



INTERFAITH FOOD BANK SOCIETY OF LETHBRIDGE

Annual Report 2021



CHARITY INTELLIGENCE 2021

**TOP 10 IMPACT
FOOD BANK**

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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

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 term solutions.

A Message from our President

We started 2021 with some trepidation as we faced an uncertain year ahead, not knowing what Covid would bring us next. We finished a roller coaster year with still some uncertainty, but with plenty of hope and faith in our community.

We managed to navigate our way through the challenges and difficulties that the Pandemic brought and were able to continue to offer access to food and serve our community, working together with other local organizations.



Some of our programs and fundraisers ran in modified formats and we continued to adapt to our changing world. In the background it was business as usual, and we continued to implement our strategic plan, improve our processes and plan for the future.

Of course, we did not do this alone. It took many hours of hard work by our staff, our board, our band of volunteers, and numerous donations of food and funds from our community to enable our success. This means that we begin a new year in a good position; ready to continue the fight to combat hunger and food poverty.

We know that with continued support and help from all of you we are able to fulfill our role and meet our goals. A huge thank you to all those who worked with us and for us, helped and supported IFB; you represent the generous spirit of our community and make us the wonderful organization that we are.

Thank You!

A handwritten signature in black ink that reads "Sue Griffiths".

Sue Griffiths, Board President



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

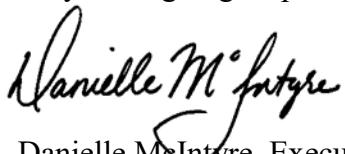
This was another year of uncertainty, but we have become well versed in both adaptability and flexibility! We are so grateful to our community for their continued support through the second year of the Covid-19 Pandemic.

We began the year under continued health restrictions, had a brief reprieve over the summer, and ended the year under restrictions again. A shortage of volunteers and supply chain issues continued to plague our operations, but in true Interfaith form, we managed to battle through to ensure we were able to continue our service to the community.

In addition to navigating the “new normal”, our Board of Directors buckled down into some serious strategic planning and an in-depth review of our Organizational Structure and Human Resources. This work has allowed us to come into the new year with well defined goals and objectives, position descriptions and key performance indicators that will ensure we’re on track for the upcoming increases in demand that we expect to continue through 2022.

We’ve expanded upon our partnerships and our Food Share programs have really taken off, supporting not only individuals and families through our own operations, but also agencies and other food security initiatives in Lethbridge and our surrounding rural areas. We’re excited to continue our work in Client Advocacy, and have expanded our Information and Referrals to ensure our client families are linked with other supports that will help them to move past the food bank line up.

We are extremely grateful to our community of supporters and our volunteers for sticking with us and we know we can count on their support in 2022. On behalf of our Board of Directors, volunteers and those we serve, thank you for your ongoing help in our fight against hunger.



Danielle McIntyre, Executive Director



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.



More than 150 volunteers contributed 14,499 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.

1112 hours - Board of Directors

4520 hours - Warehouse

2153 hours - Client Intake

1619 hours - Administration

1531 hours - Hamper Pulling

1226 hours - Thrift Store

1296 hours - Hamper Building

591 hours - Food Sorting

451 hours - Interfaith Learning Garden

COVID-19 WORLD WIDE PANDEMIC

After two years of operating during a pandemic, we learned that a “new normal” would mean having to adapt, to be flexible, and to make do.

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
- Continued interruptions 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 continued to wreak havoc on our operations and Covid Fatigue set in hard, but the spirit of our community kept us going. Never before have we had to ride so much on faith, but yet again, somehow we made it through!

Covid for us has been a double edged sword, and a silver lining.

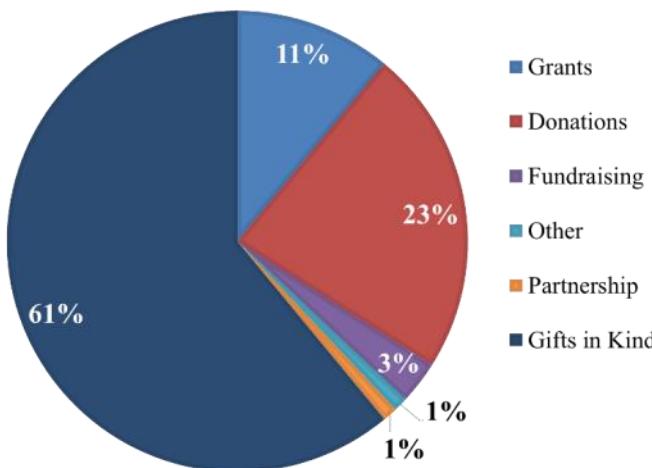
Sometimes it takes a major storm to shake things up and settle into how things should be.

