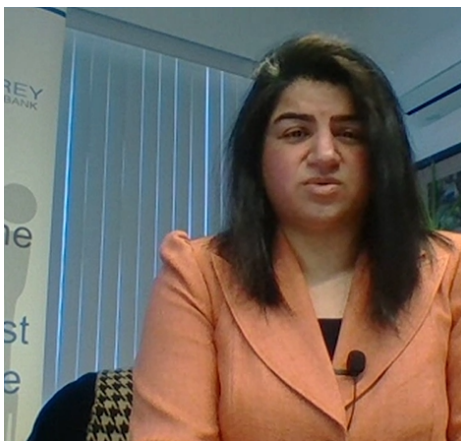
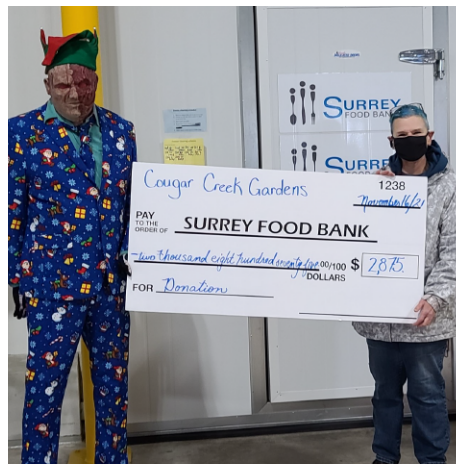
BREAKFAST WITH THE BANK

In 2021, the Surrey Food Bank moved Breakfast with the Bank, our signature fundraiser to a virtual platform for the first time. Once again, our amazing table captains and donors made the event a roaring success, raising an incredible sum in just one hour!



Photos top to bottom (left to right):

- BWTB Master of Ceremonies Mark Madryga
- Chris Thornley & Marilyn Graziano for BWTB
- BC Thanksgiving Food Drive • Cougar Creeks Haunted House Donation • SFB Clothing Drive in our Community Space •
- Feezah Jaffer during BWTB • SFB Board Member - Amna Shah during BWTB





GOALS & PRIORITIES

The Surrey Food Bank's Strategic Plan for 2021-2023 is the foundation that will guide our organization's operations and programming through the next three years. The plan contains an ambitious set of goals; some that have been initiated and achieved, and others will be introduced over time. These goals form the basis of our yearly operational plan, allowing the Surrey Food Bank to adapt to new challenges and trends in our community.



BE A LEADER, ROLE MODEL AND CHAMPION OF DIVERSITY, EQUALITY, AND HUMAN RIGHTS

This year saw us settling into our new home in addition to working toward achieving our goal of becoming a champion of equality, accessibility, and human rights. We conducted an audit in an effort to become more accessible and further understand our community better. We are well on our way as we work together with our great community in realizing our goals.

CONSISTENTLY EXCEED CLIENT EXPECTATIONS

We consistently strive to purchase nutritionally dense, and culturally sensitive foods. The indepth equity report has helped us better understand the needs and wants of our clients, such as purchasing halal meat among other protein and fresh vegetables.





PROVIDE BROADER COMPLIMENTARY SERVICES

We made progress on our goal to be more than a food bank. While we still have a long way to go, we held our first community resource day in Oct. Bay 3 of our space has been dedicated to providing our clients access to different services like affordable housing, job search and much more.

CONSISTENTLY DEMONSTRATE OPERATIONAL AND FINANCIAL MANAGEMENT EFFICIENCY AND EFFECTIVENESS

By being more operationally efficient, we can devote our time towards other goals. The Surrey Food Bank team worked with BCIT business program students to identify and research a robust Donor Management System that would align with our goals. Implementation is underway.



DEMONSTRATE EXCELLENCE IN LEADERSHIP

We believe in continuous learning at the Surrey Food Bank. The senior staff attended a multi-session management training on Bullying and Harassment and the Duty to Accommodate to stay on top of current issues. This is an ongoing process, and we are always looking for ways to enrich our team.



