



**INTERFAITH
FOOD BANK
SOCIETY OF LETHBRIDGE**

Executive Director's Annual Report 2010

**Submitted by
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April 18, 2011**

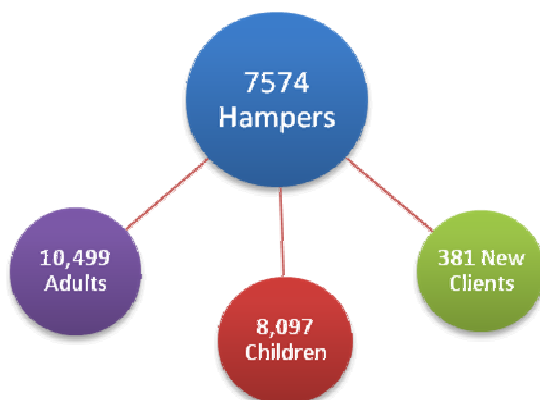
Executive Director’s Annual Report 2010

If there were one word to sum up activities at Interfaith this past year, it would be progress. Looking back over 2010, not only can we be pleased that we’ve managed to keep up with the rising demand for services, but that we’ve also realized one of the largest goals facing our organization—the purchase and move to our new facility! Thanks to a ton of community support, and the help of a few key corporate donors, we were able to secure the last of the funds required for a down-payment on the new home for Interfaith. While a few modifications were required to get the building up and ready for distribution, we were able to get in, and operational just two short months after taking possession, and just in time for Christmas.

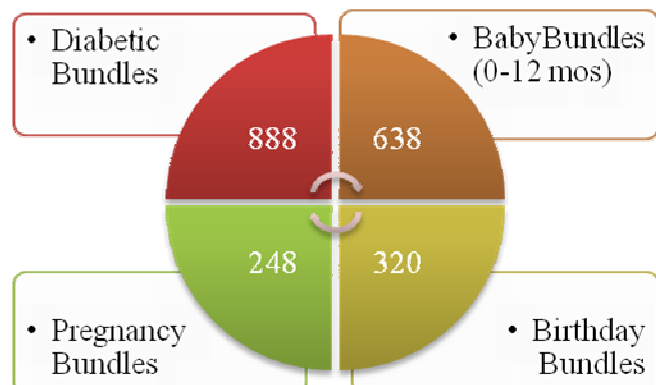
While our Board of Directors was working feverishly to upgrade our physical plant this year, our operations team worked diligently to fulfill our services to families in need. With the support of our tireless volunteers and faithful donors, Interfaith Food Bank was able to provide the following services during 2010:

- 7574 Hampers were distributed to assist 10,499 Adults and 8,097 Children
- 10,246 daily food supplements provided (over and above hamper allotments)
- 49 Single parent families, including 121 children, received larger than usual hampers for the winter months, thanks to our *Follow The Star Program*
- 22 Families were provided with supplies for the Christmas Meal and gifts for each family member through our *Adopt-A-Family Program*
- 731 *Christmas Hampers* were distributed, helping 994 adults and 734 children to enjoy Christmas, complete with regular monthly hamper allotments and Ham or Turkey dinner. Working collaboratively with Lethbridge Food Bank and Salvation Army, 1990 households, consisting of 2645 adults and 1638 children, received supplies necessary for a Merry Christmas, and 1292 children ages 17 and under received toy bundles.
- 730 children received backpacks & school supplies from our *First Day at School Program*
- 238 *Clothing vouchers* were distributed to clothe 306 adults and 262 children
- 887 Diabetics were assisted with their special dietary needs through our *Diabetic Bundle Program*
- 632 Infants were assisted by our *Baby Bundle Program*
- 78 homes were equipped with a *Smart Start for Safety* pack to ensure a safe home environment for babies
- 248 Pregnant mothers received additional food during this crucial developmental stage
- 320 Birthday bundles allowed parents to offer something special for their children on this special day
- 381 new clients were added to our database

