

INTERFAITH FOOD BANK

SOCIETY OF LETHBRIDGE

Annual Report 2020



CONTENTS

Message from our President.....	3
Message from our Executive Director.....	4
About Us.....	5-6
Covid-19.....	7
Financial Summary.....	8-9
Fundraising & Contributors.....	10-11
Food Stocks & Food Sharing.....	12
Phase 3 Building Possibilities.....	13-14
Emergency Food Assistance.....	15
Programs.....	16-17
Community Engagement & Partnerships.....	18
Client Demographics.....	19
Strategic Plan	20
Board and Staff Team	21

Vision Statement

In partnership with the community, Interfaith Food Bank Society of Lethbridge is a leader in alleviating hunger and its root causes.

Mission Statement

Interfaith Food Bank Society of Lethbridge recognizes the human dignity of those in need and provides food and access to services and resources generated from within our community.

Membership & Accreditation



IN ALLIANCE WITH
COMMUNITY FOOD CENTRES CANADA

A Message from our President



One year into the pandemic and Interfaith Food bank Society of Lethbridge (IFB) is still serving our community with the assistance and support of our volunteers and donors. It has been a year in which we all lived with uncertainty and the unexpected, and IFB, along with many other charitable organizations and support agencies, has been there throughout to serve the community. We have fulfilled our primary and original mission to offer emergency food assistance and have collaborated with other local agencies and the City of Lethbridge to enhance food security for our community.

Despite Covid-19, we completed Phase 3 of our Building Possibilities facility upgrade. Although we had to suspend or change some programs and activities we would normally offer, our clients were still able to benefit from our new reception area and service counter. We were able to use our facility to host an immunization clinic, which is certainly something that we did not envision when we were planning the expansion and improvements to our building!

Despite having to cancel or modify many of our traditional fund-raising events, we were still able to count on the support and contributions of our community. We would like to thank our wonderful staff, donors, supporters and volunteers for their help and financial contributions; they make everything we do and everything we offer to our community possible. It is heartening in these difficult times to know that we can work together to fulfill our mission and continue to meet the needs of our community.

Thank You!

Sue Griffiths, Board President



Emergency Food Assistance

Meeting immediate needs and connecting community members with supports to address issues preventing food security.



Providing free cooking classes to empower healthy eating on a limited budget.

A Message from our Executive Director

Food banks are familiar with crisis, it's the business we're in, however 2020 was a year like no other when it came to working things out on the fly!

The immediate impact of the Pandemic was felt when the panic buying and hoarding began and we immediately turned to our community for support. In true fashion, Lethbridge and area stepped up! The spirit of unity and coming together during trying times kept our doors open and we have continued to provide essential services to our community.

On top of the public health crisis, we were completing major building improvements and adjusting to our new facility layout. We received support from 100 Companies that Care in January to upgrade our technology, and from Altis who upgraded our phone systems and internet, so we were lucky to have the infrastructure in place to respond to the needs of our community.

Collaborating with other support agencies in our community has been instrumental in meeting the needs of those who were struggling even before Covid-19 emerged. In fact, the Pandemic unveiled a lot in terms of what we could do, and should do together moving forward.

I am exceptionally grateful to our Board, staff and volunteers who battled on through 2020 together. We're pretty tired out, but I am so proud of everyone who recognized the essential nature of the food bank, and committed to adapting and adjusting to ensure that access to food was available to everyone who needed support. We're unsure of what the future may hold, or for how long we'll live with this uncertainty. What I am certain of, however, is that Interfaith Food Bank is a pillar within this community, because of those who believe in our cause and join with us to support community members who need a hand-up.

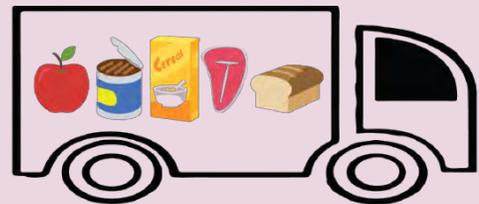


Danielle McIntyre, Executive Director



Interfaith Learning Garden

Inspiring food literacy, growing food, knowledge and skills, and providing an outdoor gathering space for events and activities.



Food Share

Sharing food within a streamlined system with partner agencies and area food banks.

ABOUT US

We have been providing emergency food assistance to Lethbridge and area since 1989 and work with the community to secure the resources necessary to provide services to individuals and families in need.

Food security is our main goal. We believe it is necessary to meet immediate needs first, and then to connect our clients with the other community resources that can help address the underlying issues that place them in need of emergency food assistance.

We also play a significant role within the Food Bank Network, and support local agencies and programs by sharing food for food security and poverty related initiatives. We glean, we share, we support and empower.

4 Foundational Pillars

Administration & Governance

Ensuring organizational accountability, governance, and capacity to achieve goals and objectives through planning and strategic decision making.

Operations

Operations are run effectively and safely through detailed, efficient processes and policies while using nutritional guidelines to inform and support the community's needs.

