

ANNUAL REPORT

2010-2011



Fighting Hunger...Feeding Hope
1986 - 2011

HUNGER IN MISSISSAUGA

I am a mother of 2. Approximately 85% of my monthly income goes to paying for food and housing costs. When the kids need shoes, winter clothing or recreation, I use some of my food budget. These are the months that I go to the food bank.

DEMOGRAPHIC STATS

Clients who are children: 43%
Canadian citizens: 66%
Born outside Canada: 67%
Families with children: 70%
With at least a post secondary education: 39%
With a disability: 33%

EFFECTS OF THE ECONOMY

New clients

Clients using food banks for 6 months or less: 41%
Clients using food banks for 1 year or less: 59%

Reasons for new visits include

Losing their jobs: 37%
New to the area: 26%

For clients who have someone in their household employed

Average hourly wage: \$12.00
Median hours of work per week: 27.5
Percentage without either drug or dental benefits: 70%



HUNGER

Adults who go hungry at least once per week: 27%
Children who go hungry at least once per week: 16%
Adults not eating for a whole day because of lack of money: 32%

INCOME

Median monthly household income: \$1,341
Receive Ontario Works (OW) as their main source of income: 41%
Employment as their main source of income: 20%
Households with at least one person employed: 33%

HOUSING

Average monthly rent (market rent only): \$1,000
Percent of income spent on rent/mortgage including utilities: 74%
People who pay market rent: 81%

**All statistics provided by Daily Bread Food Bank based on client-volunteered information given in a confidential survey. (Released September 2011)*

FROM THE EXECUTIVE DIRECTOR

Dear Friends,

The Mississauga Food Bank has successfully completed its first year operating exclusively as a distribution centre 'hub' serving its growing network of member agencies and their clients. Our unique strength continues to be the valued relationships we have with our network of agency food banks, breakfast programs, shelters, pantries, hot meal programs, centres for youth and seniors, and other food programs.

At the beginning of the year, I established a priority of growing our network of agencies to better serve our community with increased accessibility to food sources. I am pleased to report that The Mississauga Food Bank warmly welcomed 8 new member agencies resulting in a total of 27 agencies (111 programs) that we currently serve. We will continue to seek additional agencies wishing to join our network and to better serve those living in Mississauga with food insecurity.

The Mississauga Food Bank sourced, managed, and distributed 1,571,056 lbs of food last year. More importantly, we established new food donor relationships

assuring an ongoing and increased supply of nutritious food for distribution.

The Mississauga Food Bank strengthened its support this past year with significant growth in the number of corporate and individual donors, on-line giving, website hits, and recipients of our newsletters. Last year we achieved an 8% growth in revenue.

At last year's Annual General Meeting, I reported that food bank use in Canada had reached an historic high. Unfortunately, The Mississauga Food Bank also reached an historic high serving 38,000 clients each month as poverty-related hunger and food insecurity grew to record levels. Furthermore, we have not experienced any decline in food bank use as the media reports on the global economic 'recovery'. As in past downturns, our clients will be the last lifted out of poverty-related hunger.

In conclusion, I am pleased to report that The Mississauga Food Bank had a successful year sourcing the necessary funds, food, and volunteers to meet the record demand for our services and to positively impact those who are hungry in our community. This tremendous support is confirmation of

our mission, vital to our operations, and gratefully appreciated!

I look forward to another year of working together growing our network, sourcing greater amounts of fresh and nutritious food, and securing the required funds and resources to keep **fighting hunger and feeding hope** in Mississauga.

Chris Hatch



Chris Hatch receiving a donation of tomatoes from a local seniors' residence.

ABOUT THE MISSISSAUGA FOOD BANK

What We Do

The Mississauga Food Bank is the largest food distribution program in Mississauga, Ontario supporting over 38,000 clients each month through 111 food programs, including the city's seven food banks.

The Mississauga Food Bank no longer provides food directly to clients, but sources, manages and distributes food to community agencies. We call this the "hub and spoke" operating model.