2010 Hamper Distribution

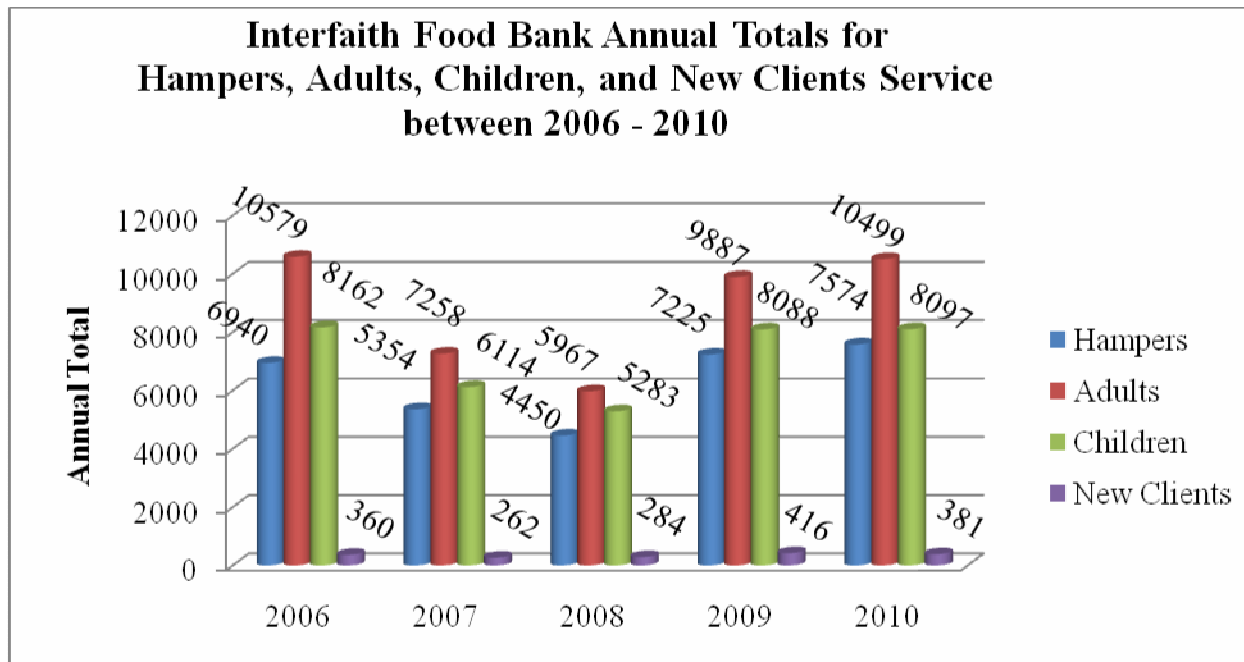


Additional Services



CLIENT INTAKE

After a dramatic increase in the numbers of clients accessing the food bank in 2009 (62% from 2008), we were fortunate to only have seen a 3.5% annual increase in client access from 2009 to 2010. We take comfort in the fact that while the economic climate took a real dive over the last couple of years, we seem to have steadied after the huge peak in 2009. While we have not yet returned to pre-recession stability, we have managed to plan, prepare, and ensure that client services have been maintained.

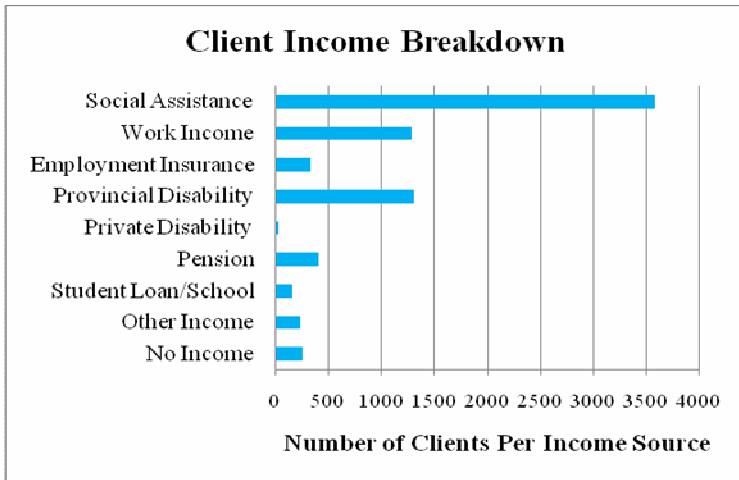


Food Bank usage across the country is tracked by Food Banks Canada and the annual Hunger Count Survey that polls food banks each year in March, and compares statistics nationally and provincially. The Summary below identifies how Interfaith Food Bank client access compares with the national and provincial averages.