Service & Care

Providing support in an environment that is welcoming, inclusive, and accessible while empowering clients and decreasing barriers to service.

Community Engagement & Public Education

Developing opportunities for, and contributing to, conversations on poverty and food security in our community. Supporting recommendations for change and working to find long



More than 150 volunteers contributed 16,638 hours of service.

We are a community organization inspired by, led by, and operated by community members. We have a very small staff team, and rely upon a dedicated crew of volunteers to bring our vision to reality.

Our volunteers have a passion for community and recognize the privilege it is to serve those in need. Our community focus includes not only the clients we serve, but also the volunteers who enable us to offer the services we do. We work hard to create an encouraging and enriching environment that our volunteers will want to keep coming back to, and a team they can be proud to be a part of.

4663 hours - Warehouse

2312 hours – Client Services

1418 hours – Hamper Pulling

1378 hours - Administration

920 hours – Thrift Store

814 hours - Hamper Pulling

608 hours – Special Events

367 hours – Board of Directors

103 hours – Interfaith Learning Garden

68 hours - Helpful Hobbies

COVID-19 WORLD WIDE PANDEMIC

*The unknown is a difficult thing to plan for,
especially when people in need are depending on you.*

Key impacts of the Pandemic included:

- Massive drop in volunteers, as most of our existing crew are seniors, people with disabilities and those more vulnerable to the virus
- Halt to local events and fundraising activities that included gatherings
- Business closures, school closures, line-ups, changes to public transportation services
- Major disruptions to the food supply chain and access to food, panic buying and hoarding
- Requirement to modify donation recruitment approach, and a shift to online giving options
- Requirement to modify programs, implement delivery model, shift to online classes
- Increased expenses for personal protective equipment, facility alterations to accommodate physical distancing and safety barriers, as well as janitorial costs and technology upgrades
- Increased access to Covid-specific grant funding, and national campaigns raising funds to support those who lost jobs, had to isolate or quarantine, or could not provide for basic needs
- Increased communication and collaboration among local support agencies, and cooperation with systems navigation, integrated and coordinated access and referrals
- Increased role with food sharing and building capacity to continue new systems post-pandemic
- Incredible community response, offers of help, and creative ideas for problem solving

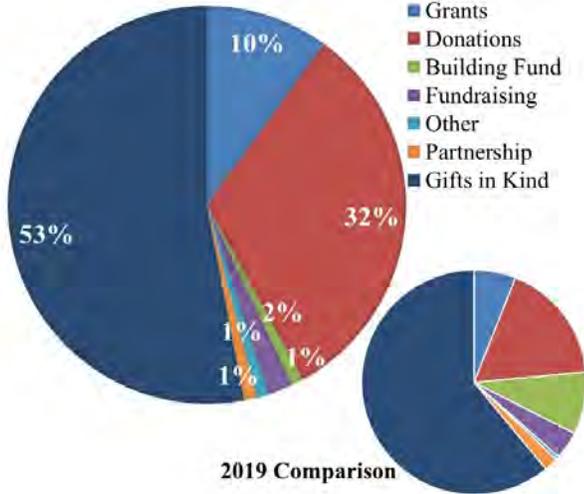
The pandemic has been a real learning experience. The difference since those first few days and weeks, is that we've discovered we're not alone. Many people in the community have stepped up to help out. So, while there still might be plenty of uncertainty ahead, no obstacle is too great as long as we face it together.

“As I sat in my home and reflected on my past, I could not, in all conscion, sit and listen about people in Lethbridge and community that have no homes, no jobs, and very little food. About 60 years ago, I was in the same situation.” - Cor Van Raay