With so many Canadians struggling at once, all of a sudden we realized the essential nature of food.

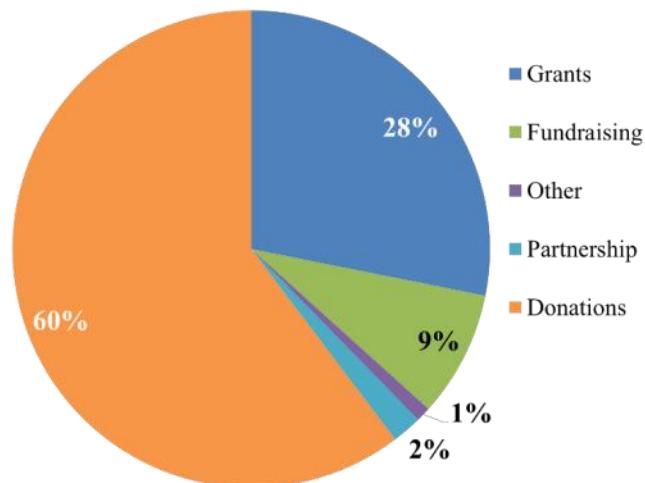


FINANCE & FUNDRAISING

INCOME BREAKDOWN 2021



FINANCIAL BREAKDOWN 2021



\$1,925,563.85
*Total Gift in Kind
Donations*

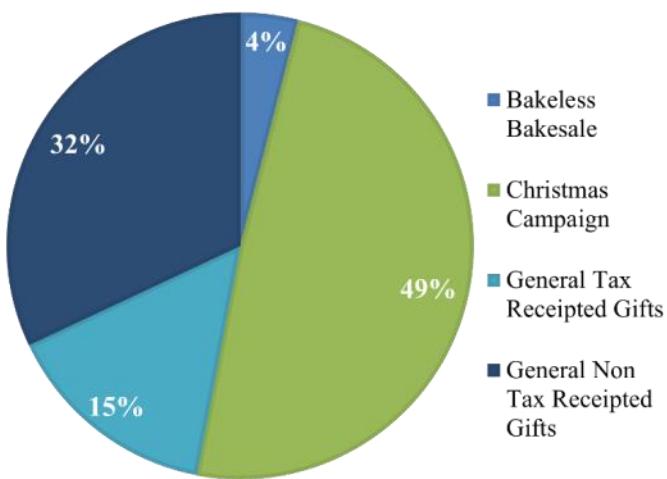
Food
98%
\$1,887,140.38

Non-Food
2%
\$38,423.47

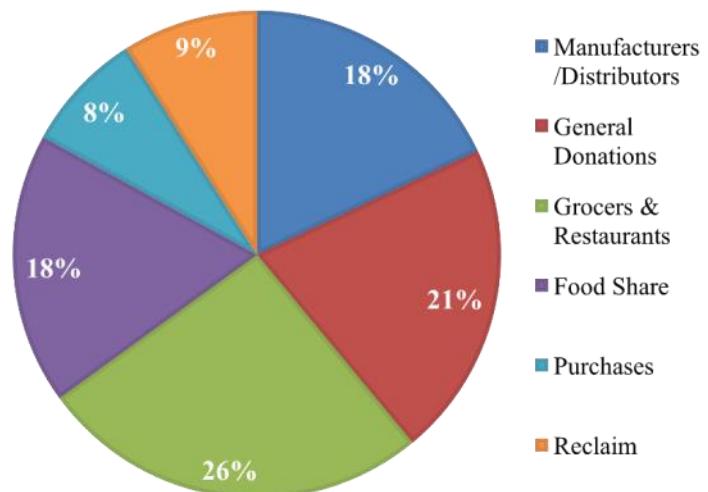
Non-Food Distributed to Clients
68%
\$26,331.53

Non-Food Used for Fundraising
32%
\$12,091.94

FINANCIAL DONATIONS 2021



FOOD INTAKE 2021



The majority of our support is received In-Kind, primarily in food. The bulk of our finances are received from donations, grants and fundraising initiatives.

