



Richmond Food Bank Society

Annual Report

June 2017-May 2018

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

*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 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 relies 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

Carol Yan Lau
Treasurer

Rani Wangsawidjaya
Secretary

Dave Elviss
Director

Ed Montague
Director

Heath Newman
Director

Jenifer Nguyen
Director

Mamie Cathcart
Director

Richard Rand
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 to be a caring organization that provides assistance, advocacy, and related support for community members in need.

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

The recent approval of the Supportive Modular Housing project by the City Council right in our neighbourhood is by far, a step in the right direction. It is a welcome reaffirmation of the fact that empathy, compassion and concern for the most vulnerable in our society is still alive.

We are constantly reminded of this spirit at the Richmond Food Bank in the way our community comes together to support not only our neighbours without a fixed address, but also, our neighbours on fixed pensions, our neighbours struggling with unemployment, mental illness, addictions, chronic diseases, disabilities or our neighbours who have simply hit some hard times.

In 2017, we were able to serve a total of 3,557 unique clients 27,407 times throughout the year. Every household was able to pick up quality perishable and non-perishable groceries each of the 52 weeks that we were open. We registered 500 new families who accessed the food bank for the first time. These individuals had a place to turn to when their resources to acquire food were limited.

We forged partnerships with ReFood and Shoppers Drug Mart and brought in more perishable food products such as meat, dairy and produce for the people that we serve. Perishable food recovery will be at the forefront this year because fresh food is something that has been requested most by our clients and it is also something that will have a long lasting impact on the health and well-being of our clients.

We are adding value to our work each and every day by providing grocery assistance to our most vulnerable neighbours in times of their need. Our work here is never done without the help and support of our donors, volunteers, staff and community partners. I urge you to join us as we continue with the work entrusted to us, create more community champions and provide opportunities for more individuals to engage and add value to their lives.

Sincerely,



Executive Director

Richmond Food Bank Society

Alex Nixon
Communications Manager

Brent Larmet
Client and Depot Coordinator

Hajira Hussain
Executive Director

Judy Ying Sun
Office Manager

Keith Yee
General Manager

Stephanie Shulhan
Volunteers Coordinator

Richard Nguyen
Warehouse Assistant

Rick Younie
Warehouse Manager

Summer Staff from Canada Summer Jobs:

Deanna Brady
Program Assistant

Jessica Harrison
Volunteer Assistant

Annual Activity Report 2017-2018

Adding Value to our Work

Values define who we are and what we do. They guide us in our work and embody the myriad ways in which we engage our donors, volunteers, clients and the community. Over the past year, we strengthened our programs, streamlined our operations, increased our fundraising efforts, participated in learning opportunities and continued to add value to our work.

Redefining our Values:

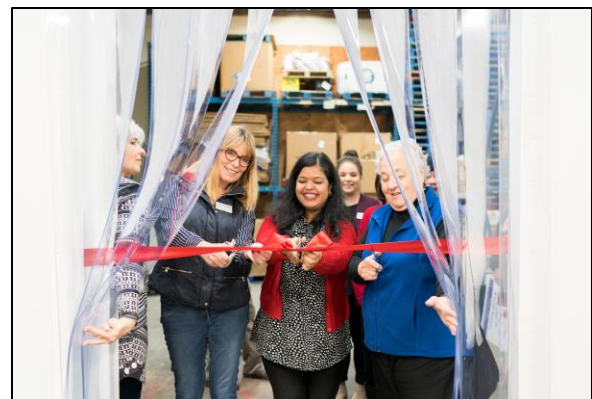
We revisited and redefined our values at our Strategic Planning Session held in November 2017. These values are concise and continue to represent what we believe in. These redefined values will guide us in the months and years ahead.