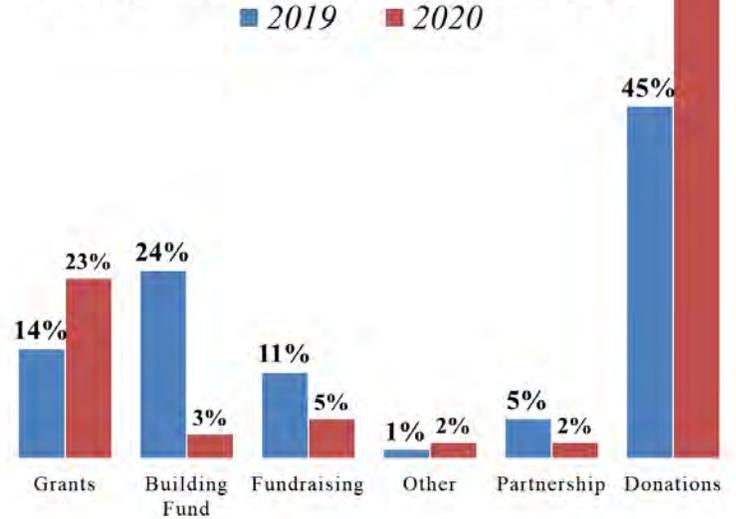


FINANCE & FUNDRAISING

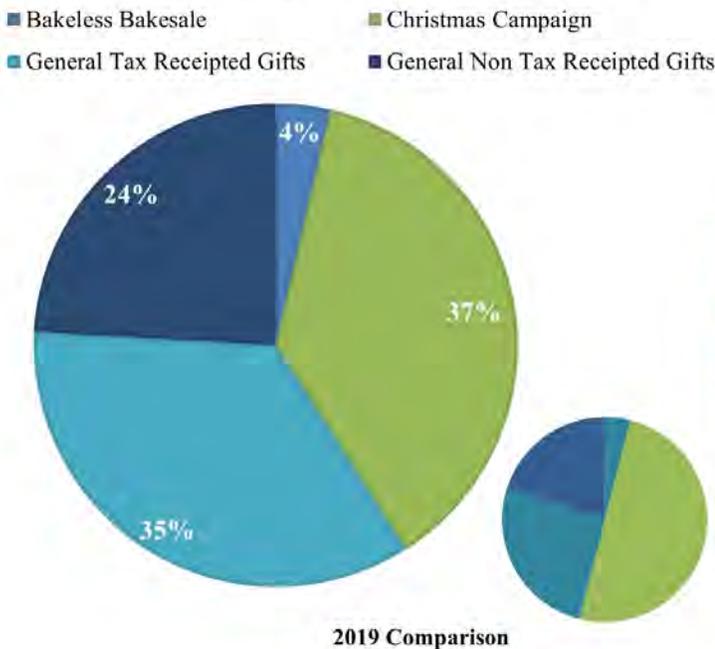
INCOME BREAKDOWN 2020



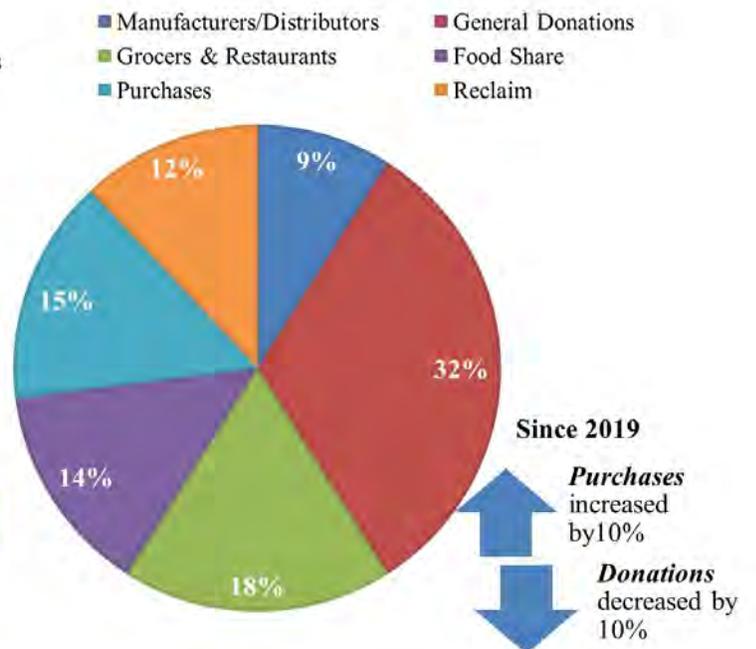
FINANCIAL BREAKDOWN 2020



FINANCIAL DONATIONS 2020



FOOD INTAKE 2020



GRANTS AND FUNDERS

We do not receive ongoing funding from any source, but instead are eligible for project specific grants. Several opportunities to access funding came available due to the national focus on Covid-19 response. The majority of our support is recruited through donations, and fund-raising initiatives hosted by others on our behalf.



Food Banks Canada builds partnerships with supporters and coordinates with Food Banks Alberta to benefit the work of local food banks. In 2020, we received support through:

- Capacity Boost Fund (Shelving & Equipment), supported by the Walmart Foundation
- National Covid Relief Campaign (Food, Equipment, PPE)
- Walmart Fight Hunger Spark Change (Food and Operating Costs)
- Loblaws National Food Drive (Food and Operating Costs)
- After the Bell (Healthy Lunch Packs Children), supported by The Hershey Company



The United Way distributed funds from the Federal Emergency Community Support Fund, and we received support for our Special Dietary Needs program and for Supporting our Essential Workers.



United Way
Lethbridge &
South Western Alberta

We received funding through the local Covid Relief & Recovery Fund to help with coordinating our volunteers during the public health crisis, and through the Community Fund to support our Baby Bundle Program.



Community Foundations across the country helped in distributing funds from the Federal Emergency Community Support Fund. We received funds for our Food Share Program, to implement a delivery model for hamper distribution.



We also received funds from the local Covid Relief & Recovery Grant to help in Navigating the New Normal to purchase masks and other necessary personal protective equipment and supplies.

Through Community Food Centres Canada Good Food Access Fund, we received \$20,000 for food and equipment purchases, and \$20,000 in grocery gift cards to aid with Covid response.



