



Richmond Food Bank Society

Annual Report

2016-2017

100-5800 Cedarbridge Way, Richmond BC V6X 2A7

Charity Number: BN 11907 8228 BC0001

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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

*Being flexible and
adaptable
Respect
Creating partnerships
Being active in the
community
Being efficient
Educating and Advocating*

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 our seven grocery distributions at four different locations, grocery parcels delivery service, breakfast and lunch programs in seven Richmond schools, and by supplying community partners with food for their programs.

The Richmond Food Bank receives no government support; we rely entirely on our community donating food, money, and time 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 and Food Banks Canada. We also hold membership with many community organizations including the Richmond Poverty Response Committee, Richmond Cares Richmond Gives, Vantage Point, Volunteer Canada, the Richmond Chamber of Commerce, and the Richmond Community Services Advisory Committee.



Message from the President

Jeff Smulders
President

Lola Merenda
Vice President

Edward Yee
Treasurer

Carol Yan Lau
Secretary

Ed Montague
Director

Heath Newman
Director

Mamie Cathcart
Director

Mary Francis
Director

Michelle Hui
Director

Richard Rand
Director

Rani Wangsawidjaya
Director

Steve Miller
Director

As President of the Board of Directors, I have the task of leading our Board of Directors in providing oversight for activities relating to financial, ethical and legal governance so the organization is well equipped to advance its mission. One of our main responsibilities as a board is to ensure that we have an able leader helping us implement the mission and carry out the daily activities of our organization. Earlier this year, we spearheaded the search for a new Executive Director and we are confident that this organization is in good hands.

As we review the past year, the Richmond Food Bank can proudly say we've stayed true to our mission while we continue to provide more and better-quality food and service to people in need. We currently serve over 2,200 people on a weekly basis and provide approximately 20,000 lbs. of food each week, thanks to the generous contributions of funds and food from our community, time from our amazing team of more than 230 regular volunteers and the mission driven work of our staff. We are truly grateful for each individual's contribution in completing another successful year.

Each year our total funding comes from individuals, corporations, community groups, foundations and estates and we receive no funding from any level of government. For every dollar we receive, we collect and distribute \$6 worth of food, diapers, formula and other items that are needed by our clients.

On behalf of your Richmond Food Bank Board of Directors, I thank our loyal supporters, volunteers, and staff for your valuable donations, time, and efforts throughout the year. We hope you continue to support our mission as we work towards a caring community where no one goes hungry.

Warm Regards,



Jeff Smulders

President of the Board of Directors

Message from the Executive Director

This past year we have been reminded that all good things do come to an end. The news of Margaret Hewlett's retirement announced the end of her 28-year strong relationship with the Richmond Food Bank. Working under her leadership was such a good thing. With her generous, insightful and caring spirit she strengthened the RFB, its people and its mission. As the new Executive Director of this amazing organization, I am constantly reminded of the great work that she accomplished and the vision that she would like us to continue working towards-our vision of a community where no one goes hungry.

While retirement is a good thing, hunger and food insecurity isn't. In 2016, a total of 3,824 unique clients from 1,644 households visited the food bank 28,600 times throughout the year. 33% of the clients served had accessed the food bank for the first time. These numbers do not reflect the stories that made each of the 3,824 clients turn to a food bank. They do not tell the dilemma that students face when they show up for school hungry or the hardship our seniors face due to declining health conditions and fixed pensions. Numbers do not reflect the manner in which clients maneuvered their carts through a thick sheet of slippery ice to get to our front door just to get a bag of groceries. What numbers do tell us is that the need does exist and it makes our work all the more meaningful.

Thank you to each and every member from within and outside the RFB community-our dedicated board of directors, our pro-active staff, willing volunteers and generous donors who helped us help our neighbours in need. With your help we will continue our fight against hunger in our society.

As you read through this report, you will find how we have constantly responded to change, streamlined our operations, involved more community partners and provided various opportunities for our volunteers to experience community.

Sincerely,



Hajira Hussain
Executive Director

Alex Nixon
Communications Manager

Brent Larmet
Client and Volunteer Assistant

Hajira Hussain
Executive Director
(From March 2017)

Judy Ying Sun
Office Manager

Keith Yee
General Manager

Margaret Hewlett
Executive Director
(June 1989-Feb 2017)

Rick Younie
*Systems and Facilities
Manager*

Activity Report- 2016-2017

A year of change and growth

2016 has been another successful year and was marked by growth and change. While we grew our programs and our volunteer base, we also made significant changes in our program delivery to better serve our vulnerable population.