- *Respect*- We treat everyone with compassion, trust and dignity
- *Service*- We seek innovative ways to better serve the community by providing safe and healthy food
- *Cooperation*- We work together with organizations and individuals towards a common goal
- *Accountability*- We strive to use donations, funds and resources in a transparent, efficient and responsible manner
- *Advocacy*- We provide an active and respected voice for the most vulnerable in our community

Highlights of the year:

Year 2018 marked 35 years of the Richmond Food Bank's existence in the community. It was founded on March 6th in 1983 by members of the St. Albans Anglican and the Richmond Presbyterian Church, to address hunger in our community. Three and a half- decades later and with the ever changing dynamics of our society related to factors such as high cost of living, poverty, homelessness, mental illness, addictions, and unemployment the need for food and related support still exists. With the help of our community, we continue to be a valued source of receiving and sharing the bounty of nutritious food with our neighbours in need.

Our food recovery work was given a huge boost by generous grants from Food Banks Canada, Food Banks BC, the Peter Young Foundation and the Richmond Community Foundation. We were able to acquire a walk-in freezer, expand our walk in cooler, replace our old vans, purchase gardening tools and supplies and invest in food recovery equipment. As a result, we have been able to



A bigger, brighter walk-in cooler

recover, store and share about 30% more perishable food than the previous year.

Through our participation in the Richmond Cares, Richmond Gives' Youth Now program, two of our Board members-Lola Merenda and Carol Yan-Lau co-mentored Katelyn Lin to serve on our board. Katelyn played a very active role on the board. She took thorough minutes during our Board meetings and also worked on a contact list of food donors to strengthen our perishable food recovery effort.

Staff participated in various professional development opportunities throughout the year and added value to their personal and professional growth and learning.

- *Brent*: "Effective Communication" and "Challenging Communication" through BC211 and "Transforming Workplace Conflict" through Richmond Cares Richmond Gives
- *Hajira*: BOSS (Building Organizational and Sector Sustainability) conference through Vantage Point, Food Bank Transformation Course through Community Food Centres of Canada and Food Banks BC's AGM and conference
- *Keith*: Food Operations Conference through Food Banks Canada
- *Rick*: "Finding Meaning in the Numbers: How to Make Data-Informed Decisions Across Your Organization" through Tech Soup
- *Stephanie*: Volunteer Management Certificate course and Transforming Workplace Conflict workshop through Richmond Cares, Richmond Gives; Food Banks BC's AGM and conference

We bid farewell to two employees last month-Alex Nixon and Brent Larmet. It's been a bit of a challenge shuffling roles and responsibilities but we are slowly filling in the gaps. Stephanie is doing a very fine job coordinating our volunteer base, engaging corporate volunteers and passionately leading the community gardening program. Richard is proving to be a big help around the warehouse and with our Boyd and Daniels Depots. Our 2 new Summer Interns Jennifer and Deanna are playing an active role in supporting our volunteers, our clients and strengthening our programs.

We are constantly learning and looking at ways to add value to our work better serve our people and our community. It is through the collective and tireless effort of our farsighted pioneers, generous donors, dedicated volunteers and able staff that the Richmond Food Bank Society continues to be a well-respected and valued name in the community for 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.

We expanded the **Dairy Program** to include fresh milk offering for all our clients. As fresh milk is one of our high expense items, we were only able to serve families with children under 18 years of age. However, due to an increasing demand (and need) for more perishable food, we increased our spending on this nutrient rich commodity.

One program that really took off the ground this year was our **Community Gardening Program** at Garratt Wellness Centre. With generous donation of 4 garden plots by Vancouver Coastal Health and a very timely 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.



The **School Meal Program** is operating in nine different schools currently and we will be adding 3 additional schools beginning in September.

About 200 students are benefitting weekly through the breakfast and lunch programs. As a result of the program, students are nourished, are in a better position to focus on their curricular activities.

"Please let all the volunteers know how very much we appreciate their dedication to Breakfast club. Not only do the children have food, but they have somewhere to go when parents drop them off before school hours." - School Principal

Our **Play and Learn Program** area got a makeover thanks to a generous contribution from the Richmond Sunrise Rotary. The children that attend the play and learn area during our grocery distributions, have a colourful, engaging and welcoming place to spend time at.



The **Knit To2gether program** had another successful year. Knitting enthusiasts were able to knit and share twelve hundred scarves and toques for our clients. This year we invited a few of our interested knitters to distribute their handmade gifts directly to our clients. The knitters were able to see how 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. When we look at our values, it is to ensure that our clients are getting a high level of service, respect and cooperation from our volunteers and staff. Our accountability and advocacy work also revolves around them.