How We Work

The Mississauga Food Bank sources, warehouses, and distributes millions of pounds of food each year through its growing network of recipient agencies. Food is sourced through corporate and individual donations, sponsorships, and through our collaborative membership with the Ontario Association of Food Banks and Food Banks Canada.

Funding for The Mississauga Food Bank's ongoing operations is received from generous individuals, corporations, service clubs and groups, foundations, Region of Peel, the Ontario Trillium Foundation and 3rd party events hosted on our behalf.

The Mississauga Food Bank Network

To serve our clients fairly and efficiently, The Mississauga Food Bank has divided the city into a network of service delivery areas corresponding to postal codes. Clients are assigned to a food bank based on the postal code of their current residency. These food banks are autonomous charitable organizations led by staff and volunteers who pick up food, stock shelves and

support clients by distributing food and providing personal advocacy services.

The Mississauga Food Bank provides 50 to 95% of their food requirements (the balance coming from local food drive initiatives) along with support in the areas of client relations, fundraising, transportation and planning.

This system allows The Mississauga Food Bank to focus on what we do best - sourcing, managing and distributing food, and in turn allows our member agency food banks to focus on what they do best – serving their clients.

Through this system we will be able to continue fighting hunger and feeding hope for the 17% of Mississauga's population who live in poverty.



MEMBER AGENCIES

The Mississauga Food Bank provides food supplies to 111 food related programs through the following member agencies. Through these agencies we assist approximately 38,000 people a month.

- Active Coptic Seniors in Mississauga
- Breakfast for Kids (Over 80 Breakfast Programs in Mississauga are eligible.)
- Breakfast with Santa Foundation
- Canadian Coptic Children's Program
- Deacon's Cupboard
- Eden Community Food Bank - Battleford
- Eden Community Food Bank - Unity
- Erin Mills Youth Centre
- Halton Recovery House (a Hope Place Centre)
- Hope Place Women's Treatment Centre
- ICNA Relief Canada
- Interim Place I
- Interim Place II
- Lakeshore Community Corridor Team
- Malton Food Bank
- Our Place Peel
- Peel Association for Handicapped Adults
- Peel Multicultural Council
- Seva Food Bank

I am on a fixed income and my husband passed away 8 years ago. I consider myself independent. I am a wise shopper and a good cook. When my husband passed away, I turned to a relative to help me with tasks and for company. After my meagre savings were depleted, I realized that I was dependent on a relative who was financially and emotionally abusive to me. I used the food bank for several months just after I moved into a new apartment.

- Square One Older Adult Centre
- St. Joseph Community Kitchen
- St. Mary's Food Bank - Coopers
- St. Mary's Food Bank - Dundas
- The Compass Market Food Bank
- The Dam
- University of Toronto at Mississauga Food Bank
- Women Centre of Peel



CLIENTS WE SERVE

"I have always worked, that's what made going to The Mississauga Food Bank so hard. When I first moved to Mississauga, I got hired immediately working at a new job. I was there for five years and was getting really burnt out due to working the night shift. My doctor told me to take a leave off of work. During that time, my sister fell ill. I stayed with her for six months, and then she passed away. I fully intended on going back to work, but I couldn't handle so much loss and fell into a deep rut.

I started using the Food Bank last year, in 2010. I was very embarrassed, not that anyone had made me feel that way, I just wanted to leave. The people there are so sweet. They make you feel like a person. You never know when your luck is going to change. Now, I have only had to use the Food Bank once in the past little while but only because my old age pension failed to come in. I am looking for a job and excited for the future."



our clients
SPEND
74%
of their
MONTHLY
INCOME
on rent



For Rafael and Maria, help from The Mississauga Food Bank means extra support as they work towards establishing themselves in a new country.