Food Bank Guardian

“We are proud to be part of the Guardian Program with Interfaith Food Bank. This allows us to offer social sustainability to our community, in a long-term way.” - Mike Mikado



The Second Door Thrift Store

*With the assistance of volunteers,
donated items are turned into funds for
food and operational costs. Almost
\$28,000 was raised in 2020.*



*5 cents per litre from every fill at
South Country Co-op was donated
to Interfaith Food Bank. Over
\$12,000 was raised on our behalf.*



*Community members brought
in their refundable recycling.
Over \$13,600 was raised on our
behalf.*



*Our annual Charity Dinner &
Silent Auction was adapted to a
City Wide Dinner Party format, in
partnership with local restaurants,
caterers and radio stations. Over
\$26,000 was raised.*



*The annual City Wide Food Drive
took place in June and volunteers
worked to collect and sort over
17,000 pounds to support
Interfaith Food Bank and
Lethbridge Food Bank.*

2020 SPONSORS & MAJOR CONTRIBUTORS



LETHBRIDGE
HYUNDAI



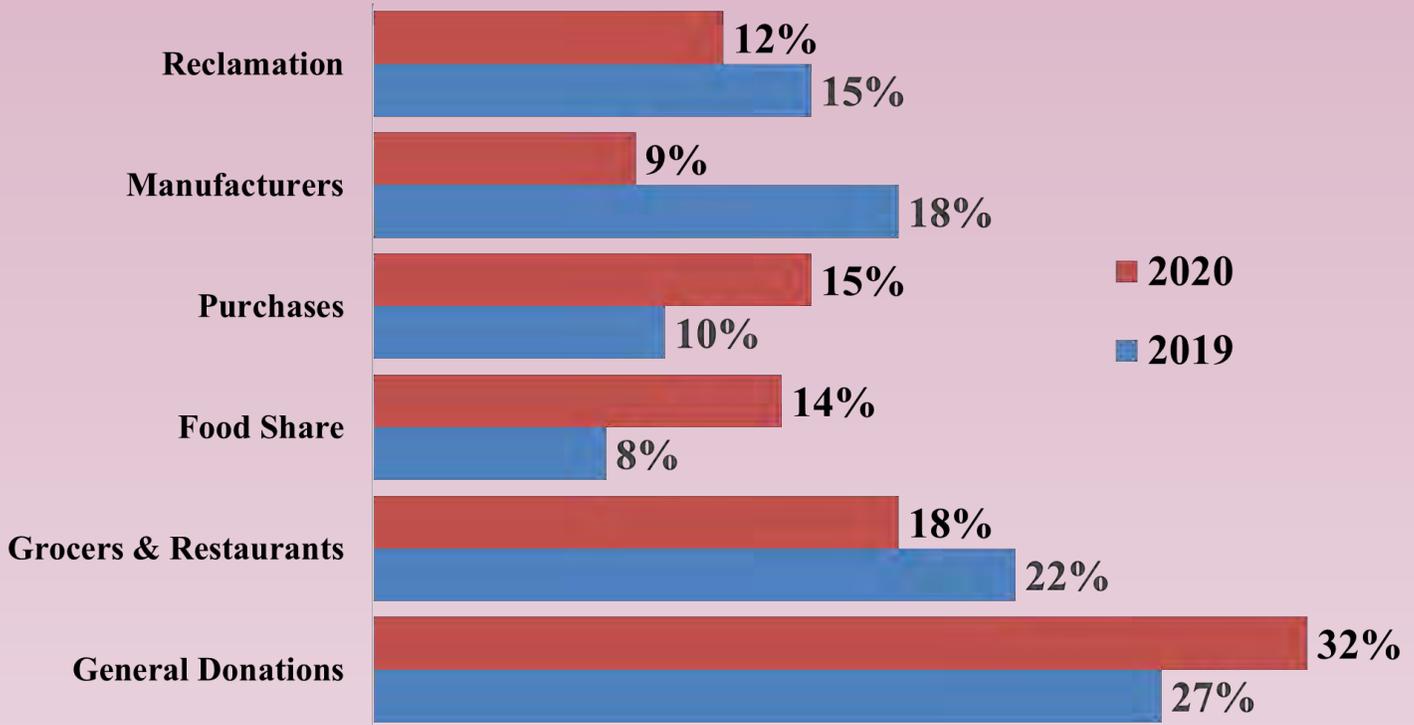
Farm Credit Canada



FOOD STOCKS & FOOD SHARING

Our gleaning process provides for our internal programs and allows us to share with other agencies and area food banks.

Food Sources 2019-2020



Food Surplus
End of 2019:
49,331 pounds

Food Intake 2020:
751,729 pounds

Food Output 2020:
669,241 pounds



Food Share

49,358 pounds shared with local partners and agencies

55,330 pounds shared with area food banks through the Southern Alberta Food Hub offered in partnership with Food Banks Alberta



2225 Healthy Food Packs distributed to children

BUILDING POSSIBILITIES – Client Services and Classroom Expansion

In 2017, Interfaith Food Bank announced Building Possibilities – a capital project that allowed us to expand into the front half of our facility. Thanks to grant funding and private donations, we completed Phase 1—Access and Accessibility in 2017, and Phase 2—Community Kitchen Space in 2018. We completed the third phase of renovations in 2020 just as the pandemic hit. By moving our client services to the front half of the building, we have almost tripled the space available for serving individuals and families in need and increased our capacity for hosting outreach programs with the addition of a Client Advocacy and Resource Room and 3 more classrooms.