Whether it's offering fresh milk to all the households or increasing our fresh produce offering, ensuring continuity and consistency

during our grocery distributions or connecting our clients with community resources, we constantly endeavored to provide a dignified and welcoming experience for the people who turned to us for their grocery needs.

"Thank you for the generous contributions. I appreciate the food bank's generosity. It really helps me and my girlfriend because we are homeless." –J.B.

In 2017, we registered 500 new households which is equivalent to 1,165 new people who received grocery assistance for the first time. Overall, we served a total of 3,557 unique clients from 1529 households who visited the food bank 27,407 times throughout the year. About 29% 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 18 times per year which indicates that not everybody accesses our service all the time. There might be individuals who turn to a food bank every single week but for the majority of the people, they come to us only when they need us.

Our Volunteers

Adding value to our work and helping us grow are our volunteers. Over 230 active RFB volunteers helped us out with picking up donations, sorting, repacking, distributing, driving, cleaning, reorganizing and serving on the board. An additional 437 corporate and youth group volunteers came in over 55 different group volunteering sessions and helped us out with cleaning, restocking, gardening, composting, recycling and food distribution.

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 which was extra special this year due to Canada's 150th year of Confederation. We were cheered on by the community who turned up in record numbers as we waved and walked along the parade route. Our volunteer appreciation barbecue at Paulik Park was well attended with all the usual pairings...live music, juicy hamburgers and giant bubbles! The one thing we had to work around



was the fire ban and our inability to BBQ at the park. We grilled the patties at one of the staff's residences down the road and transported the food to the park. Let's just say we made it happen.

Butternut squash was the highlight at our annual volunteer potluck/recipe contest in November. Volunteers brushed up their creative culinary skills and shared many tasty dishes for the potluck as well as for the recipe contest.

Both the Annual Tea and Cake Social and Volunteer Appreciation events were well attended by our volunteers. Since it was our 35th year anniversary, we wanted to make it really special for our volunteers and wanted to express our sincere appreciation to each one of them for adding value to our work. We are grateful to the Cowell Auto Group for their partial sponsorship of our appreciation event at the Quilchena Golf and country club. Good ambience, delicious food, live entertainment by Mark and Michelle, unique door prizes and beautiful weather made for a very enjoyable afternoon.

We nominated volunteers Arlene Marasigan and Margaret Comyn for the "Volunteers are Stars" award hosted by Richmond Cares, Richmond Gives. Arlene volunteers at the breakfast club on Wednesdays, in the kitchen on Tuesdays and during Thursday evening distributions. Margaret sorts food on Mondays and coordinates the RFB Dragon Boat team for the Annual Steveston Dragon Boat Race. Tombert Chen's Youth Unlimited group was awarded the "U-Rock" award for his group's enthusiastic and consistent volunteering at the Richmond Food Bank.



Staff and volunteers attended the funerals of two long time volunteers and strong supporters of the food bank-Chris Morris and Bob Jones. Chris served on the Board, volunteered during distributions and also delivered grocery hampers to our home bound clients. Bob distributed groceries, repacked produce and played our special visitor from the North Pole during the holidays.

The RFB's dragon boat team participated in the annual Steveston Dragon Boat Festival that is always packed with thousands of people from around town. 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 raising food and funds for the food bank.



Donors and Community Partners

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

Employees from the Richmond Auto Mall coordinated food drives and hosted creative fundraising initiatives throughout the year to raise funds for the food bank. These funds were then matched by the respective dealership and resulted in the largest donation ever received from a single business in our 35 year history.



Whether it's the Thanksgiving food drive or the numerous food and fund initiatives by local groups, donations of essential food items kept our shelves stocked up for the growing number of people that we serve during the holiday season.



We were the recipient of the Richmond Chinese Community Society's 2017 Community Award. The RCCS has been a longtime supporter of the food bank and has involved the community for the benefit of the Richmond Food Bank through various initiatives.

