

# Kamloops Food Bank and Outreach Society

## 2012

### Summary

## The Organization

### History

Kamloops Food Bank was founded in 1981 by Mr. Hank Woodland. Food was provided in the basement of Kamloops United Church in response to the needs of hungry people in our Community. Shortly after Sacred Heart Catholic Church, St. Paul's Anglican and other community groups came together to expand the Food Bank in order to meet the increasing demand for services.

The Food Bank began as a way to assist people through the devastating effects of the high inflation rate of the early 1980s. The need was apparent and a drop-in center was created and outreach services were organized. A constitution was drafted and approved on September 13, 1988 and Incorporation soon followed.

Several downtown locations served as home for the Food Bank for the first few years. Moves became necessary to serve the increasing number of clients requiring our services. The Society made services available to clients including a thrift store, a community information center and a volunteer program to encourage meaningful involvement and skill development.

In November 2002, the Food Bank relocated from Lorne Street to its current location at 171 Wilson Street in Kamloops, BC. The Wilson Street property was purchased using funds from the sale of the Lorne Street location in addition to a grant received from the Federal Government under the Homelessness Initiative program.

The Society operates independently and is a member of Food Banks British Columbia and an affiliate member of Food Banks Canada.

The Kamloops Food Bank and Outreach Society continues to serve clients which include people who are working with a limited budget, at risk of homelessness, babies, children, families, disabled, seniors and urban aboriginals along with 39 non-profit agencies, schools, churches and aboriginal bands that offer meal programs.

### Our Mandate

To provide and support programs and services which feed the hungry, promote long-term food security and improve the social well-being of people in our Community.

### Main Activities

Our services support individuals in our Community who have insufficient resources to meet their monthly expenses such as rent, utilities, food and medical needs requirements. In 2011, 6810 individuals accessed the services at the Kamloops Food Bank in addition to the 38 community agencies that received food to create meal programs.

32% of our clients are children under 18, 62% are adults and 6% are seniors.

Statistics				
	2009	2010	2011	2012
• Number of clients served	6771	6931	6810	6397
• Number of children under the age of 5	788	782	804	768
• Number of children between the ages of 6-18	1496	1404	1348	1271
• Number of clients between the ages of 19-59	4131	4336	4208	3937
• Number of clients over 60	356	409	450	421
• Number of client visits per month	-	4300-5300	4368	4384
• Number of Agencies served	34	38	38	41
• Pounds of perishable food collected	568 000	614 453	615 010	606 190
• Pounds of non-perishable food collected	171 621	253 411	329 187	355 343
• Number of Volunteer hours	14 000	13 500	12 000	9363
• Average number of new clients per month	171	151	123	113

### FoodShare Program

The consistent availability of produce, bread and dairy for our clients is special indeed. Many Food Banks rarely stock these items. Through the generous support of our community we are able to keep FoodShare in operation and provide our clients with essential nutrition that they might not get otherwise. The FoodShare program allows our clients to access produce, bread, dairy and baked goods **twice a week**.

The food donated and collected by FoodShare in 2011 was used to feed the nearly 7000 individuals that accessed the Food Bank. This program also supports 39 local agencies and schools in Kamloops that run meal programs.

This innovative program was the second of its kind in British Columbia. The enactment of Bill 10: Food Donor Encouragement Act by the province enables FoodShare to operate and protects donors from all damages. Without the support and participation of the donors, FoodShare would not be in operation.

Approximately 45% of the perishable food is provided directly to our clients, 25% is distributed in partnership with 39 agencies and schools that provide meals for the hungry and the remaining 30% (which is typically expired when we receive it) is given to farmers as animal feed – nothing goes to waste.

We receive requests from Food Banks nationally asking how to start and support this type of program. Our Community is proud of this unique effort and we are delighted to share our success story with all interested individuals and organizations.

