



Annual Report

2019



Nurturing Growth

Richmond Food Bank Society

100-5800 Cedarbridge Way, Richmond BC V6X 2A7

Charity Number: BN 11907 8228 BC0001

Table of Contents

Our History	i
Message from the President	ii
Message from the Executive Director	iii
Activity Report	1
Programs	4
Our Clients	6
Our Volunteers	7
Our Donors and Partners	9
Communications and Outreach	10
Statement of Operations	11
Our Sincere Thanks	12

Our History

Mission

To be a caring organization providing food assistance, advocacy and related support to community members in need

Vision

A caring community where no one goes hungry

Values

Respect

Service

Cooperation

Accountability

Advocacy

Motto

Sharing the bounty of our community with our neighbours in need

The Richmond Food Bank is a dynamic hub that connects people, food and services that are essential to the health and well-being of our community.

Founded on 6 March 1983 by the congregations of St. Alban Anglican Church and Richmond Presbyterian, the Richmond Food Bank has continuously provided nutritious food for our neighbours in need. Twenty families were served on that first day.

Today, the Richmond Food Bank serves an average of 2200 people every week. We provide nutritious grocery assistance through seven grocery distributions at four different locations, grocery hamper delivery service, breakfast and lunch programs in twelve Richmond schools, and by supplying community partners with food for their programs.

Community spirit shines through every aspect of the food bank operation whether its donating food, money or time, the Richmond community always steps up to help our neighbours in need.

We are a registered charity with a volunteer board of directors.

The Richmond Food Bank is a member of Food Banks BC, Food Banks Canada and Community Food Centres Canada's Good Food Organizations. We also hold membership with many community organizations including Richmond Cares Richmond Gives, Vantage Point, Volunteer Canada, the Richmond Chamber of Commerce, and the Richmond Community Services Advisory Committee.



Message from the President

Board of Directors

Lola Merenda
President

Carol Yan Lau
Vice President

Jennifer Nguyen
Treasurer

Rani Wangsawidjaya
Secretary

Anne Beetstra
Director

Dave Elviss
Director

Ed Montague
Director

Gurleen Aujla
Director

Jeff Smulders
Director

Mamie Cathcart
Director

Richard Rand
Director

Steve Miller
Director

On behalf of the Richmond Food Bank board of directors I would like to take this opportunity to thank our many donors for their generosity during this challenging time. Over the years many of you have been there to support the Food Bank as we strive to provide food security for our neighbours in need and you continue to do so now at this very difficult time and for this we are truly grateful.

The COVID-19 pandemic has adversely affected many in our community and as a result our client base is ever increasing. The food bank staff is doing amazing work as it looks after the needs of so many people. But they would not be able to do so without the ongoing support from our generous community.

I am amazed and inspired each day by the hardworking and brave staff and volunteers for their commitment and generosity of spirit during this crisis. They are truly setting an example of selflessness.

We will continue with the important work that we have taken upon ourselves and provide better quality food and related services to our neighbours in need.

Thank you to everyone in the community for your ongoing support and your commitment to our cause. We look forward to working with you during this challenging time and beyond.

Warm Regards,



Lola Merenda

President of the Board of Directors

Message from the Executive Director

Crisis can hit anyone, anywhere, anytime and for any reason. We are reminded of this fact everyday as we navigate the challenges posed by the Covid-19 pandemic. More importantly, we are reminded of the important role food banks play in a crisis situation. The need for food assistance has taken a new meaning during this pandemic as we continue to serve an increasing number of people with nutritious groceries week after week, all through the year.

In 2019, we saw a 12% increase in the total number of unique individuals that accessed the food bank a total of 30, 757 times. Every household was able to pick up quality perishable and non-perishable groceries each of the 52 weeks that we were open. Out of the total 1622 households, 32% accessed the Richmond Food Bank for the first time. The Richmond Food Bank continues to be a steadfast source of support for families during the time of their greatest need.

Perishable food recovery continued to be at the forefront of our ongoing activities as we recovered 34% more perishable food than the previous year. Fresh food is what makes up a major portion of a typical grocery cart and partnership with the food recovery experts at FoodMesh allowed us to recover 10 times more fresh food for our neighbours in need.

Nurturing growth kept us busy in 2019. As you read through this report, you will see the critical partnerships we forged and how each of those partnerships, each of those handshakes (yes, that was still a thing), led to a robust food recovery and distribution system and kept us focused on our mission.