	Canada	Alberta	Interfaith March 2009	Interfaith March 2010
People Served in March 2010	867,948	59,311	1304 (2009)	1608
People Served in March 2009	794,738	53,976	692 (2008)	1304
Difference	73,210	5335	612	304
Percent Change	9%	10%	88%	23%
Percentage of Children	38%	43%	45%	40%
Aboriginal Population	12%	51%	12%	13%
Seniors 65+	7.2%	4.6%	1%	0.75%
Report Employment Income	11%	19%	16%	17%
Receive Employment Insurance	6%	6%	5%	5%
Receive Social Assistance	51%	39%	46%	50%
Receive Disability Supports	15%	16%	18%	17%

Lack of sufficient income continues to be the main cause for families to request access to our services. In our community, we find that the majority of our families could benefit from more affordable housing options, and increases to the minimum wage and government income support programs. We continue to see increases to the cost of living, and food banks often fill the holes left by other options for financial support. In addition to providing emergency food assistance, Interfaith works closely with other government and community agencies

to link our clients with complimentary resources that may address the underlying issues that place them in need of our services, such as housing, employment, child care, etc. We find that by working collaboratively with other community agencies, we can offer dignified choices and supports to our clients in hopes of moving them past the food bank lineup.

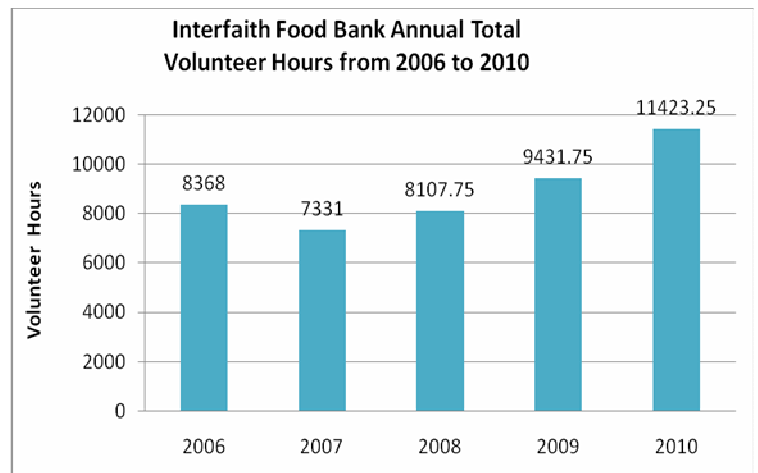
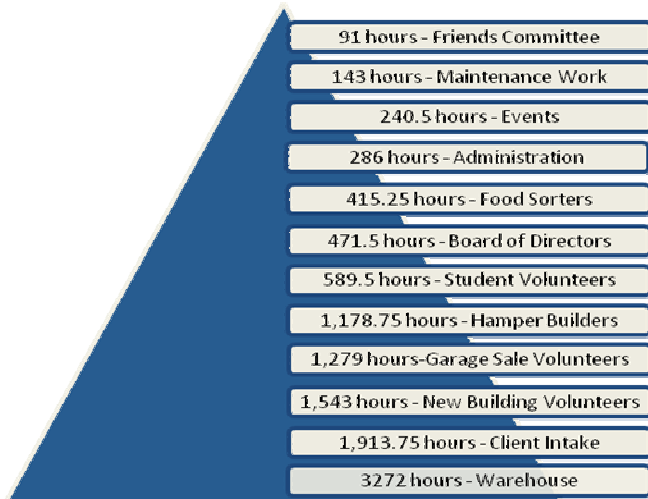