The biggest change that took place in 2016-2017 was the change in RFB's leadership. After 28 glorious years of service, Executive Director Margaret Hewlett announced her retirement. Losing a knowledgeable, well-connected and much respected leader left a big impression on the RFB community. The respect and support that she commanded was evident in the number of volunteers, community representatives and elected city officials who attended her retirement ceremony. The event was successful in letting Margaret know the huge impact that she has had on the Richmond Food Bank and how much she will be missed.

Through our participation in the Richmond Cares, Richmond Gives' Youth Now program, our Board was able to mentor Michelle Hui to serve on our board. She is RFB's newly elected Board member and will provide the board with a youth perspective on issues relating to the RFB.

We streamlined our sorting and product handling processes, created more awareness on best before and expiration dates and put together a cost effective recycling system. Storing and dating incoming donations in big cardboard triwalls is also proving to be a better method of storing and safeguarding all food donations from any pest activity. This has resulted in better inventory control, decreased food waste and an increased variety of quality food shared with our clients.



We sold our Clark Forklift and replaced it with a used Crown forklift to avoid high repair and maintenance costs that we were incurring on our old forklift. The final straw came about when our old forklift suddenly broke down in the middle of our distribution floor, hours before our next distribution. It took 5 strong individuals to push it aside so our grocery distribution could remain unaffected. The purchase of the Crown forklift early December was very timely as we had another record year of abundant food donations throughout the holiday season. Nine individuals-5 staff and 4 volunteers have been recertified on the new forklift.



Through all the growth and change, the one thing that remained constant was the unwavering support of our donors, willing volunteers and able staff. It is through the collective efforts of the RFB community that we continue to further our mission and are able to share more quality food among our neighbours in need.



Programs:

Our grocery distribution program at all four locations continues to serve new and existing clients with grocery assistance. We served a total of 3,824 unique individuals who visited the food bank an average of 17 times throughout the year. Out of the total number of households served, 33% were first time registrants. In addition to our regular clients, we also serve close to 19 different community organizations with food assistance.

The dairy program was expanded from elementary school aged children younger than 12 years of age to include high school aged children younger than 18 years of age. We also doubled the fresh milk offering for any family with four or more children. The increased dairy offering has made this program one of our major expenses in the food purchases category.

A huge donation of lentils resulted in our Nutrition Demonstration program volunteers coming up with creative ways of using this fiber rich protein. Many clients, who didn't cook with lentils, tasted the lentil recipes and were more willing to receive and cook them at home.

The school meal program that was started in partnership with the Richmond school district in 2015 was well received at the three schools where it was piloted. Last year, we expanded the program to include 4 additional schools. About 200 students are benefitting weekly through the breakfast and lunch programs. As a result of the program, students are nourished and are in a better position to focus on their curricular activities.

The knitting group ran an appeal for yarn in the local newspaper and it garnered much needed attention. Donations of yarn kept rolling in and it also added an eager bunch of new knitting enthusiasts to the group. Together they were able to knit and share one thousand scarves and toques with our clients as part of the Winter Relief packages put together annually by the Tzu Chi Foundation. The group is going strong and a recent naming contest resulted in a catchy name for this group. It will henceforth be known as the "Knit2gether" group.



Our Clients

We have always known that changes in weather do not alter the level of hunger or the need to seek food. It was evident in our client's line up earlier this year. Despite the fresh snow piling on the already thick sheet of ice, our clients including the ones on foot, continued to access the food bank for their weekly groceries. Many of our clients stepped up to shovel the heaps of snow that covered our parking lot. The hard physically intensive labour followed by faces of satisfaction was quite heartwarming.



Each of our clients has a story to tell. Fifty-seven-year old RFB client Joe originally from Surrey, moved many times before settling in Richmond. He was always into some sort of business enterprise, starting with his own lawn mowing business which brought in good income for the family. Eventually he got into construction and contracting, supervising over 100 people and at one point was the superintendent of the World Trade Center buildings in Toronto. With age came its fair share of ailments. Unfortunately, they all came on at once- most notably COPD, diabetes and heart disease. A childhood eye injury had already taken the vision from one of his eyes and diabetes worsened the other. His declining health condition left him unemployable and has placed him in the food bank line up for the past 18 months. The situation isn't getting any better. Joe says that he would "be in trouble without us," and that he is "grateful to the end."