We will continue with the important work of being there for our neighbours in need. I urge you to continue to support us as volunteers, as donors and as community champions. Together we will overcome the crisis and will continue to nurture growth.

Sincerely,



Executive Director

RFBS Staff

Alexandra Atkinson
Client and Volunteer Assistant

Hajira Hussain
Executive Director

Judy Ying Sun
Office Manager

Keith Yee
General Manager

Michael Castillo
Operations Assistant

Stephanie Shulhan
Manager-Volunteer Operations

Rick Younie
Warehouse Manager

Stuart Clough
Food Recovery Assistant

Canada Summer Jobs Intern:

Karina Leung
Communications Assistant

Nurturing Growth

2019 was a year of building on the momentum of strengthening our operations, our programs and our partnerships. We planted the seeds of perishable food recovery with increased refrigeration capacity and made good progress in providing better quality and quantity of food to the people accessing our services. Perishable Food Recovery continued to be on the forefront in 2019 and was the driving force behind the way we recovered, stored and distributed an increased amount of food for our neighbours in need.



Highlights from 2019:

- Recovered over \$3M dollars' worth of food
- 3,690 unique clients with total 30,757 visits
- 234 RFB volunteers and 936 group volunteers provided a total of 51,480 volunteer hours equivalent to 28 FTEs
- Forged partnerships with Paradies Lagardere, Amazon and FoodMesh.
- Added 2 additional perishable food pick up days
- Trained and certified 6 staff and 3 volunteers on the forklift
- Welcomed 2 additional part time staff members and 1 Student Intern to our staff team
- Received delivery of a brand new forklift and a 3 ton truck, and retrofitted one of the vans with a reefer unit
- Received a \$5000 grant from New Horizon Seniors Program, boosting the Knit2Gether program
- Received 30 bicycles from U-Bicycle to be distributed to our clients
- Hosted 120 Assistant Store Managers for a day of volunteering
- Won a bronze medal in the Annual Steveston Dragon Board Festival

We continue to be a valued source of receiving and sharing the bounty of nutritious food with our neighbours in need. Eight staff members and over 234 active volunteers served an average of 1400 individuals and 16 community partners every single week through our grocery distribution and related programs. A total of 62, 341lbs of surplus perishable and nonperishable food was shared with our community partners.

Staffing

Staff participated in various professional development opportunities throughout the year and added value to their personal and professional growth and learning. Hajira, Stephanie and Keith visited two food banks on Vancouver Island-Mustard Seed Food Bank in Victoria and the Loaves and Fishes Food Bank in Nanaimo to explore their Perishable Food Recovery best practices. Staff and volunteers also visited the Greater Vancouver Food Bank's Open House which relocated its Vancouver office to a bigger facility in Burnaby.



- *Alex*: Certified Forklift Operator Training
- *Hajira*: Collaboration workshop in Toronto organized through Food Banks Canada, Certified Forklift Operator Training
- *Keith*: Certified Forklift Operator Training
- *Michael*: Volunteer Management Certificate course through Richmond Cares, Richmond Gives, Certified Forklift Operator Training
- *Stephanie*: Food Summit conference in Toronto organized through Community Food Centres of Canada, Certified Forklift Operator Training, Volunteer Futures Symposium
- *Rick*: Certified Forklift Operator Training
- *Stuart*: Communication, facilitation and Skill Building Training course

Having Karina take care of the communications for us was very helpful. Her work on the weekly newsletters, social media and annual donor brochure laid the ground work for a well-rounded communication and outreach support. Karina also organized a Recycling Workshop for our volunteers through the City of Richmond. Both Staff and volunteers found it very beneficial.

Infrastructure Boost

The entire food bank received a huge infrastructure boost with the addition of much needed equipment around the warehouse. When we received delivery of our new Forklift, the energy and enthusiasm of the forklift drivers was very apparent. Everybody wanted to get on the new forklift and the “pretend work” carried on for weeks until the new forklift charm wore off. We retrofitted one of the Dodge Promaster vans with a refrigeration unit and also added a brand new 3 ton refrigerated Hino truck to our pick up vehicles.

The 3 ton Hino, forklift, electric and manual pallet jacks, stand up cooler, round trip totes, produce bins, bread trays etc. were all part of the Perishable Food Recovery Grant received in 2018 through Food Banks BC. We also gave our 3500 Dodge Promaster a little makeover by installing sturdy flooring to the van to account for the wear and tear caused due to moving loaded pallets for our off-site depots.