GRANTS AND FUNDERS

We do not receive ongoing funding from any source, but instead are eligible for project specific grants. In 2021, we were able to access additional funds due to the focus on Covid-19 and the elevated importance of food security. The majority of our support is received in 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 2021, we received support through:

- Emergency Community Support Fund (ECSF) for our Food Share Programs and continued operations throughout the pandemic and recovery phase
- 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 Subway Canada and several corporate partners
- Food Explorers E-learning grant to take our youth cooking classes online, supported by The Hershey Company
- Food Banks Alberta Covid Relief Grant to support our new Client Advocacy Program
- Food Banks Alberta Bulk Food Purchases Grant
- Food Banks Alberta Rural Transportation Grant

The United Way also distributed funds from the Federal Emergency Community Support Fund, and we received support for our Special Dietary Needs program as well as from the Community Fund to support our Baby Bundle Program.



We were very proud to receive support from the Henry S. Varley Fund for Rural Life to develop our Rural Food Share Program that supports food banks and food security initiatives all over Southern Alberta.

Thanks to support from the Local Food Infrastructure Fund, we were able to purchase a refrigerated van for our Fleet that Feeds. Together with our cube van and pickup truck, our fleet moves food in and out of our food bank, and shares stocks with both our Urban and Rural Food Share Partners.



As we accepted emergency Covid-19 funds in 2020 on behalf of 12 partner agencies in our Food Pod, we were also fortunate to receive additional funding from FCSSAA to continue or work in streamlining the acquisition and distribution of food in our region.



Hobgoblin Holdings joined the Food Bank Guardians Program and made a pledge to provide Interfaith Food Bank with \$10,000 each year for 5 years. Food Bank Guardians ensure capacity for future services through substantial multi-year commitments.



The **Second Door** *Thrift Store*

*With the assistance of volunteers,
donated items are turned into funds for
food and operational costs. Almost
\$30,000 was raised in 2021.*



In lieu of the annual Rob Dixon Memorial Car Show, we raffled a classic car and more than \$7000 was raised through ticket sales.



*Community members brought in their refundable recycling.
Over \$10,000 was raised on our behalf.*

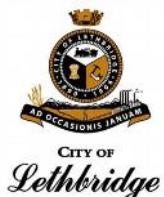


*Our Charity Dinner & Silent Auction was adapted to a City Wide Dinner Party format, in partnership with restaurants, caterers and radio stations.
Over \$40,000 was raised.*



The City Wide Food Drive took place in June and volunteers worked to collect and sort over 73,000 pounds to support Interfaith Food Bank and Lethbridge Food Bank.

