

CALGARY
FOOD BANK

ANNUAL REPORT

2023 – 2024

By Community For Community



Our Mission

To make food accessible to everyone in our city.

Our Pillars

Client Centred

- Accessibility
- Choice
- Experience

Community Focused

- Inform
- Collaborate
- Engage

Committed to Excellence

- Systems
- Operations
- Culture

Our Values

- We do what we say we will do.
- We value open and honest communication.
- We care about people.
- We have each other's backs.
- We are resourceful.

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BY COMMUNITY FOR COMMUNITY

Over 40 years ago the Calgary Food Bank was founded by community for community. Today, we continue to work towards a hunger free community by making food accessible to everyone in our city.

MESSAGE FROM OUR BOARD CHAIR AND CEO



Dear Friends,

This year, our work at the Calgary Food Bank has been more critical than ever. As we continue to see the effects of economic uncertainty and rising costs, the role of our food bank has never been more vital to the well-being of our community. Guided by our new strategic plan, we are committed to advancing our mission to make food accessible to everyone in our community.

To bring our mission to life, we are focused on three key pillars that will shape our efforts:

Client-Centred We focus on creating a positive experience by making our services accessible, offering clients choice, and treating everyone with respect and compassion.

Community-Focused We believe in driving change through education, collaboration with partners, and engaging the community to address food insecurity.

Committed to Excellence We continuously improve our processes, ensure efficient operations, and foster a supportive culture to maximize our impact.

Your support continues to allow us to turn this vision into reality. Every donation, volunteer hour, and act of kindness helps us build a stronger, more resilient Calgary.

Thank you for standing with us and making a real difference in the lives of so many.

With gratitude,
M&J



Melissa From
President and CEO



Jay Gohill
Board Chair

OUR PATH FORWARD

#FEEDYYC

MISSION:

To make food accessible to everyone in our city.

This statement embodies our core belief that no one in our community should go without food, and it serves as a guiding principle for our future.

This mission and our strategic plan have been shaped by extensive community consultations. We gathered input from community partners, donors, volunteers, staff, and—most importantly—our clients. To bring this mission to life, we are focused on three key pillars that will shape our efforts:



1. CLIENT CENTRED

We are committed to ensuring that every individual who turns to us has a positive and empowering experience.

Accessibility: Remove barriers to access.

Choice: Allow clients to have choice in food selection.

Experience: Ensure that all clients are met with a caring and high-quality customer experience.

2. COMMUNITY FOCUSED

Our efforts are rooted in the belief that meaningful change happens when we work together.

Inform: Share research findings and data with the community.

Collaborate: Work with other food banks and charitable organizations in our community.

Engage: Leverage the skills, resources, and expertise of the community in our work through volunteerism and philanthropy.

3. COMMITTED TO EXCELLENCE

We strive for continuous improvement in every aspect of our work, ensuring we operate with efficiency and impact.

Systems: Ensure aligned, integrated and optimal systems for all aspects of the organization.

Operations: Remain efficient, responsive, innovative and agile in our approach to emerging needs.