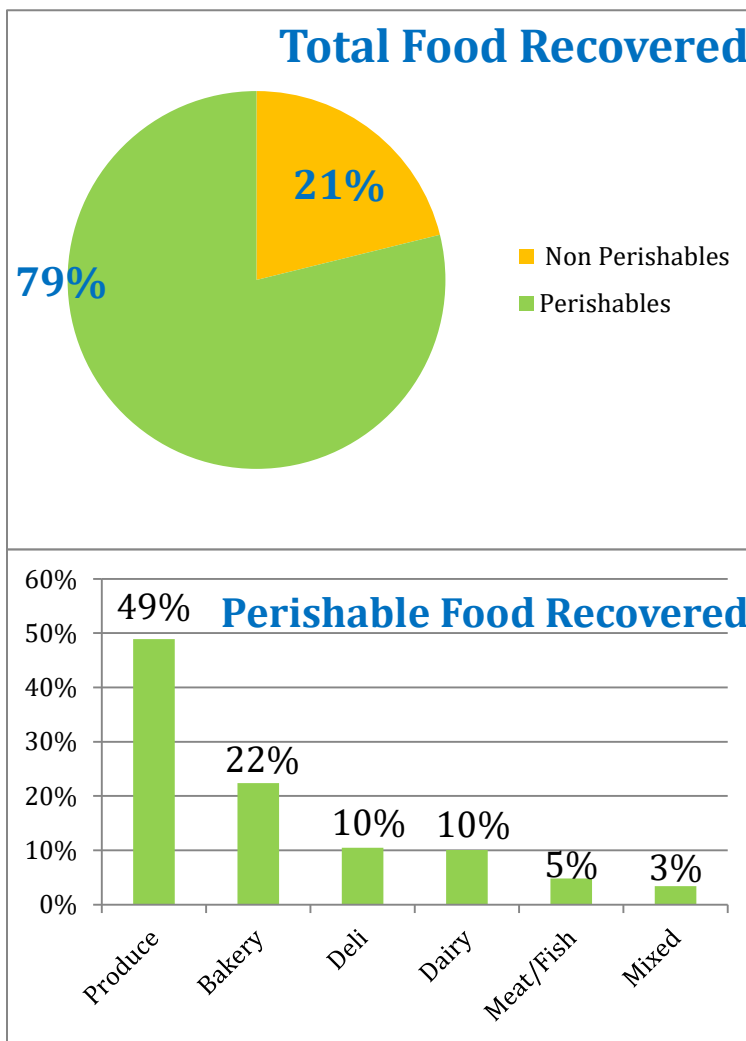
Food Recovery

We recovered a total of 1,204,716lbs of food out of which 949,874lbs was perishable food and 254,841lbs was nonperishable food. According to Food Banks Canada’s Food Valuation guide, the cost per pound of recovered food is \$2.60/lb (2018). Using this metric, the total value of food recovered by RFBS in 2019 is worth \$3, 132,262 dollars!

We piloted a food recovery app called 2Table. This app was a pilot project of Food Banks Canada and we were one of the 5 pilot sites across Canada. Our recovery effort at Shoppers Drug Mart went smoothly as a result of this app because we got notifications anytime product was ready for pick up. Due to some technical challenges, the app did not go beyond the pilot phase.

Fortunately, we partnered with Food Mesh at about the same time. FoodMesh is a food exchange network that aims at safely diverting surplus food to its highest end use. Through our partnership with FoodMesh, we recovered 10 times more perishable food when compared to the previous months.

Donations of fresh fruit from our partnership with the Richmond Food Security Society’s Fruit Gleaning program meant more fresh fruits for our neighbours in need.



Programs:

Through our **Grocery Distribution Program** at four different locations throughout Richmond, we continue to serve new and existing clients with quality perishable and non-perishable grocery assistance. We served a total of 3,690 unique individuals who visited the food bank a total of 30,757 throughout the year. Out of the total number of households served, 32% were first time clients. In addition to our regular clients, we also served close to 19 different community organizations and programs with our surplus bulk food.

The **Community Gardening Program** now in its third year continues to engage gardeners of all skill level at Garratt Wellness Centre. With generous donation of 4 garden plots by Vancouver Coastal Health for the third consecutive year and a grant from Food Banks Canada's +Fresh Gardens and Growing Fund, we were able to transform our garden spaces into a hub of learning, skill growing and community building.