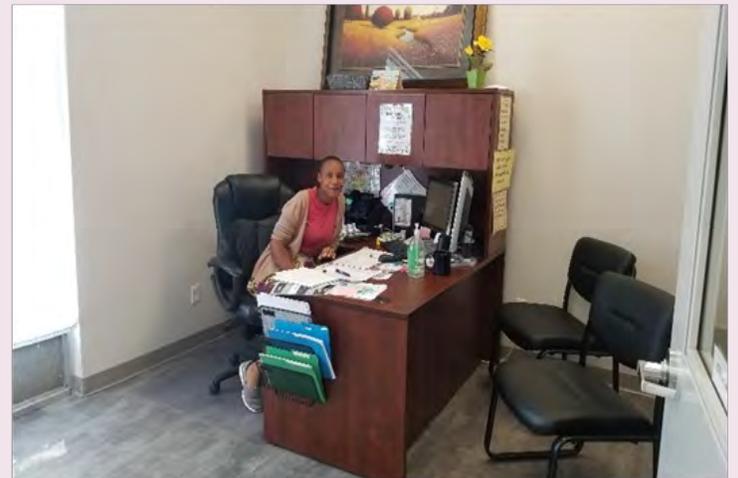
Service Counter—access to emergency food services



Pick Room—fresh and frozen items chosen by clients



Entrance and waiting room



Screening office



Client Advocacy and Resource Room



Main Floor Classroom



Accessible Washrooms (two on main floor)



Second Floor Classroom



Lunchroom/Classroom (second floor)



Viewing Gallery

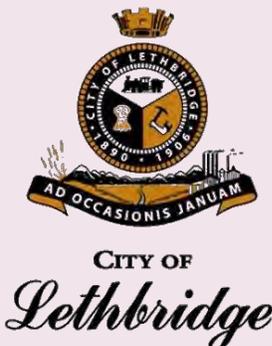
Funding for this project provided by:

Canada



Alberta

Government

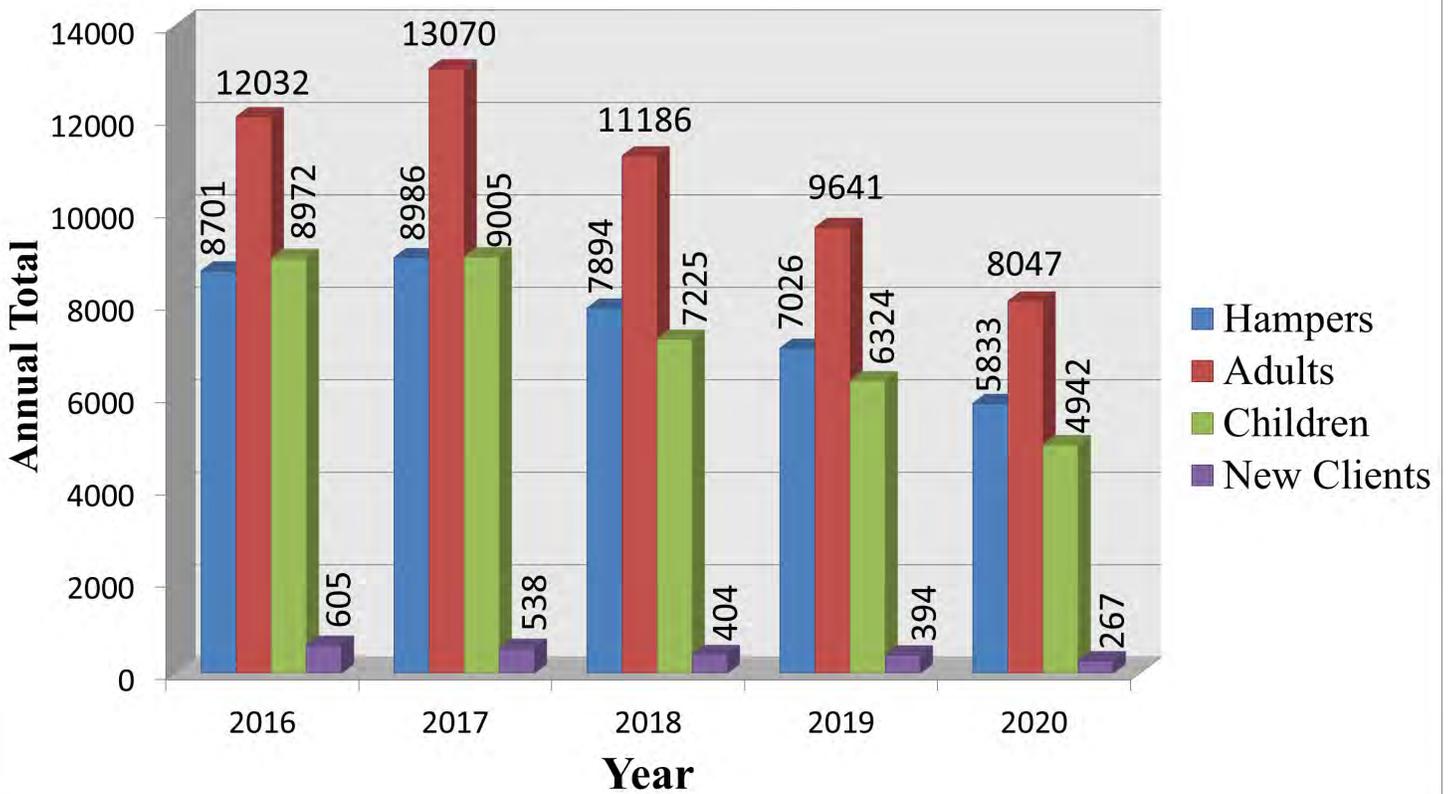




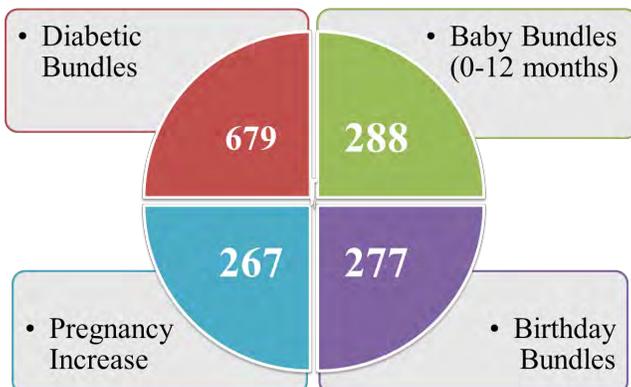
Emergency Food Assistance

We meet immediate needs first, and then work to empower those we serve towards their own food security.

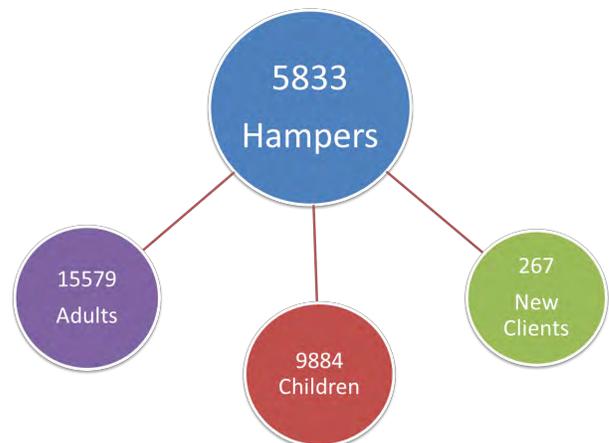
IFB Annual Totals for Hampers, Adult & Child Clients, and New Clients 2016-2020



Additional Food Packages



2020 Food Hamper Statistics



Interfaith

Chinook Country

Kitchen



Designed to teach people how to cook healthy food on a limited budget, many classes were offered online due to gathering restrictions.

Youth Programs 2020

12 Youth Sessions

145 Child Participants

17 Big Chef Little Chef Sessions

191 Adult Participants (BCLC)

12 Young Chefs Sessions

40 Food Explorers Sessions

95 Adult Sessions

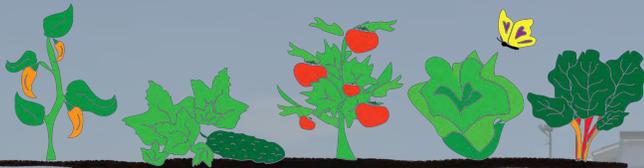
7 per month

799 Adult Participants

66 per month

4122 People Helped

343 per month



Interfaith Learning Garden

Interfaith Learning Garden teaches families how to grow their own food, encouraging healthy and cost-effective means for providing for food security at home.

- Almost 600 pounds of produce used in cooking classes or distributed to food bank families
- 53 varieties of vegetables, fruits and herbs grown
- 165 participants attended 18 Tours, Events, Sessions, or Workshops
- 469 Adults, 168 Children and 11 agencies provided with learning opportunities
- Over 800 Community Members participating in garden activities



Community Kitchen

Designed for group cooking classes and community programming, this large community space provided room for social distancing for emergency planning meetings and activities modified to meet health and safety guidelines.

Some of the regular activities offered in the Co-op Community Kitchen include:



Interfaith Helpful Hobbies



Interfaith Food Recovery Program

Information and Referrals

We connect community members with other resources within our community to address underlying issues that lead to food insecurity.

Common referral requests include:

**Housing
Financial Supports
Meal Programs**

**Employment Supports
Education & Training
Pregnancy Supports**

**Furniture & Clothing
Tax Preparation
Activities for children**

COMMUNITY ENGAGEMENT

We don't do anything alone, it is our community that comes together to support one another through our activities and initiatives.