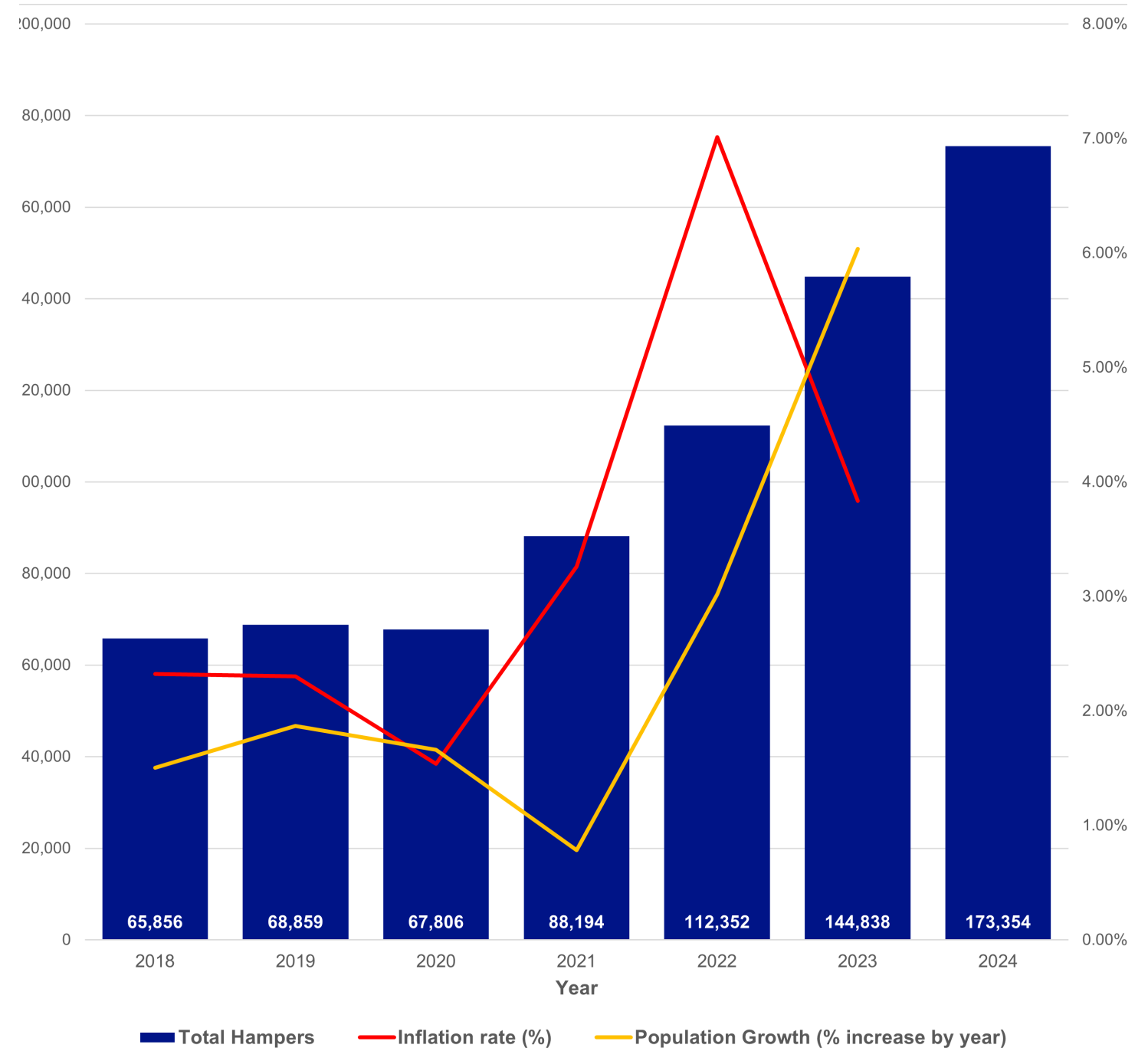
Culture: Create a community of collaboration, communication and trust within the organization.

RESEARCH

GROWING DEMAND



YEARLY TRENDS: HAMPER COUNT, INFLATION RATE AND POPULATION INCREASE



The demand for food support has continued to rise over the last several years. The increase in demand for food support rose sharply after the pandemic. A perfect storm of supply chain issues and an increase in the cost of living and interest rates mean that more people than ever before needed to turn to the Calgary Food Bank for support. Amidst a rising tide of challenges across the nation, there's a pressing call for evolution and intensified support to aid those facing adversity. In acknowledgment of local hurdles, the Calgary Food Bank significantly ramped up its efforts. Currently this includes distributing 750 hampers daily, expanding partner programs and addressing accessibility initiatives.

SOCIAL RETURN ON INVESTMENT

A Social Return on Investment (SROI) Analysis is a way to show the wider benefits of a social program. In this case, it identifies, measures and assigns a dollar value to the secondary impacts of the Calgary Food Bank Emergency Food Hamper program. 31 clients were interviewed and asked, “what impact has the Calgary Food Bank had on your life?” The findings were verified with a survey of 1,000 clients.

HOW DOES THE CALGARY FOOD BANK’S EMERGENCY FOOD HAMPER PROGRAM IMPROVE CLIENTS’ LIVES?



By providing access to nutritious food; for some, the Calgary Food Bank is their only source of food.



Improved mental health; clients reported improved mental health because they no longer had to worry about how they would put food on the table.



Improved financial situation; clients can redirect the money they save on groceries towards other bills.



Increased social benefits; clients appreciate the social interactions they have with staff and volunteers when coming to the Calgary Food Bank.