FACTS + FIGURES 2020 - 2021



CHAMPIONS OF CHANGE

The Surrey Food Bank relies on the amazing community donors that help us work towards changing the food insecure landscape in our community. Without these donations it would not be possible for us to work towards ensuring a community free of hunger and poverty.

We would like to thank ALL our wonderful donors and advocates for their generosity, and support. Here are a few of our champions.

KMPG

Walmart Canada

Boag Foundation Ltd.

Duradek Canada Ltd.

The JSM Charitable Trust

Buddhist Compassion Relief Tzu Chi

Charities Aid Foundation of Canada

Southwest Contracting Ltd.

Fraser Valley Real Estate Board

Global BC

NW Private Giving Foundation

Sobey's & Safeway, BC Share

Georgia Main Food Group

Strategic Charitable Giving Foundation

Surrey Fire Fighters' Charitable Society

Amazon Canada

CBC

Vancouver Foundation

Overwaitea Food Group, BC Share

Loblaws

We provided
42,783
nutritious
food hampers
to families in
Surrey and
North Delta

We served an
average of 120
families each
day

44% of our
clients are
children and
20% are over
the age of 50

Distributed
4,132 cans
(weeks) of
formula and
9,080 diapers

SFB volunteers contributed over 20,200
hours of service.

123 Layettes and 135 Grad Gifts were
provided to Tiny Bundles families

2,046
TODDLER TOTES
AND **5,895**
PRE-K PACKAGES
WERE
DISTRIBUTED



DISTRIBUTED
21,000 MEALS
AND SNACKS
THROUGH OUR
AGENCY
PARTNERS



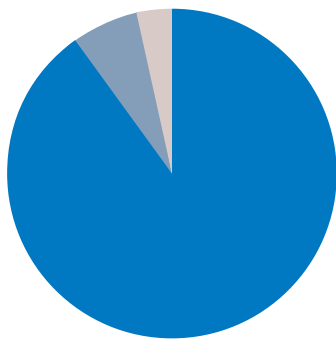
Corporate and business
partners like
Kotler van den Brink
contribute hundreds of
volunteer hours
throughout the year



STATEMENT OF OPERATIONS

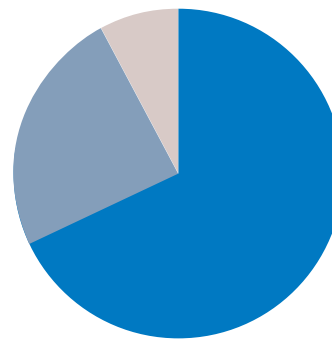
for fiscal year ending September 30, 2021

	2021	2020
Revenues		
Donations by individuals & organizations	\$ 2,934,927	\$ 3,218,482
Programs & gaming	158,415	225,943
Other revenues	94,760	177,195
	\$3,188,102	\$3,561,620
Expenses		
Charitable programs	\$ 1,263,537	\$ 1,294,240
Management & administration	463,672	253,724
Fundraising expenditures	144,598	130,032
	\$1,871,807	\$1,677,996



Revenues

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



Expenses

- Charitable programs
- Management and administration
- Fundraising expenditures



Walmart Canada launched its Annual Fundraiser - Fight Hunger, Spark Change. As one of the fortunate beneficiaries, we were able to purchase nutrient-dense fresh fruits and vegetables, as well as cover administrative and infrastructure costs, thereby allowing us to continue our Hamper to Your Home program and community distribution



COMMUNITY
IS THE
foundation
TO SUCCESS

————— KRISTEN JONES —————

Unit 1 - 13478 78th Ave, Surrey V3W 8J6
Charitable Business Number: 13216-8162-RR0001
surreyfoodbank.org
f t i surreyfoodbank



SURREY
FOOD BANK

PEOPLE LIKE YOU
CLIENTS | VOLUNTEERS | DONORS