Food Pod

In response to the Pandemic, all local programs that provide emergency food supports in our community combined resources and used funding from the Provincial Social Services Support for Covid-19 Grant. Interfaith Food Bank stewarded the grant on behalf of 12 local programs as we worked together to streamline food acquisition and distribution.

Organization/Project Component	Individuals Served	Adults	Children
Interfaith Food Bank - Food Hampers	10048	6236	3812
Lethbridge Food Bank Society - Food/hamper Services	9458	6539	2919
LSCO- Meals on Wheels	16249	1081	0
My City Care - Deliveries	1013	667	346
My City Care - Lunches	304	304	0
My City Care - Supplementary Food	1148	479	669
Sage Clan - Lunches for the Homeless	12800	12800	0
The Salvation Army - Emergency Disaster Services	936	936	0
Soup Kitchen - Hot Meals for Homeless	55037	55024	13
Streets Alive Mission - Evening Meal	32810	32810	0
Woods Homes - Youth Connections	226	201	25
YWCA - Women's Residence	219	181	38
TOTAL	140248	117258	7822

Christmas
HOPE

JOINING FORCES FOR THE HOLIDAYS

Working collaboratively with Christmas Hope Agencies, 1156 households were provided with holiday hampers, complete with all fixings for a special meal, and gifts for children. 1360 adults and 4448 children (5808 individuals) were supported through this partnership.

Working in partnership with school divisions and local agencies, the Ready Set Go Back to School Program provided over 800 local children with the supplies necessary for the First Day at School.

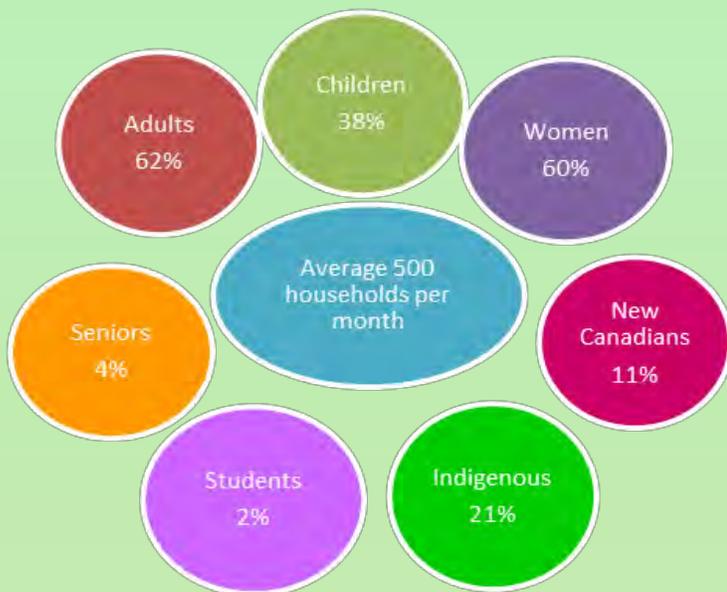


PUBLIC EDUCATION & ADVOCACY

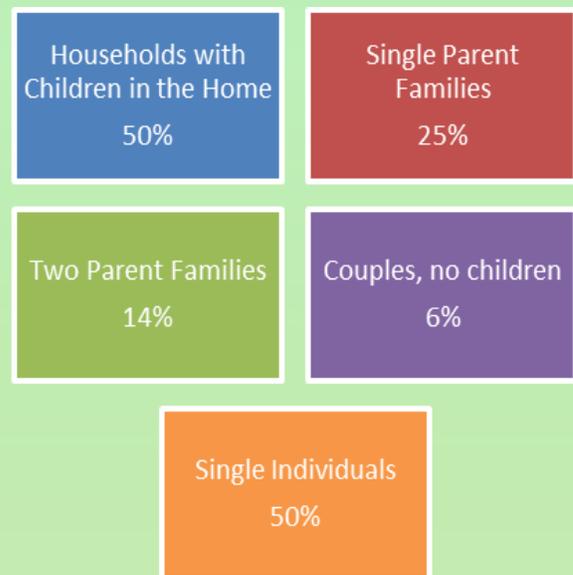
By telling the stories of those we support, we aim to influence policy and create opportunities for positive change.

We cater to those in a variety of situations, ranging from single-parenthood, to seniors on fixed incomes, to the under- or unemployed, and to those with other social or economic barriers. During times of crisis, anyone may find themselves in need of our services. We are here for our community, and prioritize vulnerable populations.