FoodShare Recipients of weekly orders	FoodShare Donors
1. 7th Day Adventist of Merritt	1. Save-On Foods
2. Arthur Hatton Elementary	2. Coopers Valley View
3. Ashcroft Food Bank	3. Coopers Landsdowne
4. ASK Wellness	4. Coopers Westsyde
5. Babies Head start	5. Coopers Brocklehurst
6. Barrier Food Bank	6. Costco
7. Barrier Youth	7. Wal-Mart
8. Beattie School of Arts	8. Shoppers Drug Mart Valley View
9. Boys & Girls Club	9. Little Caesars / Sahali
10. Canadian Mental Health Association	10. Little Caesars /North Shore
11. Chase Food Bank	11. Safeway / Sahali
12. Church of Nazarene	12. Safeway / North Shore
13. Community Kitchens	13. Gourmet Greens
14. Family Tree	14. Chop'N Block
15. Four Directions Store Front School	15. Donut King
16. House of Ruth	16. Fresh is Best
17. Interior indian Friendships Society	17. So Espresso
18. John Howard Society	18. London Drugs
19. Kamloops Gospel Chapel	19. Chelsea Bakery
20. Kamloops Native Housing	20. Natures Fare
21. Lillooet Food Bank	
22. Logan Lake Food Bank	
23. Louise Edwards	
24. Lytton Food Bank	
25. Merritt Food Bank	
26. Mother Goose	
27. Mt. Paul United Church	
28. New Life Mission	
29. Pit Stop Soup Kitchen	
30. River of Life	
31. Skeetchestn Indian Band	
32. SPCA	
33. St. Vincent de Paul	
34. Street School	
35. Street Services / Safe House	
36. Tk'emlups Indian Band	
37. Valley View Secondary	
38. Westsyde Secondary	
39. Youth Coaching (ICS)	

**General Hamper Program**

The General Hamper and FoodShare Distribution Programs are designed to provide perishable and non-perishable food and other necessities of life to the hungry people of Kamloops, Chase, Barriere, Logan Lake, Monte Lake, Pinantan Lake and Pritchard as well as the Kamloops Indian Band, Neskonlith Indian Band and Skeetchestn Indian



Band. Food is packaged into hampers by volunteers and staff. Clients access non-perishable hampers monthly and hampers of perishable foods up to twice weekly.

Staff and volunteers distribute food hampers which include single, couple, family, large family, emergency, diabetic, high protein, transient, pre and post-natal to our clients. This program consists of public food donations, corporate and wholesale donations, food collection, planning logistics, sorting and determining safety of donated foods and products, warehousing and storage of the food and daily distribution of the Food Hampers.

On average of **2400 clients are served monthly**. Our clients can access our services once a month for a non-perishable hamper and up to twice a week for perishable goods which results in an average of 4368 client visits per month. The number of first time users grew in 2011 with an average of 123 new clients each month.

The need for our services and our client numbers grew dramatically from 2007 to 2011.

- 2007 – 4496 clients
- 2008 – 5512 clients
- 2009 – 6771 clients
- 2010 – 6931 clients
- 2011 – 6810 clients
- 2012 – 6397 clients

We provide various types of hampers to our clients dependent on need:

#### **Diabetic Hampers**

Clients who have been diagnosed as diabetic may receive special hampers which contain sugar free non-perishable food.

#### **High Protein/Pre-Natal Hampers**

Clients requiring a high protein diet may receive our high protein hamper. These hampers are normally provided to pregnant women, nursing moms and individuals with serious illnesses.

#### **Transient Hampers**

These hampers contain goods that have removable lids and foods which require little preparation.

#### **Single, Couple, Family and Large Family Hampers**

The majority of our clients receive one of these hampers. The item lists were created with the assistance of nutritionists.

#### **Regional Food Banks support**

The Kamloops Food Bank has been designated as a 'sub-hub' by food Banks British Columbia. The responsibilities include the distribution of non-perishable food items received through the National Food Share System organized through Food Banks Canada. We organize shipping, delivery and distribution of orders to Lilloett, Chase, Barriere, Logan Lake, Merritt and Ashcroft.

##### **1. North Shore Depot**

We provide non-perishable food hampers and perishable items to many homeless and at risk for homelessness at the United Church on the South Shore every Friday.