Improved quality of life; with money saved, clients can spend money on things that improve their quality of life, such as outings with their children.



Improved life circumstance; examples of this include preventing some from being made homeless and some who needed the help when fleeing domestic abuse.



METHODOLOGY

A financial proxy was assigned to each outcome. This is how much money the Calgary Food Bank has potentially saved society and other social support systems as a result of clients experiencing those positive secondary impacts.



ACCESS TO NUTRITIOUS FOOD:
High food insecurity costs Alberta Health Services (AHS) \$482.50/patient/year



MENTAL HEALTH BENEFITS:
Admissions for stress and anxiety cost the AHS \$8554/patient/year



IMPROVED FINANCIAL SITUATION:
Emergency Needs
Allowance costs Alberta government \$824/adult/year and \$135/child/year



SOCIAL BENEFITS:
Together All, an initiative that is part of the City of Calgary’s Social Isolation strategy, costs approximately \$25/person/year



IMPROVED QUALITY OF LIFE:
Fair Entry Recreation Fee Assistance costs \$50/adult/year and \$250/child/year



IMPROVED LIFE CIRCUMSTANCES:
It costs \$2550/person/year to house someone in the Calgary homeless shelter system



“It is an allocation issue, where am I going to allocate the resources that I have? Because food is the basic bare minimum in order to be alive, you need food more than you need shelter and clothing... The food bank is helping us with the food so that we can have money for the other things that are part of life.” – Calgary Food Bank Client

Every dollar donated to the Calgary Food Bank saves Alberta taxpayers \$9.84

$$\frac{[\sum (\text{Total Financial Proxy Cost} \cdot \text{Unique Clients Served Annually} \cdot \text{severity} \cdot (1 - \text{attribution}) \cdot (1 - \text{drop-off}) \cdot (1 - \text{deadweight}))] + (\text{value of donated food})}{\text{Emergency Food Hamper annual program cost}} = \mathbf{\$9.84}$$

ABOUT THE LEAD RESEARCHER

Dr Lucy Harry is Head of Research at the Calgary Food Bank. She holds a Masters and Doctorate from the Law Faculty of the University of Oxford, UK. After finishing her PhD, she worked as a researcher at the University of Oxford, as well as a lecturer, and research consultant for international non-profits. View the full report at calgaryfoodbank.com

CLIENT IMPACT

DAVID'S STORY

Even before the conversation gets underway, David* speaks with enthusiasm about his elaborate crochet projects, his colourful hair and the bizarre situations he encounters while working at his job downtown. He's funny and animated and he seems quite confident. However, soon into our interview, he lets me know that isn't exactly the case.

"I tell everyone that I meet nowadays that I wish they could have met me back then when I first moved to [Calgary]," he says, "they would have seen a totally different person."

David moved to Calgary from British Columbia in 2016, leaving behind a small town with no opportunity and a history of alcoholism. "I was a chronic alcoholic, drinking... every day – it was crazy."

His family hosted an intervention, and he kicked the habit quickly. His teeth served as a reminder of that period in his life, as they had been neglected while he was drinking. But after working and saving for about a year David was able to replace them.

"The confidence that came flooding back was damn near palpable," says David, "it was amazing to be able to see myself with a set of straight, new teeth."



He arrived in Calgary with his brand-new confidence and perfect teeth, he was set for a fresh start. "With that kind of a more confident mentality, I was ambitious and driven". David pauses for a moment and continues sharing his story; "And then I met my boyfriend and things began to change, he wore all that confidence away bit by bit until there was nothing left." The toll the abusive relationship took on David ended up costing him two jobs, and eventually, he found himself homeless.

"During the times I was homeless, I needed the food bank quite often. I had nothing. There were a few months there where I wasn't on any kind of income assistance, so without the food bank I would definitely not be here today, to be honest."

David is no longer in that abusive relationship, he has a steady job and he has an incredibly supportive best friend in his life. He has done well for himself in a lot of ways, but he still struggles to find stable housing. He is not alone in that struggle as Calgary has not been immune to inflation and rising rental costs. To make ends meet these days, David says he utilizes other support offered in Calgary like community pantries and free meals at churches and The Alex. He emphasizes the fact that in times of uncertainty, people need to know that it is important to be able to seek help and accept it.