Rafael was an architectural draftsman in his home country with dreams of a better life in Canada for himself and his wife. That dream came true two years ago when they immigrated to Mississauga. However, Rafael's education and experience were not recognized here and, coupled with some language struggles, he could only find work as a dishwasher. Maria's high-risk pregnancy meant that she could no longer work as a nanny. Surviving on Rafael's meagre wages, their small nest egg dwindled quickly with the high cost of housing.

That's when they started going to a hot meal program that receives food from The Mississauga Food Bank. Instead of worrying about where their next meal will come from, they can focus on learning English and making a life for themselves in Canada.

VOLUNTEERS

NEW INITIATIVES

Volunteer recognition program

- To consistently recognize volunteer efforts and honour significant contributions
- Launched at Volunteer Appreciation BBQ in September with 15 Bronze (50-99 hours), 4 Silver (100-199 hours) and 6 Gold individuals (200+ hours)
- Announced Volunteer of the Year, Veronica Miranda, and Volunteer Group of the Year, Coloplast Canada

Volunteer database

- Allows volunteers to register online and to provide details about interests, availability, etc.; 1379 profiles created in first 7 months
- All scheduling and data tracking through database

Volunteer lounge

- Comfortable space for orientation, lunch and rest breaks and other gatherings
- Volunteer "Wall of Fame" to share successes and event photos

INVOLVEMENT

- Over 75% of volunteer time was spent in food sorting area; it's the most critical function of our operation and is staffed entirely by volunteers (Imagine if we had to pay staff to do that work?!)
- 15% of volunteer time was donated at special events, such as Gala, 25th Anniversary Concert, community events, etc.
- Volunteers also helped us staff the reception area, prepare mailings, collect food in our TMFB trucks, and fill in when staff are out of the office.



Volunteer of the Year
Veronica Miranda and her husband



Volunteer Group of the Year
Coloplast Canada



Volunteer Hours served

- Warehouse – 10,332
 - Board of Directors – 631
 - Special Events – 2,302
- TOTAL 13,266 hours*

DONORS

We would like to thank the many individuals, corporations and organizations for their commitment to feeding our hungry neighbours this year! The following is a list of those who gave a financial gift of over \$1,000 in the 2010-2011 fiscal year. This information was correct at time of printing. We apologize for any omissions or errors.

Organizations

Gourmet Society - \$25,000+



Connoisseur Circle - \$10,000+

- Community Foundation of Mississauga
- EMD Sero Canada
- Kellogg Canada
- Manulife Financial

Culinary League - \$5,000+

- Frank Fowler Foundation
- GE Commercial Distribution Finance
- Maxxam Analytics
- Mizan
- Naticon General Contracting
- Nissan Canada
- Remax Promotions
- Research In Motion
- The Bargain! Shop

Gastronomic Guild - \$1,000+

- 3M Canada
- ACCE International
- Artisano Bakery
- Bernardi Human Resource Law
- BMO Employee Charitable Foundation
- Calea Canada
- Coloplast Canada
- CTS of Canada
- Daimler Trucks North America LLC
- Dr. Stanwick Lam Watt

- Encompass Personnel
- GfK Research Dynamics
- Greater Toronto Airports Authority
- InTouch Assessment Centres
- JM Family Enterprises
- Knights of Columbus JFK Council
- Lakeside Process Controls
- Ledcor Construction
- lululemon athletica canada
- McCormick Canada
- Mercedes Benz Financial Services
- Mississauga Central Lions Club
- Mississauga Chinese Alliance Church
- Nestle Purina
- Norampac - Vaughan
- Peel Regional Police
- Pepsi-QTG Canada
- Pharmacy Access Solutions
- Purolator Courier
- Quest Plastics
- Retired Women Teachers of Ontario
- Rotork Controls Canada
- Shaw Satellite Services
- Steelworkers Humanity Fund
- Stikeman Elliott LLP
- Teramy DIA
- The Boston Consulting Group
- Toronto French School