##### **2. South Shore location – 171 and 164 Wilson Street**

We currently run our operation out of one main building and a Northern Trailer that is generously loaned to us by the Company. Our on-site storage consists of a decades old wooden 'trailer'. We had a small client services area

in an old (prior to 1940) structure but have had to close it as the building is now considered unsafe. Our services and client base have grown substantially over the past few years and a building renovation is certainly required.

Our location in town is ideal as many of our clients can walk to access our services and we are located on a street that is business oriented.

### **3. Employment and Training Opportunities**

The Society offers employment and training opportunities for individuals through the following programs:

- **Direct Suspension** - These are students suspended from school who volunteer at the Food Bank during the period of their suspension.
- **International Students** – These TRU students must complete a community service component in order to receive credit for the class ‘Service 1000’.
- **LTD Consulting** –This program supports short-term work placement opportunities for individuals struggling to secure long-term employment.
- **Open Door Program** – This agency places ‘volunteers’ who have experienced considerable barriers to successful workplace placements. We provide guidance, modeling and feedback to the volunteer and the agency itself.
- **Restorative Justice** – This program offers young offenders Community Service opportunities instead of a criminal record.
- **Shuswap Training and Employment Program (STEP)** - A First Nations person is hired for a six month period. The program funded by Service Canada pays minimum wage and the Society may add \$1.00 per hour to this hourly rate.
- **TRU Students** - Social Work or Nursing students may complete one of their practicum assignments at the Food Bank. A final project is typically a requirement of completion and has included flu clinics, diabetes screening and the provision of pre and post natal information and classes.
- **Volunteer Program** - This is an important program which recruits volunteers for the operation of the Food Bank. Approximately 1100 hours of volunteer time monthly is required to operate the Food Bank as it is a labour intensive operation.
- **White Buffalo Skills Link Program** – This program offers young adults the opportunity to build skills and capacity in a work environment. They are mentored by our staff and encouraged to take
- **Work Experience** – Secondary students are able to complete a portion of their experience in the workplace at the Food Bank. We have had an especially strong relationship with NorKam.
- **YMCA Summer Student Program** – Each summer we host two high school students from Eastern Canada. The students are selected by the YMCA and are focused on experiencing work at the Food Bank, enjoying our beautiful Community and practicing their second language – English.

### **4. Parenting Support through the ‘Baby Bank’**

Every child under two years of age receives a monthly supply of diapers, formula, baby food and pablum. These items are expensive and receiving them monthly removes a large financial stressor from these families.

In addition to these four items, families may access the Baby Bank once per month. Items available include baby wipes, lotion, blankets, bottles, soothers and clothing. Information regarding support services available in the Community is also available at the time items are received.

#### **5. Community Gardens**

Thanks to the generosity of Rotary Daybreak five plots at the Crestline Community Gardens were planted in the spring with vegetables and root crops. 2289 pounds of fresh vegetables were harvested by this generous group and brought to the Food Bank for distribution to its clients.

#### **6. Basics for Babies**

This is a breakfast fundraising event which encourages funds and supplies to support pre and post natal mothers as well as to purchase baby food and hygiene products for children up to age two. The event will take place on November 25<sup>th</sup> 2011 and raised just over \$28 000.00 and \$7 500.00 worth of baby items.

#### **7. Rotary Food Drives**

The Rotary Food Drive takes place in the spring and fall of each year. The five Rotary clubs and Rotaract organize and support the event by providing volunteers to collect food from all areas of the city. The April 2012 Food Drive supported by all 5 Rotary groups, Rotaract and hundreds of volunteers, collected nearly 60,000 pounds of non-perishable food items. Since inception, these Food Drives have collected nearly 400 000 pounds of non-perishable food items.

#### **8. CP Holiday Train**

This Christmas event is a family oriented evening which is well attended by the public. It takes place mid-December and assists to increase awareness of Food Bank usage across the Country and encourages financial and food donations from local individuals and businesses.

### **Accessibility and Inclusiveness**

The Kamloops Food Bank and Action Centre does not discriminate on any basis for provision of food hampers. People who are hungry are able to access our services.

The Food Bank works with a number of organizations that place volunteers or offer employment readiness programs so that the participants can complete meaningful duties in a work environment and practice appropriate social interaction.