"I can imagine it is a little demoralizing to ask for help, potentially dehumanizing to do it, to men especially a little emasculating as well I would imagine. But if it needs to be done, it needs to be done. Just do it!"

*David is a pseudonym name of a client

DONATED AND PURCHASED FOOD



FOOD DISTRIBUTION IN POUNDS

Grain	725,795
Meat & Alt	1,014,835
Dairy	2,262,236
Produce	4,687,110
Misc.	6,921,822
Total	15,611,798

Misc including but not limited to items such as condiments, canned fruit, canned vegetables, Kraft Dinner, taco kits, drinks, snacks, etc.



VOLUNTEERS

VOLUNTEERS

The Calgary Food Bank was founded over 40 years ago, by community, for community.

That holds true to today as volunteers fill 175 shifts a day and make up 47% per cent of our workforce. It would be impossible to provide food support to hundreds of households every day without their dedication.

The Calgary Food Bank Volunteer Resources team ensures that everyone who comes through the doors to donate their time is set up for success. Many folks who volunteer speak highly of both the staff team and their fellow volunteers, building a strong sense of community within the Calgary Food Bank.

KEITH DOWNIE

Keith Downie is a long-time Calgary Food Bank volunteer who has given over 1,000 hours to help fight food insecurity. When he first started volunteering, he began bringing his 14-year-old son along with him, wanting him to get some firsthand work experience.



That son is 47 now, meaning Keith is up to over 30 years of volunteering at the Calgary Food Bank. He drives the shuttle, getting fellow volunteers to and from the warehouse to help sort and distribute food. Keith loves returning time and again to the Calgary Food Bank because of how friendly and welcoming his fellow volunteers are. While driving the shuttle van is a role you can master quickly, it's an essential service for others that Keith is happy to provide. "The route never changes and it can be a bit unexciting", and Keith adds, "The same can't be said for the folks who ride it!"

ESSO RETIREES

This team is an excellent example of how group volunteering makes a big difference. ESSO Retirees join the Calgary Food Bank twice a week and are part of the broader ESSO Resources Annuitant Club, a social club for annuitants of Imperial Oil and their spouses. They volunteer through the Club's community service group, Community Cares. The group has given over 11,000 hours to the Calgary Food Bank. They volunteer Mondays and Fridays in fresh food, meaning that they sort and bag bulk fresh food donations such as potatoes, carrots and onions while ensuring that only the freshest food is distributed to clients.



The Esso Retirees group first volunteered in December of 2011, and they haven't slowed down since. Peter Baltais, a member speaking on the group's behalf says that volunteering at the Calgary Food Bank lines up well with the group's values. "Number one is safety, nobody gets hurt. Number two is to exceed client expectations and number three is to have fun." Peter describes his group as being quite social and competitive in the way that they want to work as efficiently as possible. "Someone would tell us how to do [something] and then ten minutes later we would have it optimized. And ten minutes later it would be optimized again so it's a great group to work with."

COMMUNITY PARTNERSHIPS

WHAT THEY ARE SAYING

ALPHA HOUSE

"Alpha House serves a very vulnerable population who, on top of being without stable housing, consistently struggle with food security. Our partnership with the Calgary Food Bank is absolutely critical to our ability to provide such a basic need to thousands of unhoused Calgarians."

– Shaundra Bruvall Senior Director of Communications, Community Engagement, and Fund Development

The work Alpha House does is a direct intersection of homelessness, addiction, and mental health. All of their clients' lives have been impacted by alcohol and other drug dependencies. Alpha House has a long history of innovating and evolving to meet the changing needs of their clients, the city, and the increasing complexities of homelessness and drug use. Their services make up a continuum of care, which clients can enter at any point based on their needs. They operate shelter, detox, outreach, and housing programs.

CALGARY JOHN HOWARD SOCIETY

"I hope it brings you comfort and satisfaction to know that I enjoyed a fantastic omelet for breakfast, along with my homemade bread and a glass of raspberry juice you brought me. I truly appreciate you!!"

– CJHS Client

This year the Calgary John Howard Society (CJHS) is celebrating their 75th Anniversary. CJHS has been reducing crime and making Calgary communities safer since 1949 by helping youth and adults make positive changes and move away from criminal behaviour. They address the root causes of crime by providing education, employment programs, housing and support so individuals have alternatives to breaking the law.