DONORS

Individuals

Gastronomic Guild - \$1,000+

- Anonymous
- Jane Bonsteel and Peter Odell
- Glenn Bragonier
- Lionel Chen
- Duncan Graham
- Ross Humphry
- Gwen Kenyon
- Bosko and Martha Milankov
- Philip Mostowich
- R. M. Cameron Muir
- June Scott
- Wes and Mary Scott
- Dr. Astrid Trim
- Gary and Elizabeth Ward
- W.V. Wilkinson



3rd Party Events & Event Supporters

- Acosta Canada
- Bayshore Home Health
- BDO Canada LLP
- Bell Canada
- *CBC Sounds of the Season*
- ConAgra Foods Canada
- Councillor Katie Mahoney
- Councillor Pat Saito
- *Cram the Cruiser - OPP Port Credit Auxiliary*
- E.D. Smith Foods
- EMD Serono Canada
- Enersource
- Everest Finance
- Frito Lay Canada
- FundSERV
- General Electric Canada
- General Mills Canada
- Glen Grossmith
- Greater Toronto Apartment Association
- Intuit Canada
- JohnVince Foods
- Kruger Products
- Maritime-Ontario
- MinuteMaid
- Morguard Residential
- Nestle Canada
- Nestle Waters Canada
- PPL Commercial Aquatic Fitness & Spa Group
- Rogers TV Mississauga
- Smucker Foods of Canada
- Sobeys
- St. Mary's Food Bank
- Strategic Business Insight Consulting
- SunCor Energy
- Tim Hortons Advertising & Promotion Fund
- *'Twas the Bite Before Christmas*
- YUM! Restaurants
- Ramesh Zacharias
- Zoran Properties



Events are listed in italics.

YEAR IN REVIEW

Food and Fundraising Events

- Charity Intelligence Award 2010
- A Hole in One Against Hunger Mini-Golf Tournament
- Record Fall Food Drive - 134,000 lbs raised
- CBC Sounds of the Season
- 25th Anniversary Gala



Third Party Campaigns

- 'Twas the Bite Before Christmas
- OPP Cram the Cruiser Food & Fund Drive
- Gro for Good - Scott's Canada
- Spring H.O.P.E. Food Drive



Community Events

- Canada Day in Port Credit - Paint the Town Red Parade
- Paddle for the People in support of the Lakeshore Corridor Community Team



Network Activities

- Seva Food Bank joins Network
- Volunteer Appreciation BBQ
- Change to exclusively Distribution Centre

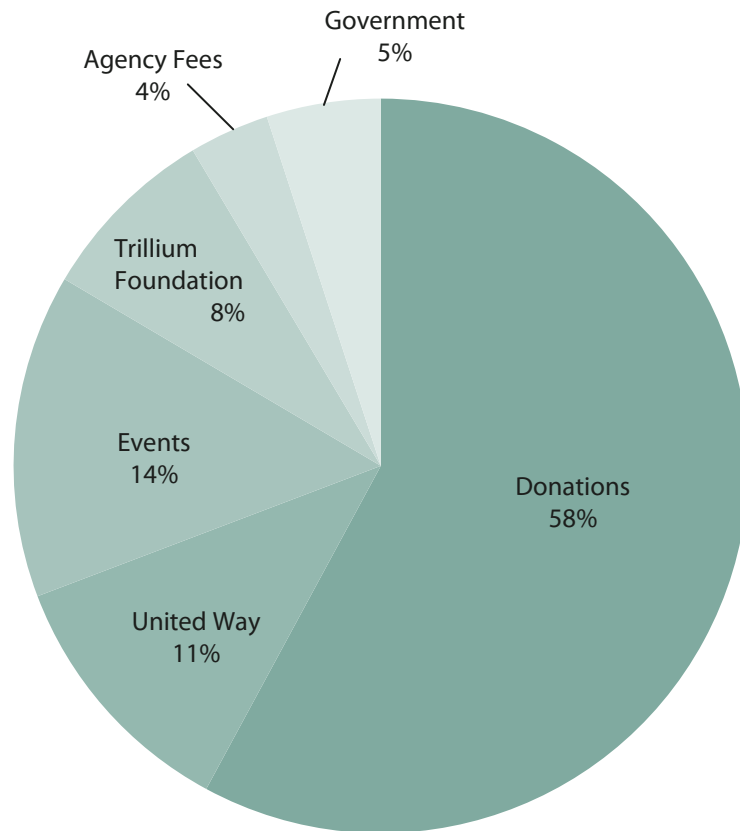
This is a selection of events from June 2010 to May 2011.
Thanks to everyone for their support!