Another client Chuck visits us on Tuesdays at our Daniels Road depot. Originally from the Toronto area, Chuck has been a Richmond resident for many years. He is nearing his 50th birthday. He is married and has a five year old daughter. Chuck is the family's breadwinner because his wife stays home and takes care of their daughter. He works in the health care industry for a private employer and gets paid significantly less than the standard government wage in the industry. Some weeks are better than others, but some are quite tough to make ends meet. Chuck has been using the Food Bank services ever since his daughter was born. He only takes what he needs when he visits. Especially appreciated is the offering of rice, bread and milk (rice for his wife, bread for himself and milk for the daughter). Chuck likes the family feel of the Daniels volunteer crew.



They are very understanding and "they take care of you". He often chats and jokes with many of the volunteers and describes them as "a reliable group of friends" and "lifesavers".

Our Volunteers

Strengthening our work and our mission and helping us grow are our volunteers. Over 230 active volunteers provided approximately 44,160 hours of their time.

One of our volunteers, Lola Merenda was awarded the Sovereign's medal for her volunteer work within and outside of the RFB community. Lola has been with the Richmond food bank for the past 7 years and is currently serving as the Vice President of the RFB Board of Directors, an intake volunteer during Thursday morning distributions, a database assistant, a bread sorter on Friday mornings, a tour provider and an outreach volunteer on numerous occasions. According to Lola, *"No job is big or small. Do what you can and it is always appreciated."*

We built a sense of connectivity and camaraderie among our volunteers by organizing various events and volunteer socials throughout the year. We participated in the annual Canada Day parade and once again we were cheered on by the community as we waved and walked along the parade route. Our volunteer appreciation barbecue at Paulik Park was well attended. Live music, juicy hamburgers and giant bubbles made for a fun filled afternoon.



Our bounty of lentils was the highlight at the annual volunteer potluck in November. Volunteers brushed up their creative culinary skills and shared many tasty dishes for the potluck as well as for the lentil recipe contest. It was suggested that we make the recipe contest a mainstay of the potluck social.



Each of the staff members and many volunteers attended a packed memorial service in honour of long time RFB volunteer Ed Hiensch. Ed was a dedicated, cheerful and compassionate volunteer who enlivened the RFB warehouse the minute he walked in. He was volunteering up until a few months before his death, delivering hampers to our home bound clients and helping out with distribution. Ed's passing has left a huge void on our volunteer roster as well as in our hearts.

Both the Annual Tea and Cake Social and Volunteer Appreciation events were well attended by our volunteers. We are grateful to the Richmond Potter's Club for donating 40 unique pottery pieces to give away as gifts and door prizes at our appreciation event. Good food, good company and unique door prizes left everybody happy.



The RFB's dragon boat team participated in the annual Steveston Dragon Boat Festival and surprised itself by winning a silver medal! Participation on the 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 Dragon Boat BC for sponsoring our team and to the UBC boathouse for letting us use their facility for practice.



In addition to our regular volunteers, we continue to welcome and manage many corporate, schools, and service club volunteer groups who perform tasks ranging from helping with distribution, to sorting and deep cleaning. In 2016, a total of 64 volunteer groups totaling 574 individuals provided 1,842 hours of their time.



Donors and Community Partners

Several community groups, local businesses, schools, service clubs supported our work with funds and food. Whether it's the Thanksgiving food drive, Richmond Auto Mall's annual food drive or the numerous food and fund initiatives by the Seafair Minor Hockey group, donations of quality food items continue to fill up our shelves with our most needed items.



Important non-food support is made possible through collaborations with community partners which include Richmond Health Services who sent nurses to provide on-site flu inoculations, as well as the city nutritionist to oversee students from University of British Columbia conducting Nutrition Demonstrations. UBC nursing students 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 valuable Play & Learn program and Family Fun Café to foster quality parent child bonding and connect families with other programs and resources in the community.



