

GLOUCESTER
EMERGENCY
FOOD CUPBOARD

CENTRE DE SECOURS
ALIMENTAIRE DE
GLOUCESTER

Annual Report

2015



From Our Board Chairman



It's been a very busy year at the Gloucester Emergency Food Cupboard; a year of looking closely at ourselves; a year of becoming more and more clear about who we are in this ever changing scene in Gloucester.

It was a year of assessing what we do, and how we do it. While our vision is clear, we are visiting and implementing some policies and procedures that will help facilitate a healthy, dynamic working environment for staff and volunteers.

In keeping with the "Accessibility for Ontarians with Disabilities Act, 2005," the board has adopted an Accessible Customer Service Policy and "Integrated Accessibility Standards Regulations". In implementing these directives, we hope to ensure that the Cupboard provides services to people with disabilities in a manner that allows them to maintain their dignity and independence.

The Board is deeply grateful for the team of dedicated and hard working volunteers and their contributions this year. Without their devotion to making a difference, none of what we do would be possible.

I am sad to report that effective May 2016, Gwen will be stepping down from her role of Executive Coordinator after eight years of faithful service. Gwen and her husband will be embarking on a new adventure as he begins a new job in Alberta. We are truly grateful that under her excellent leadership, we have continued to serve our community in significant ways. It is not by chance that the Gloucester Emergency Food Cupboard continues to be recognized by the larger community as a safe and trusting place to come in time of need.

As you read the 2015 Annual Report, what you will discover is both heart-warming and disheartening. It is heart-warming because of the tremendous community support and the incredible people who we serve. It is disheartening because hunger in our community still exists. As long as this problem of hunger persists, we will not give up our efforts to serve our neighbours and it is clear by the generous support of our community that you will not either. ~Don Collar

From Our Executive Coordinator



As each new year begins, we can be assured of two things. First, we are 100% committed to continuing to provide a 4-day supply of food to people in our area, who need it - and there are always people who need it. Second, we can be 100% certain that each year will bring challenges and changes but we never know what they will be. The year 2015 was certainly no exception and we saw changes. Many long-time volunteers left and they are dearly missed by those who remain, but we also gained many new and welcome faces who have begun to find their own place in the fabric of the Food Cupboard. We moved from capturing our client information on paper files to transitioning to using an online system. As we began 2015, the number of people accessing food had decreased by a small amount, but as world-events unfolded, especially in Syria, we had no way of realizing how much those events would directly effect our local foodbank in Gloucester, at the very end of the year and into the beginning of 2016! And even as our donor base has shifted somewhat in 2015, gaining new donors and friends and losing others, we know that our community cares because they have responded to our needs by donating food, money, and time, especially in the beginning of months of 2016 and the many Syrian refugees that have moved into our area requiring extra assistance for food.

When I contemplate the past 8 years and how things have changed at the Food Cupboard, in our City, in the world, and in our society, it is clear that we will continue to move forward and that we MUST continue to change. As I leave the Food Cupboard, following my family across the country to Alberta, I know that I will personally miss all of the volunteers, community partners, clients, people from businesses, school and churches who have also become dear friends. It is reassuring to know that the Food Cupboard will move forward and continue to be successful because of the people working together who care about helping out in our community and making a difference one person at a time. That is why, I want you to keep this quote in mind over the next while as we transition to new leadership and changes. "Don't be afraid of change. You may lose something good, but you may gain something better." author unknown

In the following pages you will see a snapshot of what the year 2015 was for us. We are able to do what we do because we do it together. As we continue to meet the needs of those who come to us for help, we will continue to strive to provide the best service we can and embrace change that is necessary to make this happen. To all of you who have supported the GEFC, thank you for the difference you have made and will continue to make as we move forward.