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

We played an active role on Food Banks BC's Refrigeration Grants committee and the Members Standard of Care working group. Our participation at FBBC's Annual General Meeting held in Kelowna also allowed us to network and share best practices with other food bankers from throughout the province.

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



The Can-struction event held at Landsdowne Mall in October raised lots of canned food as well as awareness for the food bank's most needed items such as canned milk, canned tuna, canned vegetables and peanut butter.

We also participated in the Global Energy Race hosted by Dempsters bread. For every mile that an individual walked or ran, Dempsters donated a slice of bread to the Food Bank. Overall they donated and delivered 190 loaves of fresh, quality sliced bread for our neighbours in need.

We engaged with different community organizations by participated on committees such as the Food Aid Advisory Committee, Richmond Community Services Advisory Committee, Literacy Richmond, Richmond Senior's Transportation Task Force, Poverty Response Committee and Vancouver Coastal Health CORE (Collaborative Opportunity for Resources). 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, a local pharmacy provided free flu shots, S.U.C.C.E.S.S and Richmond Multi Cultural Service Society provided information on resources for New

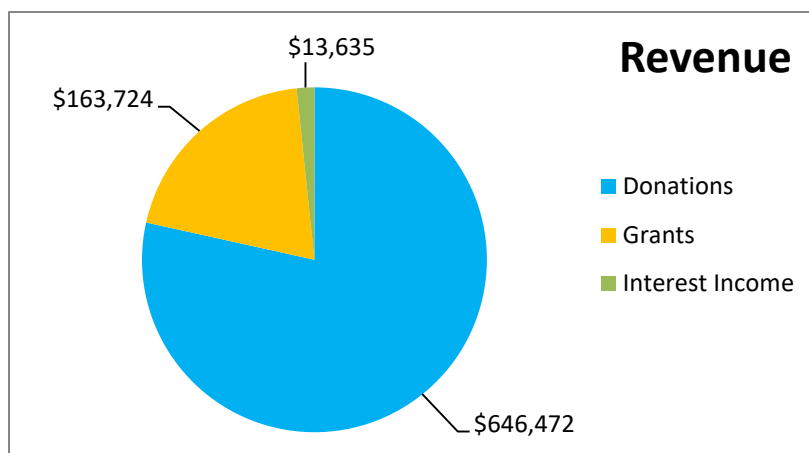
Immigrants, Avia Employment Services shared information on employment resources and BC Responsible and Problem Gambling provided information on problem gambling awareness.



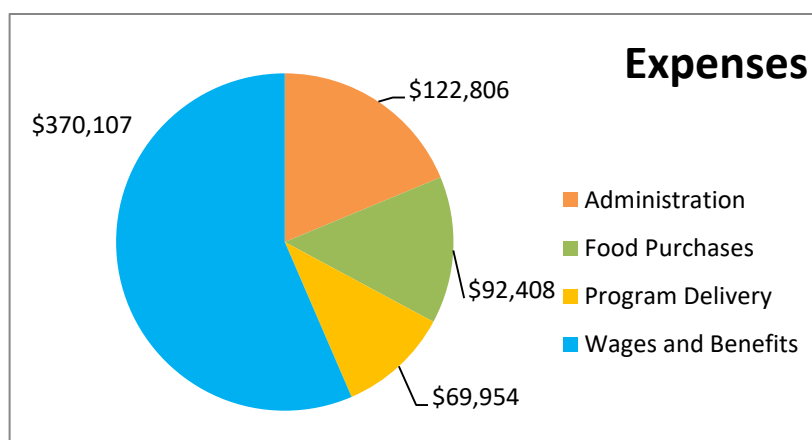
Statement of Operations

We are grateful to all the individuals, businesses, social clubs and foundations for supporting our work in 2017. 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	\$646,472
Grants	\$163,424
Interest Income	\$13,635
Total Revenue	\$823,831



Expenses	
Administration	\$122,806
Food Purchases	\$92,408
Program Delivery	\$69,954
Wages and Benefits	\$370,107
Total Expenses	\$655,275



With Sincere Thanks

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 working towards-our vision of a community where no one goes hungry.