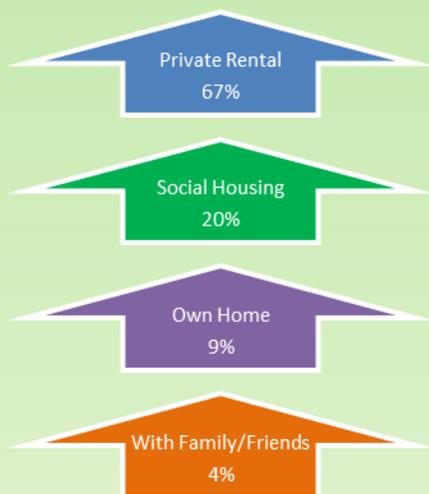
Demographics



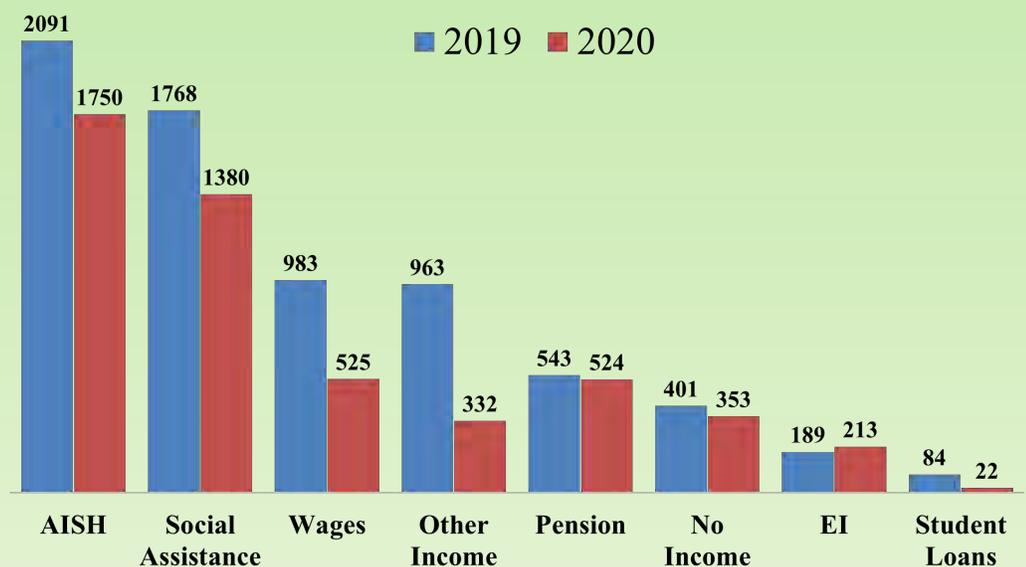
Household Dynamics



Housing Types



Number of Clients per Income Source



Interfaith Food Bank Strategic Plan 2021 – 2023

4 Foundational Pillars & 3 Year Goals

Administration & Governance:

Ensuring organizational accountability, governance, and capacity to achieve goals and objectives through planning and strategic decision making.

3 Year Goals:

- Enhance our governance framework to ensure it accurately reflects what needs to be in place to carry out the work to be done by the board and provide board development in areas that need improvement.
- Build financial stability through sustainable funding sources, diversified revenue streams, and a strong strategic approach to fund development.
- Build human resource capacity to implement the goals of the organization.

Operations:

Operations are run effectively and safely through detailed, efficient processes and policies while using nutritional guidelines to inform and support the community's needs.

3 Year Goals:

- Standardize our operational processes, train through one approach, and consistently communicate one message, "the IFB Way."
- Ensure we have the required infrastructure to support our operations.
- Enhance the management of our food supply and distribution through process improvements and technology.

Service & Care:

Providing support in an environment that is welcoming, inclusive, and accessible while empowering clients and decreasing barriers to service.

3 Year Goals:

- Enhance our client engagement.

Community Engagement & Public Education:

Developing opportunities for, and contributing to, conversations on poverty and food insecurity in our community. Supporting recommendations for change and working to find long-term solutions.

3 Year Goals:

- Strengthen partnerships and collaborations by nurturing the relationships through an intentional, measured, and consistent plan.
- Update and enhance our communications plan.
- Continue to build our sector leadership through advocacy for our clients.
- Build continuity in our donor and volunteer base by appealing to younger generations.

2019-2020 Board of Directors



Sue Griffiths
President



Carol McLean
Vice President



Penny Kwasny
Secretary



Jan Roth
Treasurer



Mike Durant
Director



Holly Kletke
Director



Jake Robinson
Director



Jan Johnson
Director



Marshall Gourlay
Director



Linda Sprinkle
Director

2020 Staff Team



Danielle McIntyre
Executive Director



Neil Heaton
Operations Manager



Gladys Karanja
Client Intake Supervisor



Joani Neufeldt
Donor Relations



Echo Nowak
Volunteer Coordinator &
Community Health Facilitator



Troy Tollestrup
Warehouse Manager



Joe Barsky
Driver & Operational



Mac Nichol
Events & Operational



Robyn Jonassen-Armstrong
Kitchen Facilitator &
Admin Support



Stone Patton
Marketing Coordinator



Echo Sulin
Garden Coordinator



Maren Cahoon
Kitchen Coordinator



Taylor Slezina
Early Childhood Educator

2020 Family Centre Kitchen Team



**INTERFAITH
FOOD BANK**
SOCIETY OF LETHBRIDGE

www.interfaithfoodbank.ca