~Gwen Bouchard

Board of Directors

Don Collar - **Chairman**
 Jim Bogues - **Treasurer**
Directors:
 Ann Frederking
 Andrea Balfour
 Linda Lalonde

Grace Skowronski - **Vice Chair**
 Tracy Martineau - **Secretary**
 Genevieve Gazaille
 Claudette Friesen
 Mark Cimon

Georgina House
 Tim Comerford

Vern Greenshields
 Colin Webster

Those We Serve

Each family group and individual has a unique story and though statistics don't tell the whole story, they do help to begin to paint a word picture of those we serve. The numbers demonstrate that there was a rising increase in our program usage between 2008 and 2013, with a drop in the number of people requesting food assistance in 2014 and 2015. You will see a comparison of some numbers between 2014 and 2015.

Client Statistics 2014 / 2015

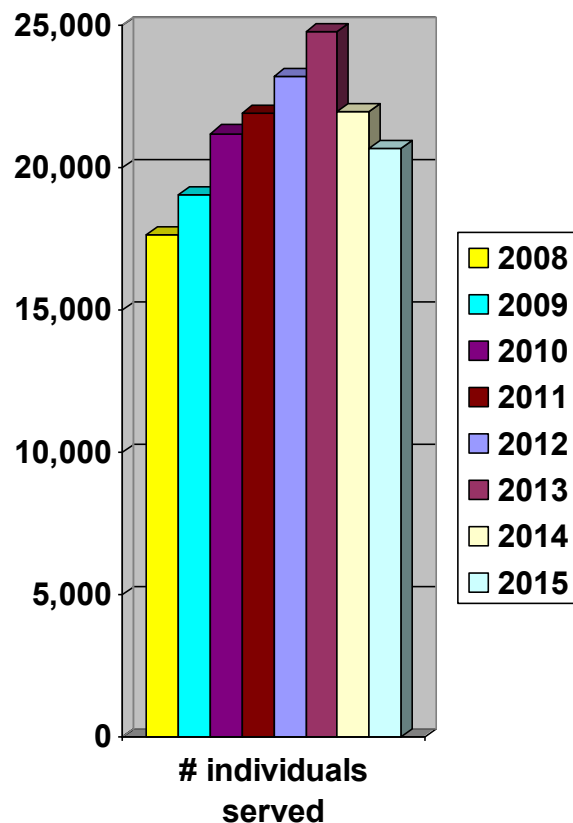
Numbers

Avg. # of persons served per month	1832	1724
Total # of individuals served in	21,984	20,692
Avg. # families per month	517	511
Avg. # of persons per family	3.5	3.45

Percentages

Adults	57.6%	58.9%
Children	42.4%	41.1%
Singles	21.8%	25.8%
Single Parents	28.7%	27.3%
Seniors (over 64)	2.4%	3.1%
Families with repeat visits	20.5%	17.9%

Client Usage Stats since 2008



Client Success Story

Jenny (name and some details have been changed) found herself a single mom and student, left on her own from a relationship gone wrong trying to figure out where to find diapers for her baby for the next day. She was referred to us by the Resource Centre for help with food and diapers.

After using our program for a time, her circumstances changed, she had a job and a growing family and did not need extra help anymore.

She has remained very committed to playing an active part in her community and to making a difference in the lives of people who are in need just as she was. One of the things that she does every year is to hold a diaper drive in the Spring, where she collects diapers for us to use when distributing monthly food and toiletries. This has become a very big event and we receive thousands of dollars worth of diapers of all sizes.

In April, she found out that we were low on diapers one Monday evening, so she jumped in her vehicle, pyjamas and all, and made an early, partial delivery of some of the diaper sizes that we needed that night. The rest of her delivery came later that week! Thanks!