- 500 lbs of produce grown, harvested, distributed (including beans, peas, zucchini, kale, mescluns, parsley, basil, chives, garlic, mint, bok choy, carrots, beets, strawberries, blueberries, and rhubarb)
- 23 volunteers engaged in weeding, watering, plant care, planting, harvesting
- 5 workshops – free and open to the public (topics: growing garlic, composting, canning / food preservation, microgreens, and making herbed salts)
- 64 participation total for all workshops
- 87% of participant feedback forms indicated that they “learned a lot” from the workshops, and 100% indicated that what they learned from workshops was either “very useful” or useful.

The **School Meal Program** is operating in five elementary and 3 secondary schools within Richmond. The breakfast program takes place at the elementary schools and the lunch program happens at the High schools. As a result of the program, students are nourished and are in a better position to focus on their curricular activities.

Total # of Schools: 8

Students Served/week: 275

Total meals served/year: 8250

Our **Play and Learn Program and the Family Fun Café program** runs in partnership with the Richmond Family Place and was attended by a total of 202 unique clients. Trained staff from Richmond Family Place engaged with families with young children and them to resources within Richmond. The children that attend the play and learn area during our grocery distributions have a supervised, colourful, engaging and welcoming place to spend time at. The Family Fun Café program aimed at promoting families to eat together served a total of 2053 healthy nutritious 3

course meals that were prepared offsite at Richmond Family Place and enjoyed by families at the Richmond Food Bank every Thursday evening.

The **Knit To2gether program** had another successful year. Funding from the New Horizons Seniors Program helped boost the program and engage seniors from within and outside of the RFBS community. Knitting enthusiasts were able to knit and share twelve hundred scarves and toques for our clients. Once again we invited a few of our interested knitters to distribute their handmade gifts directly to our clients. The knitters were able to see the big smiles as the clients received the hand knitted toques and scarves. The knitters left with a warm and fuzzy feeling that all their hours of hard work will keep our clients warm and cozy during the cold winter months.

Our Clients

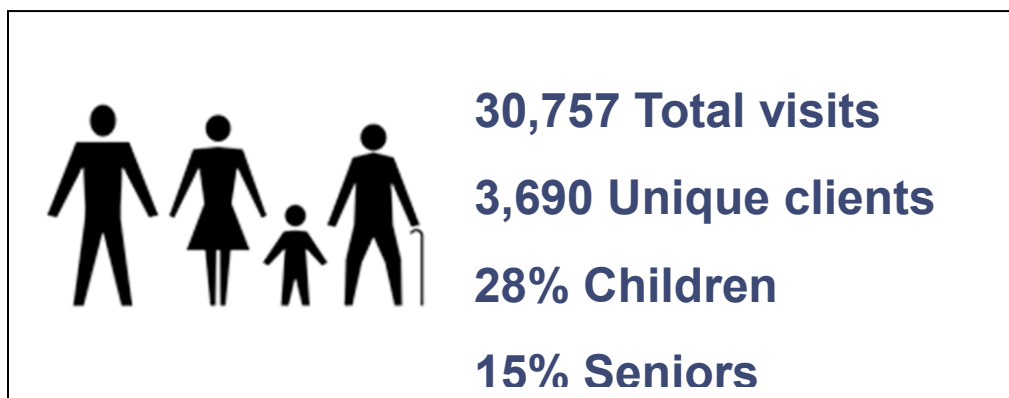


Our clients are the driving force behind all that we do. Whether increasing our fresh produce offering, ensuring continuity and consistency during our grocery distributions or connecting our clients with community resources, we continued to provide a dignified and welcoming experience for the 1400 people who turned to us each week for their grocery needs

Client Story

Amin Abukhalaf is a recent refugee claimant, with his wife Ghayda and their 3 young children. After arriving to Richmond last year, he was unable to secure a steady income to support his family without a work permit. After hearing about us from a friend, he turned to the foodbank for help. After registering at our Blundell depot in November 2019, he and his family have found great relief in being able to rely on our services each week. Amin has a sincere respect for the entire foodbank community, which shows in his interactions with other clients, volunteers and staff alike. He expressed sincere gratitude to our staff especially, who he says have always met him with a smile. After receiving a work permit at the beginning of the year, Amin is excited about securing a full-time job with Amazon this past May and said, "I will be a big support for you when my situation becomes better for what you did to me when I needed your help".