- Most Common Referral Requests**
- Clothing
 - Employment
 - Budgeting
 - Housing
 - Furniture
 - Help with Utilities/Rent
 - Emergency Food Hamper
 - Homeless Shelter
 - Taxes
 - Support worker (help with navigating community resources)

VOLUNTEERS

Volunteers are the lifeblood of Interfaith Food Bank, and we rely on their efforts to ensure the quality and consistency of our services. Our volunteer program continues to grow and flourish with nearly 100 volunteers contributing to our activities annually. In 2010, volunteers contributed 11,423.25 hours of service to governance, operational, administrative and fund-raising activities. This equates to 6.3 full time positions (or six years of time by a full-time employee) and a minimum dollar value of \$114, 232.50 in free labour!

2010 Volunteer Hours – 11, 423.25



Our volunteers fill either regular or casual positions and are recruited, screened and trained according to the National Volunteer Code and our own internal policies and procedures, which has continued since the implementation of our Staff and Volunteer Handbook in 2009. We hosted 2 Volunteer Appreciation Events in 2010, and again acknowledged long term volunteers with 5, 10, and 15 year service awards.

In 2010, Catholic Charities provided \$5000 for our Volunteer Program, specifically to cover costs associated with a full-time volunteer coordinator for screening, training and placement of volunteers who do the bulk of the work at the food bank. By securing this funding for our volunteer program, Interfaith Food Bank can ensure a consistent, quality standard of service to the individuals and families we serve, and we can also provide a quality volunteering experience to those who choose to donate their time to helping us to achieve our mission.

ADMINISTRATION

Administrative procedures were much smoother in 2010 since the development of policies and procedures in 2009, and the addition of our new donor software program which tracks and receipts donations to the society. This same software, purchased with funds provided by the Community Foundation of Lethbridge and Southwest Alberta, will allow us to work jointly with the Lethbridge Food Bank to track client access and further limit duplication of our services. Senior staff members from both food banks began training on the client software in 2010, and preliminary work was done to network the software between the two food banks. Training will expand to client intake staff and volunteers, and the program will be implemented for client services in 2011.

Additional administrative accomplishments for 2010 include:

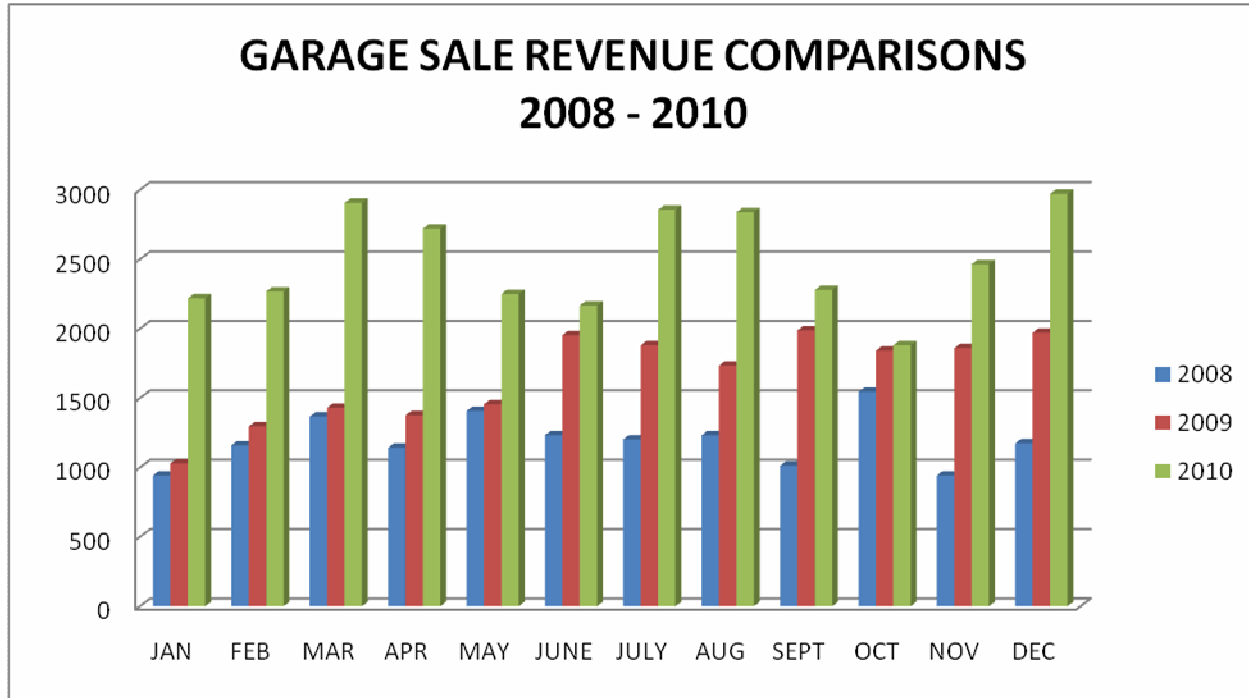
- The launch of our new logo in April 2010 has given us a new look, and new hope for the future as we continue to build upon the community effort that started Interfaith Food Bank so many years ago.
- We were honoured to receive, for the second time, the Better Business Bureau 2010 Business Ethics Award.
- Preparation and submission of several grant applications, including successful submissions to United Way, Alberta Food Banks, City of Lethbridge Community Improvement Fund, Community Spirit Grant Program, Catholic Charities, Knights of Columbus, and several smaller proposals that realized funding for programs such as The Interfaith Chinook Country Kitchen.
- Our Human Resources Committee explored options for employee benefits and passed a policy to implement an internally administered Health Savings Account to assist with medical coverage and related expenses.
- Issued 2800 charitable tax receipts to acknowledge taxable gifts received in 2010.
- Efficient management of records, receipts and finances.

FUND-RAISING

Fund-raising has continued to be a major part of our activities at Interfaith Food Bank. With each event, we also try to include some form of advocacy for our clients, most often by including an element of education about our cause. Working with the media, the faith based community, schools and local businesses, we have attempted to keep the need to help the hungry forefront in the minds of community members. The following fund-raising campaigns and food drives contributed to our ability to offer the quality and quantity of programs in 2010:

- Skate with the Lethbridge Hurricanes
- CTV and Safeway Friends Helping Friends
- Curves Annual Food Drive
- Waste Management WHL Challenge Food Drive
- Interfaith Food Bank Bakeless Bake Sale
- Communities In Bloom Plant Exchange
- Target Hunger City Wide Food Drive
- Grow A Row/Garden Produce Program
- Lethbridge Research Centre Food Banks Garden
- 1st Choice Savings Shred-It Event
- Chamber of Commerce Dash for Cash
- Rotary Dragon Boat Festival & Barrel Races
- Lethbridge Bulls Strike Out Hunger
- Canada Day Red Dress Run
- Sobey's Uplands Canada Day BBQ
- Cedar Ridge & Action Team Flip4Food Project
- Canada Day Picnic at The View
- The View BBQ at Save On Foods
- Interfaith Whoop Up Days Pancake Breakfast
- First Day at School Program
- United Way Tools for School Program
- Friends of Interfaith Charity Dinner & Silent Auction
- Interfaith Kids Against Hunger Campaign
- Feed The Bug/Heep the Jeep
- Farm Credit Canada Drive Away Hunger
- Sunlife Food Mountain
- Shaw Together Is Amazing Food Drive
- ATB Financial – Untapped Alberta
- University of Lethbridge Faculty Food Drive
- Interfaith Food Bank Christmas Campaign
- Cliff Forrey Memorial Spiel
- Davis Pontiac Annual Lube, Oil and Filter Day
- Lethbridge Hurricanes Teddy Bear Toss
- Save On Foods Stuff A Bus
- Sobey's Scenic Square Hampers of Hope Campaign
- Sobey's Uplands Winter Wonderland
- Mayor's Christmas Concert
- Evangelical Free Church – Do You See What I See
- Centre Village Mall Toy Mountain
- Rotary - *A Christmas Carol*
- Loblaw Extra Helping Food Drives