Supporters

1. Churches and Faith Groups

Annunciation of the Lord Parish	Rothwell United Church	Church of Christ	Rothwell United Women
Greenbelt Baptist Church	Epiphany Anglican Church	Orleans United Church	Bethany United Church
Resurrection Lutheran Church	St Helen's Anglican Church	Pine Grove Bible Church	Riverview Park Church of Christ
St. Gabriel's Parish	Fusion Youth	St. Mary the Virgin Anglican	
Hawthorne United Church			

2. Businesses

Telesat - Major Sponsor (\$5000)

Macartney Farms	Bulk Barn	Starbucks	Tim Hortons - Gloucester Centre
Canadian Tire	Orleans Bakery	Beacon Hill Dental Centre	Tim Hortons - Montreal Rd.
Centurion Dental Centres	Dove Tale Collections	Shopper's Drug Mart	No Frills
Curves on Shefford Rd.	Loblaws - Gloucester Centre	Herb and Spice on Wellington	Gloucester Centre
Giant Tiger	Cora	Hop 'n Vine	Dominion City Brewing
Clinique de médecine St. Joseph	NRC - HR Branch	Enbridge Gas Distribution	Walmart
Solicitor General	Rogers Communications	BPS Health Canada	Metro
Health Canada	JA-Doc Holdings, Inc.	RBC	Ministry of Finance
Connexion Family Health team	Myers Chev, Buick, GMC	PCL Construction	Bearbrook Farms
Public Safety Offices	Performance Mazda	TD Canada Trust	Sealtest Milk

3. Schools

Colonel By Secondary	Gloucester High	Lester B. Pearson Secondary	Ashbury College
St. Matthew Secondary	Henry Munro Middle School	Convent Glen Elementary	Forest Valley Elementary
Terry Fox Elementary	Robert Hopkins Elementary	St. Brother Andre Catholic	John Paul II Catholic
Le Phare Elementary	St. Kateri Tekakwitha Catholic	Glen Ogilvie Elementary	Henry Larsen Elementary
Herzig College Student Council	La Cité Collegiale	Thomas d'Arcy McGee Elementary	
École catholique élémentaire la Vérendrye			

4. Other Supporters

Numerous service clubs, community groups, scouting and guide groups, government offices, business offices and other groups held food drives, raised money for the GEFC, donated time and other resources, donated funds, non perishable food items, fresh garden produce, donated to us in honour of a birthday, anniversary or death of a loved one, sponsored families at Christmas, and donated vehicles and manpower to pick-up and deliver food on our behalf. These groups cover the whole spectrum of age and demographics, and are many and varied. It is difficult to name them all without missing some but please know that we are so grateful for your support.

Of **special note** are:

***Gloucester North Lion's Club** who donated \$2000 from the **Magical Village**.

***Ottawa Artisan's Guild** hold 2 craft shows every year at **Lester B. Pearson School** and collect food and monetary donations (usually over \$1000) on our behalf

***Orleans Choirfest** also supports us faithfully every year and we received over \$1500 from them as a result of their annual event.

Elected Representatives

We would like to express appreciation to our elected representatives for their efforts on our behalf in 2015.

Councillor Tim Tierney of Ward 11 Beacon Hill - Cyrville invited us to be one of the beneficiaries of his fourth annual 'Celebrate Summer' which was a very successful event, gratefully receiving over \$2000. Whenever we need help with anything, we call on Councillor Tierney's office.

*Though no longer our federal MP, Royal Galipeau was a regular supporter, ensuring we received our Canada Summer Jobs grant and once again, honoured one of our volunteers, Pat Gregoire, for her many years of service in the community, at his Annual Hearts of Gold Volunteer event. We look forward to a similar relationship with our new MP Maril Belanger, wishing him well through his recent health challenges.

Government Funding

The GEFC receives an annual funding grant from the City of Ottawa, which in 2015 was \$45,821. We are also grateful to the City for the efficient and prompt support and care of our physical building and the fact that we do not have to pay rent or utilities. That support is vital to our program! We received a new rear delivery door and new paving to our rear delivery door in 2015.

We received a federal job subsidy from Canada Summer Jobs to offset the cost of hiring a university student for the summer. This enabled us to hire our student, Maegan Gordon, for 14 weeks from May through August.