In 2019, we registered 525 new households which is equivalent to 1,191 new people who received grocery assistance for the first time. This is a 12% increase from the previous year. Overall, we served a total of 3,690 unique clients (up by 6%) from 1622 (up by 5%) households who visited the food bank 30757 times throughout the year. 28% of the people we serve are children under 18 and about 15% are seniors over the age of 65. The average number of visits per household is 19 times per year which indicates there are individuals who turn to the Richmond Food Bank every single week but for the majority of the people, they come to us only when they need us.



Our Volunteers

Over 234 active RFB volunteers contributed approximately 48,264 hours by helping us each week with picking up donations, sorting perishable and nonperishable food, repacking, distributing, driving, cleaning, reorganizing and serving on the board. Sorting and culling produce has become a regular task that volunteers take up each day of the week due to the increased amount of incoming produce donations.

- 234 Active volunteers (not including corporate/group volunteers)
- 117 corporate/group volunteer visits (about 936 group volunteers)
- 2,808 corporate/group volunteer hours

Corporate and youth group volunteers came in over 117 different group volunteering sessions and helped us out with cleaning, restocking, gardening, composting, recycling and food distribution. They also took up many big and small reorganizing and redecorating projects.

We built a sense of connectivity and camaraderie among our volunteers by organizing various **events and volunteer socials** throughout the year.

- **5 major social events:** Volunteer Appreciation BBQ in August (indoors)- 86 attended; Tea and Cake Social in February-33 attended; Volunteer Appreciation Luncheon in April- 119 attended; Volunteer Potluck in November- 37 attended; Salmon Festival Parade and Picnic in July- 30 attended
- **8 team-building activities and learning opportunities:** 5 garden workshops, Volunteers are stars event (3 volunteers – Fran, John and Ken – recognized); Recycling 101 Workshop; Dragon Boat team - 23 participants



We nominated volunteers John Koop, Frances Oeser and Ken Hutton for the “Volunteers are Stars” award hosted by Richmond Cares, Richmond Gives. John is the resident electrician extraordinaire and volunteer driver, Fran is the pillar of inspiration for other volunteers with her 30 years of service to the RFBS. She has served three generations of food bank users that have gotten used to her warm presence at the food bank. Ken volunteers on Mondays and Thursday and ensures that everyone around him is having a good time. With 15 years of service to the RFBS, he can be assigned any task and he will do it with a smile.



Volunteers in the Community- Our volunteers represented RFBS at various community events throughout Richmond. Two most popular and well attended events were the Canada Day Parade and the Steveston Dragon Boat Festival. We participated in the annual Canada Day parade and were cheered on by the community as we waved and walked along the parade route.

RFB’s very own dragon boat team had 23 participants participate in the annual Steveston Dragon Boat Festival. Participation on the Dragon Boat team is a fun way to enjoy the company of other RFB volunteers and it also shows our support to the organizers. We are grateful to the UBC boathouse for letting us use their facility for practice and to Dragon Boat BC for sponsoring our team and collecting food and funds for the food bank. The team finished off the 2019 season by winning a Bronze medal in one of the categories.



Donors and Community Partners

Several community groups, local businesses, schools, service clubs supported our work with monetary funds and food.

Two local Safeway stores reopened under new management as Freshco. These two stores are franchise owned and operated. Each of the stores donated \$5,000 to express its continued support of the Richmond Food Bank.

Throughout the year we had numerous creative fundraising initiatives by local community groups that ensured a steady flow of incoming donation of food and funds. The Richmond Auto Mall's holiday food drive, Peterson Foundation's matching donation drive; Seafair Minor Hockey association's fundraiser, Steveston's Santa parade, Hilton, Marriott/Sheraton's BBQ Ribs Cook-Off, the BC Thanksgiving food drive and SD38's We Scare Hunger fundraiser are some of the notable annual fundraising initiatives that got the whole community engaged in support of the Richmond Food Bank Society.

Important non-food support is made possible through collaborations with community partners which include Richmond China Town Lions, U-Bicycle (donated 30 bikes), Richmond Family Place, Vancouver Coastal Health, University of British Columbia (UBC) and BC Institute of Technology (BCIT).

Nursing students from BCIT and UBC assisted with our Information & Wellness Centre, providing blood pressure clinics and health information. Dental Hygienist from Vancouver Coastal Health provided oral health checkups and made referrals for further care. Richmond Family Place provided the much loved and appreciated Play & Learn program and the Family Fun Café to foster quality parent child bonding and connect families with other programs and resources in the community.