### **Information – Building Plan**

The possibility of offering our clients a respectful space to wait indoors, of children not having to suffer the elements, of clients in wheelchairs and scooters able to access our building, of being able to store necessary food on-site, of completing our operations in a safe space that doesn't leak, break or buckle under our feet is truly an exciting prospect.

Our work is important as we offer our clients one of life's' basic needs – food.

The operation has grown dramatically since moving to our current location ten years ago.

- We started in this building serving 2000 individuals yearly and now we serve **2400 people monthly**.
- We now run a perishable food recovery program that has diverted nearly 4 million pounds of food from the landfill. Local businesses as well as National chains support our efforts and we are able to offer our clients perishable food items including fruit, vegetables, dairy, eggs, cheese, yogurt and bread up to twice

each week in addition to the non-perishable food hamper they receive monthly. We also deliver to 39 agencies in town that operate meal programs.

This program requires space to sort food, store items for the farmers and to make orders. We literally use every inch of floor and counter space to accomplish this.

We have dozens of volunteers each day accounting for at least 1000 hours of sorting, making hampers, serving and cleaning each month. We couldn't do what we do without our volunteers. They complete their work in cramped quarters and often struggle to find adequate space to complete even the most basic of tasks.

We have made arrangements to deal with our lack of storage space, waiting areas and safety challenged infrastructure but we are literally bursting at the seams.

We currently rent off-site storage space to accommodate the required food to meet the increasing demand and use an on-site decades old wooden trailer the best we can. We serve our clients in a borrowed trailer and have no space for a protected waiting area.

The counter space and area required to sort perishable and non-perishable items along with making hampers and breaking down food that is delivered in bulk quantity is adequate at best. We make do with the space we have and are thankful that we own our current building, however it was certainly not designed to meet our needs as a Food Bank.

A non-profit organization does not enter into this type of project without careful thought and consideration. We are grateful to have the support and guidance of Jeff Arnold, President of A&T Project Development. Jeff has encouraged involvement from local experts and has guided our group to ensure that we have a solid foundation for this request.

We are excited about the following outcomes:

- **Our clients will have a respectful, protected and safe place to wait.** Clients tend to come up to three hours before we open, although we encourage them to arrive closer to our opening time. Many people socialize during this time and we offer coffee to attempt to make the wait more comfortable. The elements can be harsh with rain and cold temperatures and it would be desirable to have an indoor space for these purposes. After we open there is a delay in getting served as our staff processes each client individually.
- **Our service will be accessible to all.** We do not have the space required to install ramps into the trailer where clients access food. Clients who have mobility concerns, require a wheelchair, cane or scooter wait in the parking lot while one of our staff members or volunteers get their food items for them.
- **We will be able to serve our clients in our building.** The actual physical building we are in right now is not big enough to store food or serve clients in. Our clients currently access food in a borrowed trailer. Northern Trailer has donated this space, but we are actually not zoned to have a temporary structure on our property. Our neighbors are kind enough not to complain to the City and the City has been kind enough to ignore the trailer.
- **There will be sufficient space for on-site storage.** We currently rent off-site storage space because we do not have enough room at our location. The storage we did have on-site was destroyed by arson in August of this year.

- **The renovated facility will provide a safe working environment for staff and volunteers.** We use our current space in the safest way possible. Difficulties with original flooring, dips in the pavement, minimal storage space and lack of accessible entries to client areas provide numerous health and safety concerns.

#### Primary Sources of Income

- Basics for Babies breakfast at Coast Canadian Inn in November.
- Community Gaming grant from BC Lottery Corporation.
- CP Holiday Train raises food and financial contributions each December.
- Individual and business donations.
- Third party events.
- BC Share program - Customers can add a \$2 donation to their bill at the tellers of most grocery stores. The donation is transferred into a Food Bank account at the store and is used to purchase food at that store.
- Various Foundation, Municipal, Provincial and Federal grants.

#### Capital Assets

- 171 Wilson St. The Society owns this property debt free.
- 164 Wilson St. The Society owns this property debt free.
- Vehicles - The Society owns a Mercedes Sprinter Van a 3 tonne Western Star refrigerated truck and a 3 tonne delivery vehicle debt free.