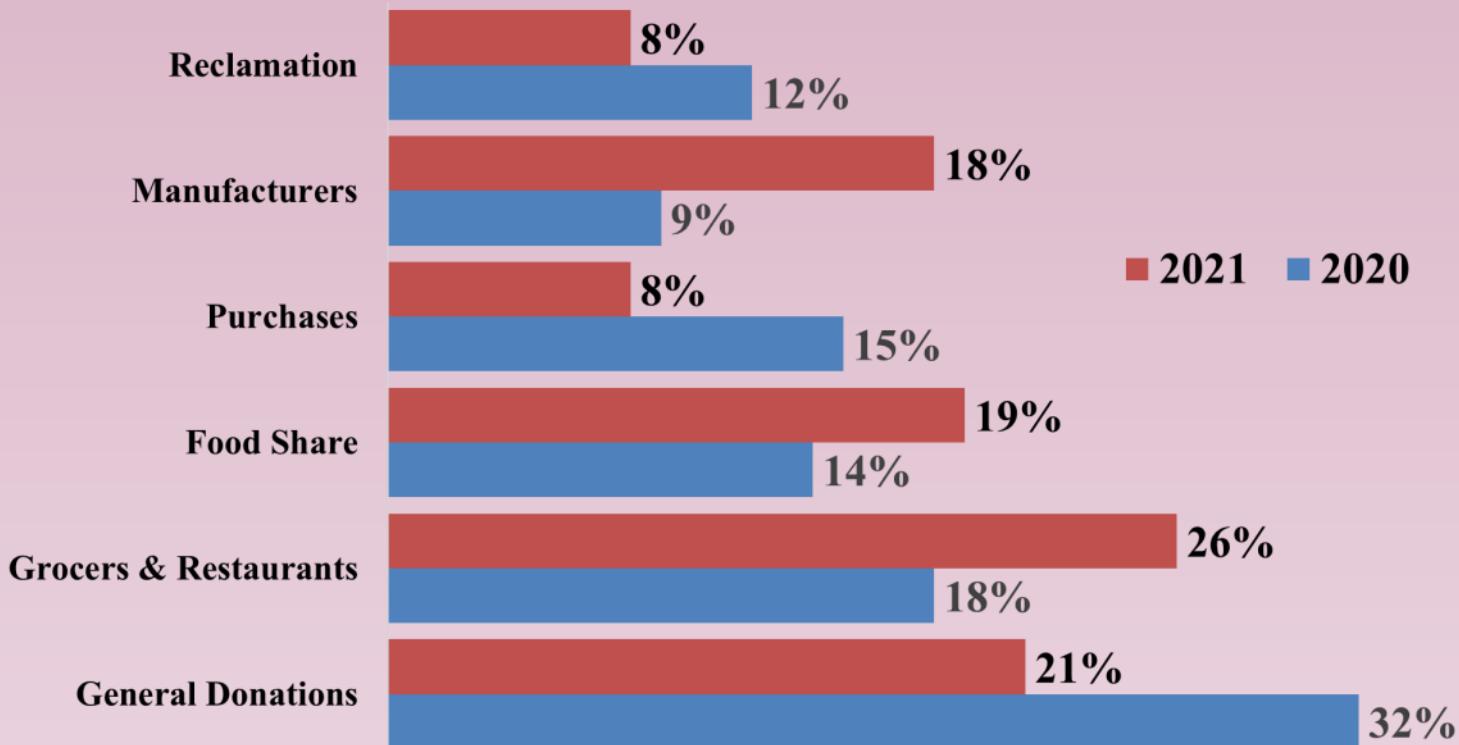
2021 SPONSORS & MAJOR CONTRIBUTORS



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 2020-2021



*Food Surplus
End of 2020:
112,366 pounds*



Food Share

*40,372 pounds shared through
Urban Food Share Program*

*68,755 pounds shared through
Rural Food Share Program*

*74,876 pounds shared through
Southern Alberta Food Hub*

*Food Intake 2021:
828,256 pounds*



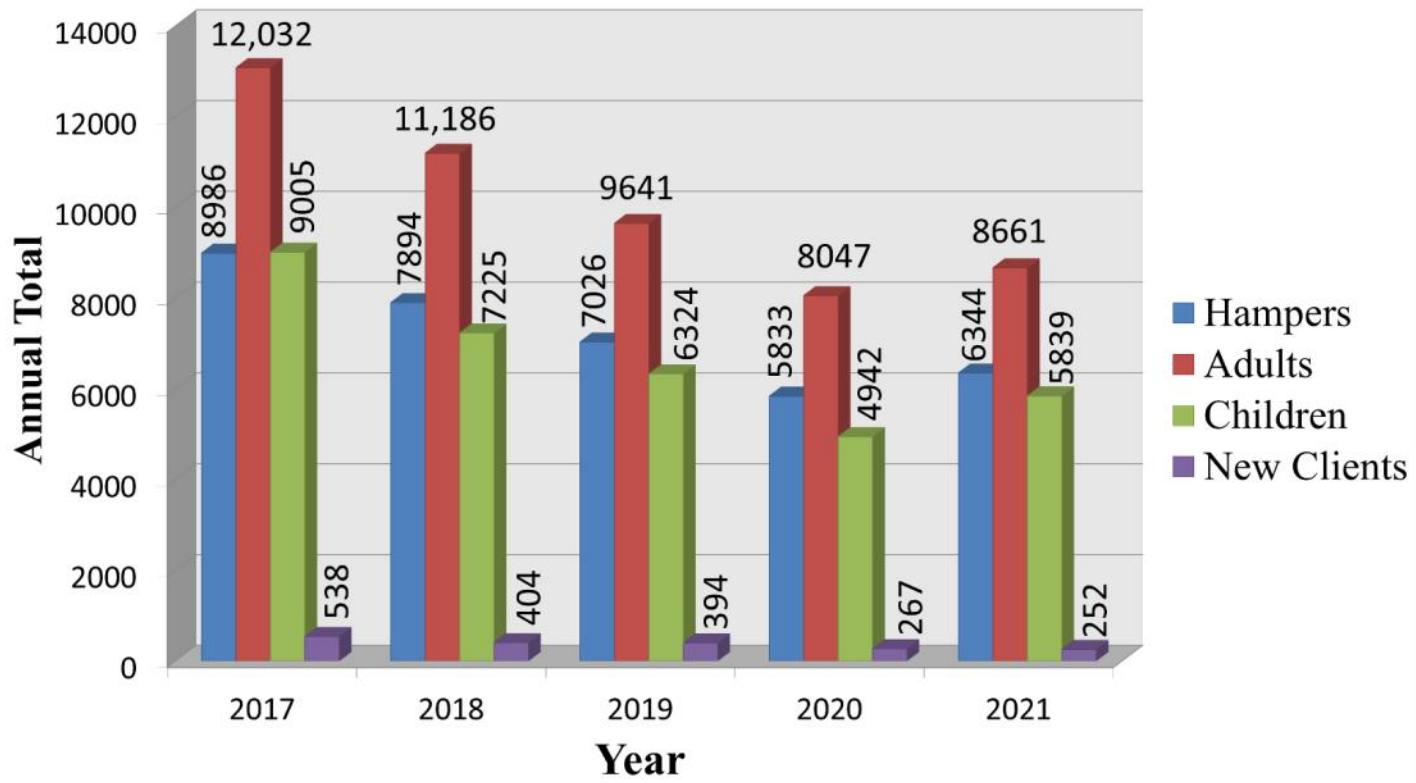
*1709 Healthy Food Packs
distributed to children*



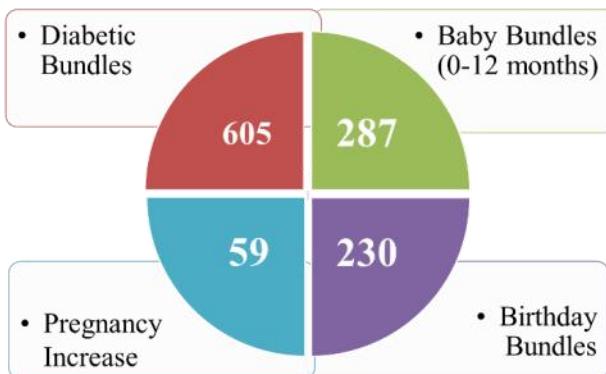
Emergency Food Assistance

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

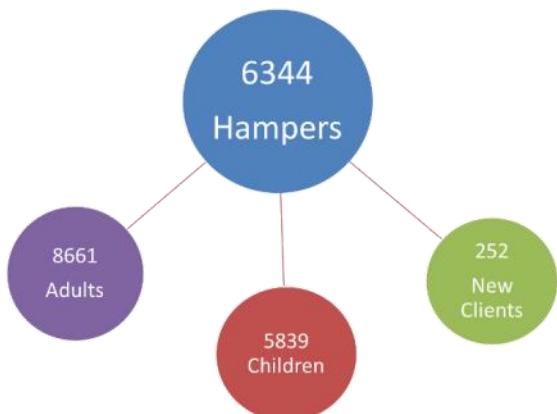
**IFB Annual Totals for Hampers,
Adult & Child Clients, and New Clients
2017-2021**



Additional Food Packages



2021 Food Hamper Statistics



We provide:

Monthly Hampers

Daily Supplements

Information & Referrals

Client Advocacy

Outreach Services

Baby Bundles

Pregnancy Increases

Clothing Vouchers

Birthday Bundles

Diabetic Bundles

School Supplies

Christmas Hampers

Special Dietary Needs



Interfaith Kitchen

Chinook Country



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

Youth Programs 2021

63 Youth Sessions

574 Child Participants

12 Big Chef Little Chef Sessions

83 Adult Participants (BCLC)

40 Food Explorers Sessions

8 Young Chefs Sessions

72 Adult Sessions

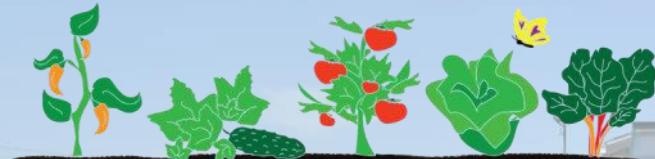
6 per month

1178 Adult Participants

98 per month

6605 People Helped

550 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.