TRELLIS

"Trellis programs often rely on partnerships to enhance the services we provide, and the support from the Calgary Food Bank through their Foodlink and Food Grant programs has been invaluable. The food and snacks they offer not only address the immediate needs of families facing food insecurity but also transform our programs and events into more welcoming, inclusive, and supportive spaces. Having the ability to offer nutritious food allows participants to connect, build positive relationships, and feel a sense of community. The kindness, positivity, and compassion of the (Calgary) Food Bank staff align so well with Trellis' values, and we are deeply grateful for their ongoing support in helping people in our community to flourish."

– Ad Farshori Community Development Worker (RSW)

Trellis Society works with young people, adults, families and communities to realize their potential and support their growth. They focus on generational change by providing a spectrum of services for people of all backgrounds, including those with complex needs. With their support, people from all walks of life are empowered to move beyond systemic barriers, cultivate great outcomes and reach their full potential.

OUR PROGRAMS



173,354
Hampers

EMERGENCY FOOD HAMPERS

The Emergency Food Hamper Program is at the core of the Calgary Food Bank's mission. The food hampers contain ten days worth of nutritious food for each person in a household.



4,000
Unique
Students Served

WEEKENDS AND MORE AND BREAKFAST CLUB OF CANADA

The Weekends and More program and the Calgary Food Bank partnership with Breakfast Club of Canada ensures that schools across Calgary receive nutritious, easy-to-prepare breakfast and snack items for students to access before school starts.



1,595,985
Pounds of
Food Distributed

FOOD LINK

Providing food and supplies to 50 qualified organizations so they can focus their resources on important program delivery dealing with root causes of food insecurity.



223,362
Pounds of
Food Distributed

MOBILE HAMPERS

Providing food to communities that work with those experiencing homelessness in Calgary.



68
Grants

Food Grants

Food Grants allow organizations to access food so their resources can be directed to connect with clients to move them toward a path of resiliency.

PARTNER PROGRAMS



SATELLITE

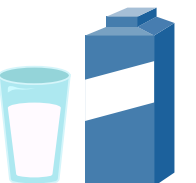
Brenda Strafford Foundation (Private)
Centre Street Church
Discovery House (Private)
Eastside Victory Outreach
First Alliance Church
Fish Creek United Church
Genesis Centre
Grace Presbyterian Church
Salvation Army - Barbara Mitchell
Family Resource Centre
Supernatural Life Centre
Shepherd of the Hills Lutheran Church
Silvera for Seniors - Vista Apartments
Skyview Community Church
St. Andrew's Presbyterian Church
The Alex - Prelude (Private)
The Mustard Seed Downtown
Thornhill Baptist Church
Victory Foundation Ogden
Westminster Presbyterian Church
Westview Baptist Church
Women's Centre (Private)
YWCA Calgary (Private)

MOBILE HAMPER

Aboriginal Friendship Centre of Calgary
Alberta Health Services
Calgary Alpha House Society
Calgary John Howard Society
City of Calgary
Elizabeth Fry Society
Metis Calgary Family Services
Salvation Army
SORCe (Safe Communities Opportunity and Resource Centre)
The Alex
Wood's Homes

BREAKFAST CLUB OF CANADA AND CALGARY FOOD BANK PARTNERSHIP

We partner with 4 schools boards covering 43 schools:
Calgary Board of Education
Calgary Catholic School District
Calgary Islamic School OBK
FrancoSud



PARTNER PROGRAMS CONTINUED



FOOD LINK PROGRAM

Alberta Adolescent Recovery Centre
 Alberta Health Services
 Alberta Seventh Step
 Alcove Addiction Recovery for Women
 Aventa Treatment Foundation for Women
 Awo Taan Healing Lodge Society
 Brenda Strafford Foundation
 Calgary Alpha House Society
 Calgary Dream Centre
 Calgary Drop-In and Rehab Centre Society
 Calgary John Howard Society
 Calgary Northwinds SDA Church
 Carya
 Children's Cottage Society
 Circle of Wisdom Elders Senior Society
 Closer to Home Community Services