In addition to encouraging community participation in fund-raising events and food drives, Interfaith Food Bank raises funds through social enterprise, our year-round garage sale/thrift store. **Interfaith Garage Sale** helps to turn non-food items into funds that can be used for food and other program costs. We use volunteers to man the store, sort and test appliances, and display items for sale. Aside from being a fund-raising initiative for Interfaith Food Bank, the Garage Sale also offers the public, as well as families we serve, the opportunity to purchase household items, gifts and other products at affordable prices. In 2010, we were able to raise \$30,200 from the Garage Sale to assist with funds required for operational costs and food purchases.



Our website also continues to be a great fund-raiser, as it incorporates the option for online giving. In 2010, over \$10,500 was contributed through the website alone.

PHYSICAL PLANT

In addition to providing emergency food services, we have the responsibility of providing a safe, clean environment in which we conduct our business. Our staff and volunteers need to have appropriate tools and equipment to complete their tasks, and maintaining our physical plant is a very necessary component of managing the food bank. We were grateful for the following additions to our physical plant in 2010:

- Heavy Duty Wire Shelving
- Pallet Racking
- Utility Carts
- Portable Shelving
- Storage Cabinets
- Donation Bins and Carts
- Laminator
- Label Maker

VEHICLE

Throughout 2010, we recruited funds to assist with a future purchase of a new vehicle for transporting food and other supplies necessary for food bank operations. At the end of 2010, we had restricted over \$26,000 for a new truck purchase. Our current vehicle has outlived its capacity and we plan to acquire a new cube van in 2011.

FOOD STOCKS

Christmas distribution in 2009 was nearly double our projected amounts, and while we were able to serve every family that requested assistance, the food went out just as fast as it came in, which meant we were unable to go into the new year with the surplus in food stock that we often rely on. This caused us to enter 2010 with much less food stock than we would normally see in January, and our Board of Directors decided to double our food budget to ensure we were able to keep up with demand in 2010.

Total Food In: 772,356.50 pounds
 Total Food Out: 771,960.50 pounds

FACILITY

For the first half of 2010, we continued to struggle with ensuring a safe, clean environment for operations with the aging condition of our rental facility. Our Board of Directors continued to raise funds for a future building purchase, and after the sale of the Flip4Food Home, we were blessed not only with the remaining funds required for a down-payment, but also the opportunity to purchase the building directly across the street from our prior location.

After taking possession of the new facility on September 1, 2010, Phase 1 Renovations began to add a new Client Intake Area from which we serve our clientele. This area is larger than our prior client intake space, and includes a confidential screening office to allow us to determine eligibility of clients while maintaining their dignity and privacy. Client services re-opened at the new facility on November 3, 2010.

Immediate construction also saw a separate space created for The Interfaith Garage Sale, a year-round thrift store that raises funds for food bank operations and food purchases, that also offers new and gently used kitchen and household items at affordable prices for our clientele and the public at large. Expanding the sales floor has allowed us to generate more revenue from this social enterprise, and including a larger sorting space allows our volunteers to process garage sale items in a much more efficient manner. The newly expanded Interfaith Garage Sale opened to the public on November 2, 2010.