 Recommended Charity 2010

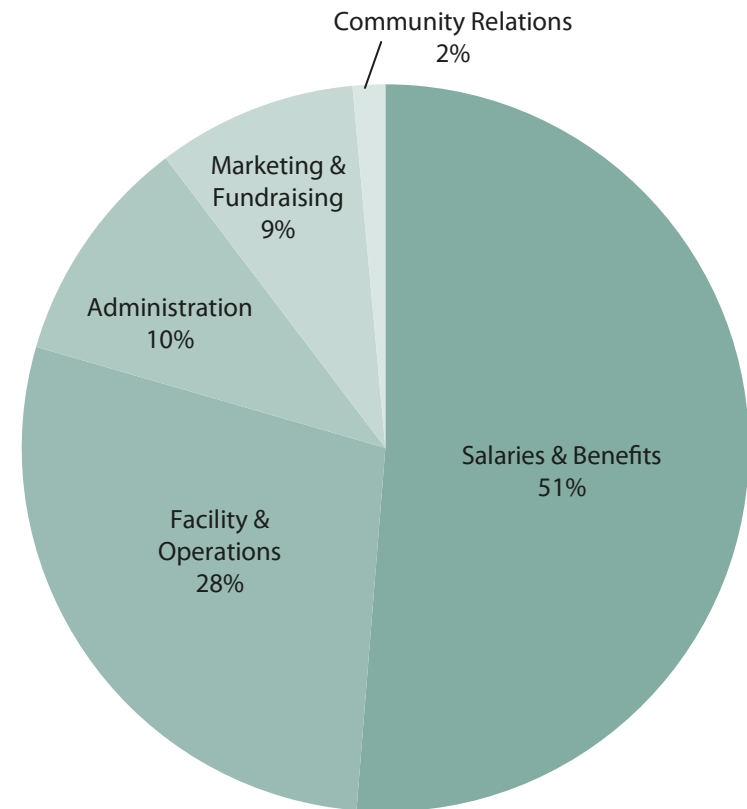
FINANCIAL STATEMENTS

For fiscal year June 1, 2010—May 31, 2011, revenues were \$906,264 and expenditures were \$924,211. Note that these figures **exclude** gift-in-kind donations received during the year.

Revenue



Expenditures



Board of Directors

- Nancy Creede - President
- Melanie Borho - Treasurer
- Sam Feuer - Secretary
- Navdeep Bains

- Brad Butt, MP
- Karen DeGiobbi
- Teresa Gobran
- Christopher Hart
- Jeff Hui
- Colleen MacNeil

Staff

- Chris Hatch - Executive Director
- Meghan Nicholls - Director of Marketing & Fund Development
- Dawn Pullar - Director of Food Procurement
- Robin Harding - Manager of Volunteer & Staff Resources
- Stephen Pullar - Manager of Warehouse Operations
- Nathan Bailey - Warehouse Assistant
- Steve Dutton - Truck Driver
- Sharbani Khan - Office Administrator
- Kelly Kichiy - Bookkeeper
- Doreen Peterson - Warehouse Assistant



Charitable Registration #
11892 7011 RR0001



The Mississauga Food Bank

36 - 2550 Goldenridge Road
Mississauga ON L4X 2S3

www.themississaugafoodbank.org

p 905.270.5589 | f 905.270.4076



www.facebook.com/themississaugafoodbank

www.twitter.com/food_bank