Communications and Outreach

We represented the RFBS at several events hosted by community organizations, schools, businesses and worship centres.

We engaged with different community organizations by our participation on committees such as the Richmond Community Services Advisory Committee and the Poverty Response Committee. Participation on committees allowed us to share information about our work and our services with the different nonprofits throughout Richmond.

We hosted many community agencies who shared information with our clients at our main location during our grocery distributions. Richmond Public Library offered library cards and information on library's resources, Crystal Hearing provided free hearing tests, Fortis BC provided free home energy efficiency kits, Shoppers Drug Mart pharmacy provided free flu shots, S.U.C.C.E.S.S and Richmond Multi Cultural Service Society provided information on resources for New Immigrants, Avia Employment Services shared information on employment resources and BC Responsible and Problem Gambling provided information on problem gambling awareness.



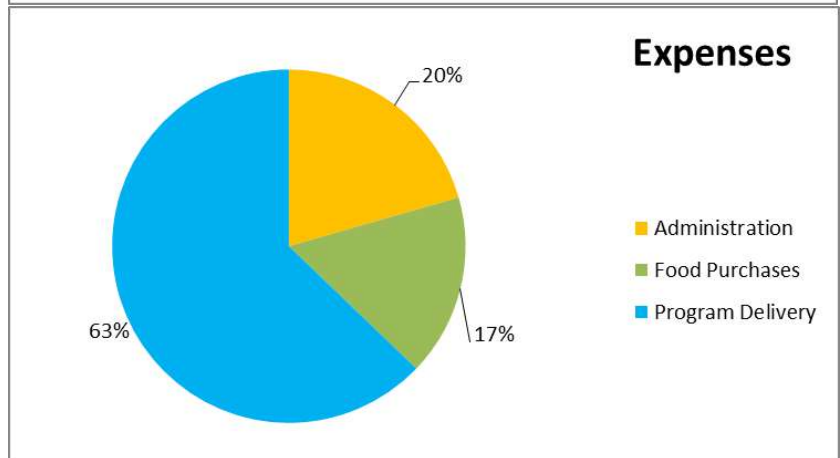
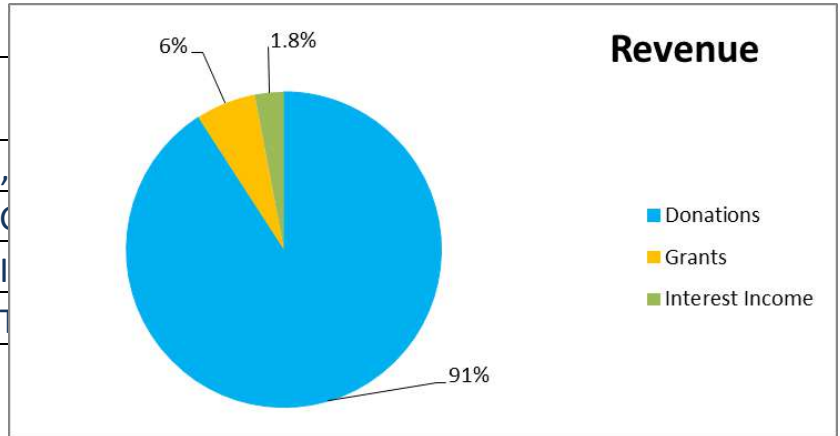
Financial Summary

We are grateful to all the individuals, businesses, social clubs and foundations for supporting our work in 2019. It is through their valuable donations that we were able to expand and strengthen our programs and provide better quality food to an increasing number of individuals who accessed and continue to access our services.

Revenue	
Donations	\$706,

Revenue	
Donations	\$706,230
Grants	\$48,020
Interest Income	\$23,207
Total Revenue	\$777,457

Expenses	
Administration	\$142,445
Food Purchases	\$115,185
Program Delivery	\$435,408
Total Expenses	\$693,038



With Sincere Thanks

We are nurturing growth and challenging ourselves each day to better serve our clients and ensuring that they have a good balance of quality fresh perishable and non-perishable food for themselves and their families.

We are truly thankful to each and every member from within and outside the RFB community-who helped us help our neighbours in need. The unwavering support and trust of our community in our work and our mission continues to guide us each and every day to do our very best in nurturing growth.