- Over 700 pounds of produce used in cooking classes or distributed to food bank families
- 47 varieties of vegetables, fruits and herbs grown
- 135 participants attended 17 Tours, Events, Sessions, or Workshops
- 462 Adults, 230 Children and 5 agencies provided with learning opportunities
- Over 740 Community Members participating in garden activities
- 48 volunteers spent over 450 hours planting, tending and harvesting the garden



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.

150

Bookings

750

Participants

10

User Groups

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



**Interfaith
Helpful Hobbies**



**Shop Smart
Collective Kitchen**



**Interfaith Food
Recovery Program**

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

Information and Referrals



Most Common Referral Requests 2021

Mental Health/Abuse
Income Supports
Parenting

Housing
Employment
Life Skills/Budgeting

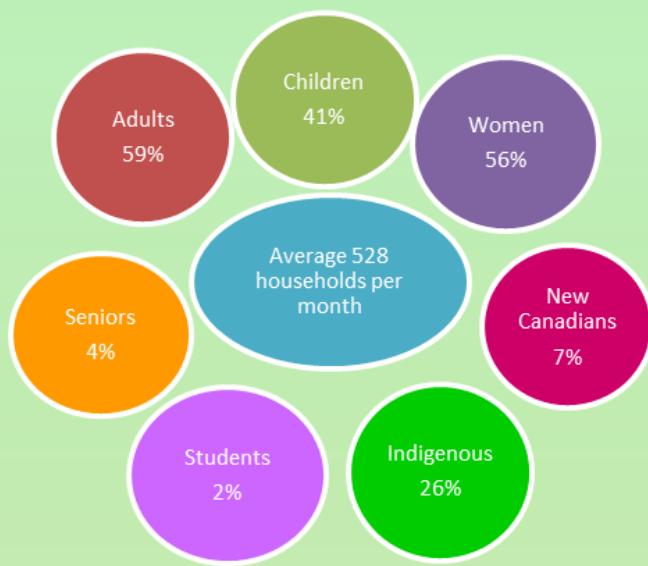
Legal/Taxes
Community Connections
Education/Nutrition

PUBLIC EDUCATION & ADVOCACY

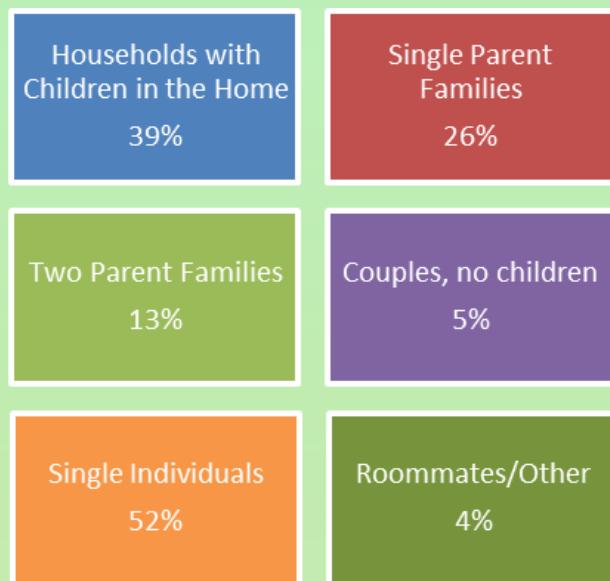
By telling the stories of those we support, we aim to influence policy and create opportunities for positive change.

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.