Communications and Outreach

One of our summer volunteers offered to update our website and thanks to him, our newly designed website is clean and organized with easy access to most needed information. We also enhanced our presence on social media by launching our Instagram account. In addition to Instagram, we continue to engage our volunteers and our community through Facebook, Youtube and LinkedIn. All of these social network platforms are helping us reach out to an increasing digital audience.

We represented the RFBS at several events hosted by community organizations, schools and worship centres. Participation on committees helps us to share information about our work and our services with various community organizations throughout Richmond. The RFB participates on committees such as the Richmond Community Meal Round Table, Richmond Community Services Advisory Committee, Literacy Richmond, Richmond Senior's Transportation, Poverty Response Committee and Vancouver Coastal Health CORE (Collaborative Opportunity for Resources).

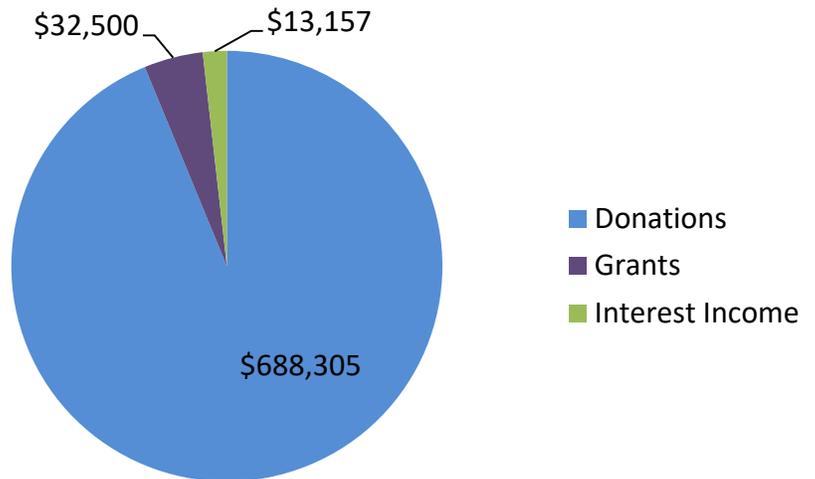


We also hosted many community agencies who shared their services with our clients. Most notably, Crystal Hearing provided free hearing tests, Fortis BC provided free home energy efficiency kits, a local pharmacy provided free flu shots and BC Responsible and Problem Gambling provided information on problem gambling awareness.

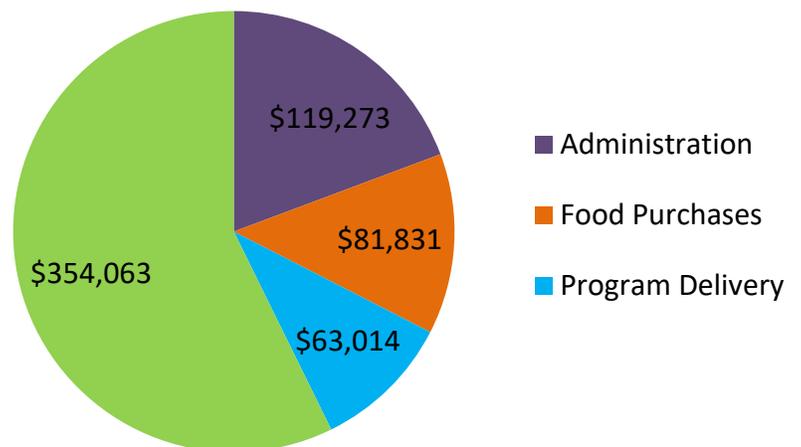
Statement of Operations

We are grateful to all the individuals, businesses, social clubs and foundations for supporting our mission in 2016. 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 our services.

Revenue	
Donations	\$688,305
Grants	\$32,500
Interest Income	\$13,157
Total Revenue	\$733,962



Expenses	
Administration	\$119,273
Food Purchases	\$81,831
Program Delivery	\$63,014
Wages and Benefits	\$354,063
Total Expenses	\$618,181



With Sincere Thanks

Our work here at the food bank can never be done without the valuable help and support of our generous donors, businesses, directors, volunteers and staff who come together to make meaningful change happen for our most vulnerable neighbours. We are grateful to each and every individual who supported us through our growth and transformation. With your support we will continue our vital work of making Richmond a well-nourished community in 2017.

Thank you.