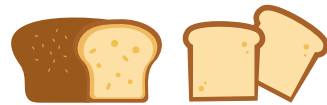
Community LAMDA Society
 Community Wise Resource Centre
 Cornerstone Youth Centre
 CUPS
 Elizabeth Fry Society
 Enviro Wildness School Association
 Families Matter
 FearIsNotLove
 Fresh Start Recovery Centre
 Hope Mission
 Iksooksipaitapii Wellness Foundation
 Immigrant Services Calgary
 Inn from the Cold
 Kindred Connections Society
 Made by Momma
 McMan Youth and Family Services
 Northeast Addiction and Mental Health Centre for Holistic Recovery

Oxford House
 Phoenix Education Foundation
 Radiance Community Services
 Recovery Acres Calgary Society
 RESET Society of Calgary
 The Salvation Army
 Simon House Recovery Centre
 Sunrise Healing Lodge Society
 Teen Challenge Canada
 The Alex
 The Doorway
 The Mustard Seed
 The Rehabilitation Society of Calgary
 The SHARP Foundation
 Trellis Society
 The Victory Foundation
 Youth Empowerment and Skills Centre
 Wood's Homes



DONOR SUPPORT

DONOR IMPACT



THE TALLMAN FAMILY

Gord and his wife Bev's family legacy of giving began when they were first married and living in a low-rent area of Montreal. At this stage of their life, they explained that they didn't have much, but they still managed to find ways to help those who had even less and would join the rest of the neighbourhood in building Christmas hampers for those in need.



Today, the Tallmans have been widely recognized for their philanthropy and the Calgary Food Bank is grateful to be a recipient of their generosity. This year they contributed a \$150,000 living estate gift for food support at a time when a growing number of households are facing food insecurity. Understanding access to nutritious food as being a necessity for a healthy and successful life, the Tallmans have given many other annual and special occasion gifts.

"My mother used to say that if you give to somebody, or help them, you get back at least double in return."

The contributions the Tallmans have made have had a significant impact on the Calgary Food Bank and its clients, but Gord says he has experienced his own benefits. What makes it even more special, is that this family is transferring the philanthropic spirit down through the generations.

TC ENERGY

TC Energy operates pipelines, storage facilities and power-generation plants that support life in Canada, the U.S. and Mexico. They have a strong social impact program entitled, Build Strong, and invest in organizations that are vital to communities they operate in. Within their commitment to build Resilient Communities lies food security. Through a variety

of initiatives, TC Energy supports the Calgary Food Bank including their 'Nourish our Neighbours' Campaign, 'Putt-a-hole in Hunger' food drive and their employee giving program. Since they began supporting the Calgary Food Bank in 2016, TC Energy has donated \$746,710.89.

"Giving back is at the core of what they do and how they supports the communities they works in."



LEADERSHIP

BOARD OF DIRECTORS AND MANAGEMENT



BOARD

- Jay Gohill**
Board Chair
- Farhana Janmohamed**
Treasurer
- Jennifer Forrest**
Secretary
- Tracey Martin**
Chair, Compensation, Governance and Nominating Committee
- Seema Parmar**
Chair, Community & Stakeholder Relations Committee
- Dean Setoguchi**
Chair, Audit & Finance Committee
- Angelo Lambrinoudis**
Director

- Hejdi Carlsen**
Director
- Riley Georgsen**
Director
- Brad Hayden**
Director

- Amy Leong**
Past Board Chair

PRESIDENT & CEO

- Melissa From**

LEADERSHIP

- Clare Birks**
Chief Financial Officer
- Jeremy Garton**
Chief Operations Officer

- Sheryl Barlage**
Chief Development Officer

- Cherry Padua**
Controller

- Robert McDonald**
Manager, Client Services

- Eric Rasmussen**
Manager, Logistics and Inventory

- Angela Irwin**
Manager, Volunteer Resources

- Laura Thiessen**
Manager, Fund Development

- Betty Jo Kaiser**
Manager, Communications and Events

- Dr. Lucy Harry**
Head of Research

DID YOU KNOW?



CHARITY INTELLIGENCE

Charity Intelligence is a Canadian registered charity, founded to help donors identify which charities most closely align to each donor's giving priorities. The charities that Charity Intelligence rates are based on donor accountability, financial transparency, funding needs and cost-efficiency. The Calgary Food Bank has an A+ and 5-star rating and were included in the Top 100 Charities of 2024.