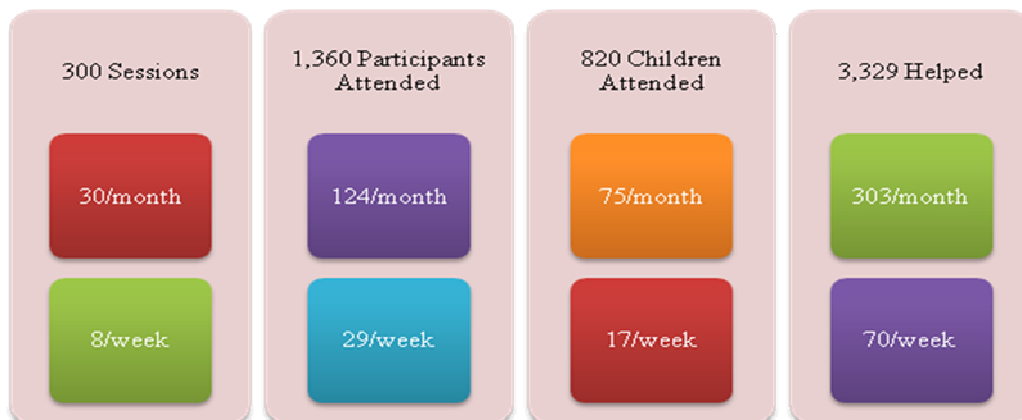
In addition to building these two service areas, crews of tradesmen, laborers and volunteers worked long hours to retro-fit the warehouse space to install a sink and to relocate the commercial coolers and freezers from our previous location. As electrical and plumbing needs were identified for both Phase 1 and Phase 2 renovations, our Board of Directors determined it was best for us to include the bulk of this work with Phase 1 activities, as well as the initial framing and drywall to separate our new kitchen suite. The Interfaith Chinook Country Kitchen remains operational at the old facility and will continue to until Phase 2 construction is complete.

THE INTERFAITH CHINOOK COUNTRY KITCHEN

In 2005, we were pleased to announce the addition of The Interfaith Chinook Country Kitchen (TICCK), a program formed through a unique partnership with Family Centre and Alberta Health Services – Population Health. This community kitchen program provides free cooking sessions that are intended to teach participants to cook healthy meals on a limited budget. Participants come for free, cook for free and take home the food they make. Children of participants are cared for by an early childhood educator while parents learn to cook under the guidance of a nutritionist.

The Interfaith Chinook Country Kitchen has been fully operational for 5 years, and where we once struggled with filling classes, today we are experiencing the challenges of success. The popularity of the program has resulted in waiting lists, particularly due to the very small area we are able to use for childcare space. As we can only accommodate up to 6 children at a time, registering parents who have more than one child can result in reducing the number of cooks we can accommodate. Our current capital campaign, ***Planting Roots, Growing Community*** is raising funds to expand and relocate The Interfaith Chinook Country Kitchen training suite to our new facility.

2010 Program Statistics



SUMMARY

We've had some major changes to our society this past year! Beginning with a new logo in April, we worked to continue our focus on providing our services to the community with dignity, compassion and professionalism. We feel our new, more modern and dignified logo speaks to the progressive nature of our programs and services. Our new facility continues this progression for us, as we have been blessed with more space that allows us to work more effectively and efficiently to get food processed from donation to distribution.

Improved administrative procedures have increased efficiency as well as allowed us to report our progress to the community that supports us. Our partnerships and cohesive working relationships with other community agencies also continue to be essential to our success. We acknowledge that by working together, we can stretch our resources further and limit duplication of services. It is thanks to these partnerships, and our dedication to newly developed policies and procedures, that we were awarded the 2010 Better Business Bureau Business Ethics Award for the second time.

While we are still working to raise funds for **Phase 2 of *Planting Roots, Growing Community*** to finish off our renovations, we are confident that these changes will have long term benefits on our society, and to the families that we serve. We are also confident that our community will continue to support our cause by hosting events, raising funds and collecting food on our behalf.

It has been a real blessing to have accomplished so many major goals in such a short period of time. It is thanks to a cohesive Board of Directors, our dedicated team of employees and generous spirit of volunteers that we're able to do what we do. Creating a family of donors and volunteers, and maintaining strong relationships with those that support us is essential for Interfaith Food Bank, and thanks to good planning and a lot of helping hands, we've been able to make great progress in 2010.

Thanks to all who made it happen, and who continue to join with us in our fight against hunger!

Respectfully Submitted,

A handwritten signature in black ink that reads "Danielle McIntyre". The signature is written in a cursive, flowing style with a large, decorative flourish at the end of the name.

Danielle McIntyre, Executive Director
Interfaith Food Bank Society of Lethbridge