Cooperative Efforts

1. Ottawa Food Bank

We receive approx. 25% of our food for distribution through the **Ottawa Food Bank**. We are thankful for this cooperative relationship and are proud to be one of their member agencies. They provide invaluable support and through them we are able to have access to products that would be more difficult for us to access as an individual food program. Each March we also participate in Hunger Count, where statistics are collected from food programs across Canada and then compiled into one document that can be found on the web - just search for Hunger Count 2015. We also proudly participate in educational events and sharing of best practices with other member agencies across the City.

2. Parade of Lights

We would like to thank the Parade of Lights organizers (the Ottawa Firefighters Assoc.) for organizing the annual Parade of Lights. We were a part of the Nerds On Site float in the parade handing out candy and allowing us to have exposure, in our community, to over 150,000 people.

3. Jardins Arrowsmith Gardens

This community garden is located right beside the Food Cupboard building. The gardens are organized and run by a separate Board of directors but clients of the Food Cupboard are given priority to grow a plot for a very minimal cost. We also receive produce from two of the plots and extra produce from the plots of each of the gardeners.

4. Other Programs

Throughout the course of the year we have worked cooperatively with a number of other programs referring clients for services through the **Eastern Ottawa Resource Centre** (one of their intake workers spends Friday mornings at our location), the **Snowsuit Fund**, the **Caring and Sharing Exchange (formerly Christmas Exchange)**, , the **City of Ottawa Public Health Department**, the **Salvation Army, Helping with Furniture**, and other local food agencies when clients have come to us from out of our geographic area. We also receive extra donations of popular, non-perishable food items from the **Orleans-Cumberland Food Program** which is a great asset to our food distribution.

Fundraising

A number of fundraising activities took place in 2015

1. The autumn Direct Appeal Campaign, which targets previous donors, was our largest fundraiser, as it is every year.
2. Our general letter campaign was distributed, this year, through a flyer distribution company which targeted households within our catchment area.
3. Third Party fundraisers - Various groups and individuals hold individual food drives and fundraisers that also benefit us, greatly, both monetarily and with food donations. These are outlined in the previous pages. We are actively involved in these fundraisers by attending, providing extra volunteer support, speaking at events representing the Food Cupboard, and picking up donations and food that have been collected.

Volunteers

Our volunteers are the backbone of our organization. We would not function without the countless hours that are contributed to make our program work. The range of tasks that are completed is extensive and often changes. Whatever the task or responsibility, someone can always be found who is willing to take it on. One of the strengths from our volunteers is the sense of ownership they take with their responsibilities. The job gets done and gets done well! We have 13 volunteers leave in 2015, many who had been with us for a long time. We miss them! We also had 20 new volunteers added to our roster bringing with them new energy and enthusiasm. We welcome them!

We maintain a waiting list for those who would like to volunteer and the current wait time continues to be about a year. When a need for extra help arises, our volunteers are there. It is a privilege to work with those who are so committed!!

Number of Volunteers in 2015	
Adults	98
Students	28
Total	126
Number of Volunteer Hours in 2015	
Adults	10569
Students	331
Total	10900

*Volunteers completed the equivalent of almost 5.2 full-time employees in 2015

*It would cost us almost \$122,625 to pay for these full-time employees at minimum wage.

A note on our Financial Statements

Our 2015 fiscal year was successful, and we are very grateful to our community for continuing to help us accomplish our mission. To see a complete summary, please consult our audited financial statements done by the firm of Roger Millette, Professional Corporation.

Initiatives and Changes

Over the past year, we have moved forward with some other initiatives such as:

1. Link2Feed Client database - Our client information, visits and statistics are now collected on this online database format, making it easier to collect data, make reports and share statistics with other food bank agencies across Canada, while still maintaining total client confidentiality for anyone who walks through our doors.
2. We now provide Halal meat (either chicken or ground beef) as one of our protein options, along with all of our regular options and are thankful for our meat suppliers for giving us great deals on pricing.
3. We have added 2 new freezers to replace our older freezers that had either stopped working or on their last legs.
4. We will be transitioning to a new donor management system which will help us to better be able to manage our donors, and issue tax receipts quickly and more easily by e-mail.