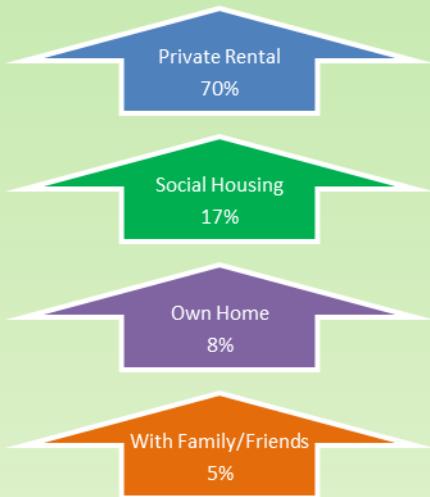
Demographics



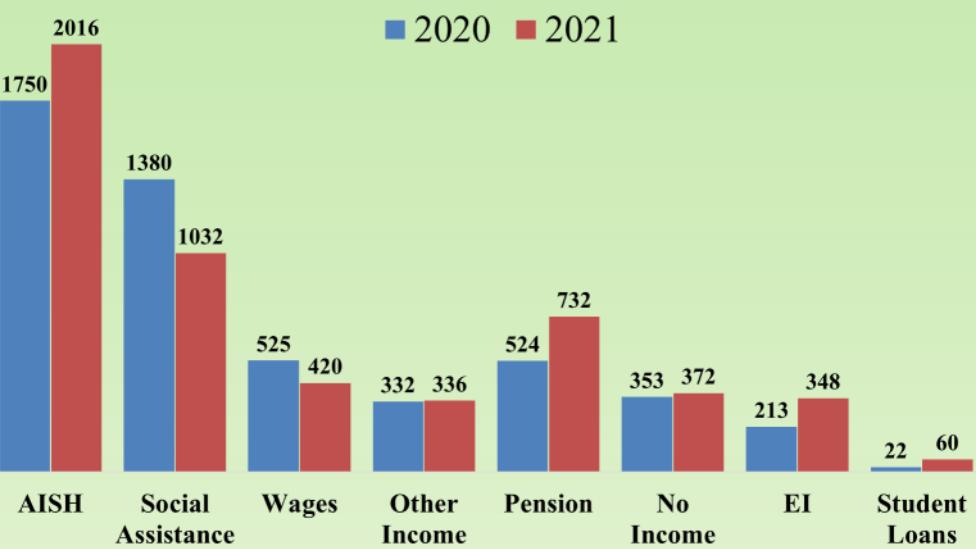
Household Dynamics



Housing Types



Number of Clients per Income Source



COMMUNITY ENGAGEMENT

We are engaged with our community, reliant on our community, and involve community with all of our activities. Collectively we have the best impact.

CHRISTMAS HOPE



Working collaboratively with Christmas Hope Agencies, more than 1300 households were provided with holiday hampers, complete with all fixings for a special meal, and gifts for children. 2656 adults and 5088 children (7744 individuals) were supported through this partnership. Almost 700 Christmas Hope volunteers contributed almost 7200 hours of service to ensure every family had the chance to enjoy a Merry Christmas.

Working in partnership with school divisions and My City Care, *Ready Set Go Back to School Program* provided over 750 local children with supplies for the First Day at School. Due to the pandemic, drive-thru events were hosted on the North, South and West sides of Lethbridge, and additional supplies stocked schools.



Together with multiple community support agencies, especially those that support the unhoused, we held our first City Wide Water Drive and our local food banks were able to recruit thousands of bottles of water to support community members during the summer heat wave.

Thanks to cooperation with partners, both rural and urban, our food share programs have continued to have even greater impact. Collaborating with over 60 local and area food banks, community support programs and food security initiatives, we shared 76% more food in 2021 than in the previous year.



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.

2020-2021 Board of Directors



Sue Griffiths
President



Carol McLean
Vice President



Penny Kwasny
Secretary



Jan Roth
Treasurer



Casey Hellawell
Director



Holly Kletke
Director



Jake Robinson
Director



Jan Johnson
Director



Marshall Gourlay
Director



Darren Armah
Director

2021 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
Support



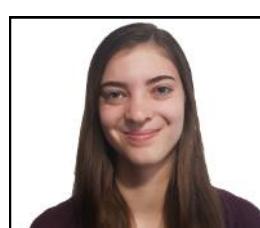
David Smith
Rural Food Share



Dada Oluseyi
Urban Food Share



Mackenzie Bobee
Marketing Coordinator



Myla Krippel
Garden Coordinator



Kaitlyn Lang
Executive Assistant

2021
Family
Centre
Kitchen
Team



Maren Cahoon
Kitchen Coordinator



Kimberley Harvey
Early Childhood Educator



INTERFAITH
FOOD BANK
SOCIETY OF LETHBRIDGE

www.interfaithfoodbank.ca