LIVING WAGE EMPLOYER

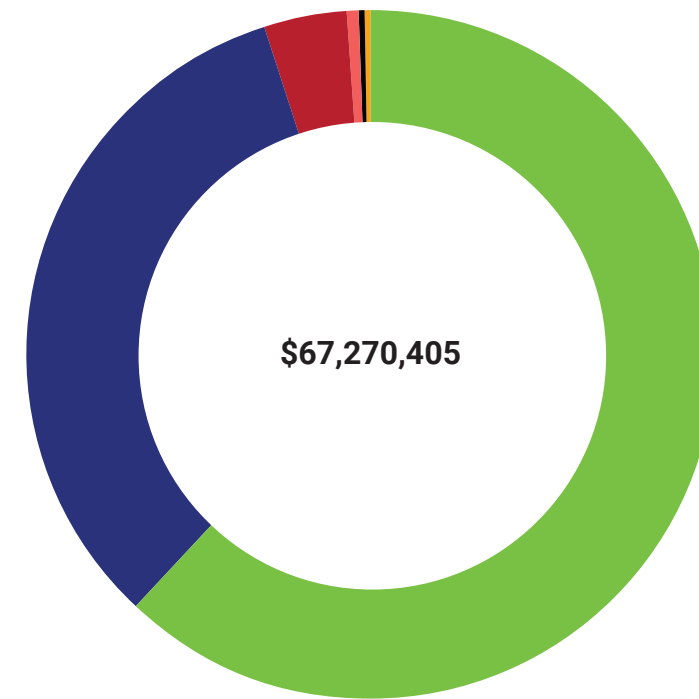
The Calgary Food Bank is proud to be a certified Living Wage Employer in the province of Alberta. This means they are committed to paying employees at all levels of the organization a wage that meets their basic needs. A living wage is different from a minimum wage in that a minimum wage is what is required by law whereas a living wage is voluntary and considers the actual cost of living in a community.



FINANCIALS

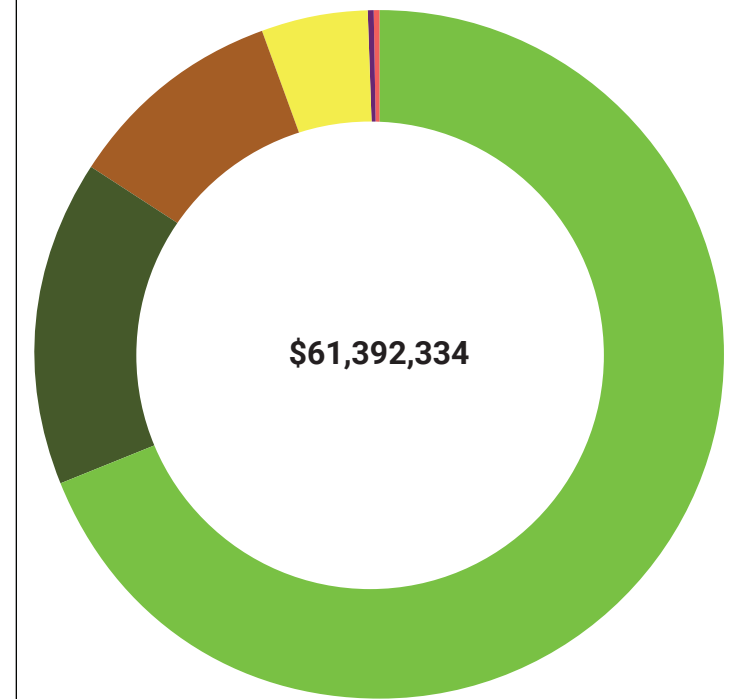
FINANCIALS

REVENUES



Food Donations	\$41,800,624
Contributions	\$22,154,752
Non-Food Donations	\$388,091
Casino Funds	\$85,277
Interest and Investment (loss) income	\$2,735,542
Other	\$106,119

EXPENSES



Food Donations	\$41,800,624
Food Purchases	\$6,272,510
Non-Food Donations	\$388,091
Administration Costs	\$3,423,178
Program and Operating Costs	\$9,325,550
Resource Development and Communications	\$182,381

To review full audited financial statements, please visit calgaryfoodbank.com/resources

In the spirit of reconciliation, the Calgary Food Bank acknowledges that we live, work and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations, the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.

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**CALGARY
FOOD BANK**

**By Community
For Community**