

Welcome to the Parkdale Community Food Bank's 15th Annual General Meeting (AGM)

October 26th 2023

What is the Purpose of an AGM?

The purpose of an Annual General Meeting (AGM) for most charities is to ensure **transparency**, **accountability**, and **engagement**.

During this meeting we will:

- Report on our activities from February 2022 until now
- Conduct official business and meet certain legal requirements
- Present our financial statements
- Leave space for you to ask questions and share ideas.

Today's Agenda

- Land Acknowledgement
- Call to order
- Welcoming everyone & team introductions
- Official business
 - Adopting 2022's minutes
 - Appointing next year's auditor
- Chairperson & ED's Report
- Treasurer's Report
- Trends & new developments
- Q&A



Chairperson & Executive Director's Report

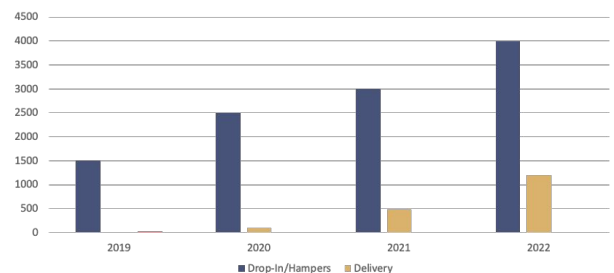


Organizational Overview

Continued Increase in Need for our Services

For 10 years we had a very predictable amount of clients and support and assisted approximately 1,000-1,500 families/clients per month. In 2020 that number rose quickly and has continued to rise steadily since then.

- **2021 - 2x** our average monthly visits.
- **2022 - 5x** times our pre-pandemic visits.
- **September 2023 - 8,000+** visits to the food bank.



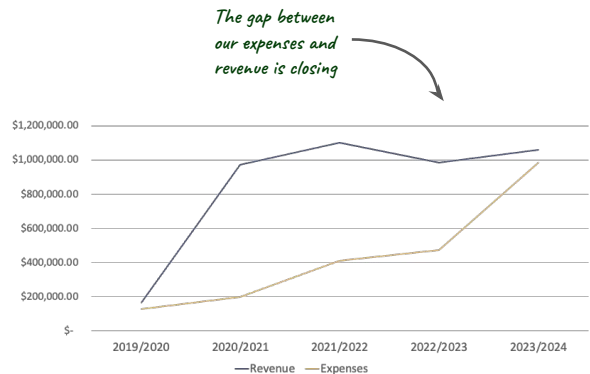
* Numbers reflect total individuals served per month, not unique clients

Expenses and Revenue are Narrowing

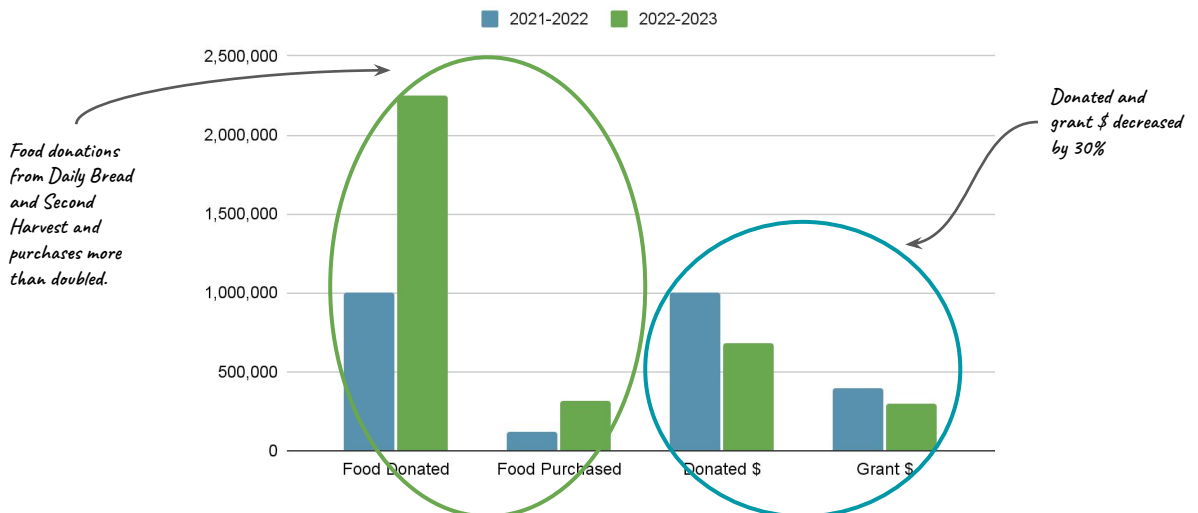
Since the pandemic our revenue increased significantly, along with the need for our services.

Our expenses now better reflect our revenue and might surpass them this year. This is due largely to:

- **Declining donor revenue and diminishing grant opportunities**
 - Inflation has impacted our donors as well as our client base - as an organization relying largely on the generosity of our community, we are looking to diversify our revenue in order to become more sustainable.
- **Increasing operating costs** as we continue to work towards meeting the needs of our growing client base and expanding our team's capability.



Food donations played a key role in helping assist more people



Thank you to our amazing partners such as...

Daily Bread Food Bank - 20 skids of grocery items delivered every week to support our operations

Second Harvest - Provides twice weekly deliveries of rescued food for our agency (approx. 2 - 4 skids per week)

The Period Purse - Supported us through the donation of countless menstrual supplies

Global Medic - Regular deliveries of multiple skids of dry goods including rice, grains and legumes.

Project FoodChain - Ensures organizations across the city supporting residents experiencing homelessness have access to high quality food donations.

Island Cafe - Weekly donations of kale from their garden throughout the summer.

COBS Bread - Weekly donations of bread & pastries from multiple locations nearby.

Crisp Produce - Regular donations of high quality fresh produce, and sale of produce at a discounted price.

Real Food 4 Real Kids - Regular donations of highly requested items such as dairy products and snacks.

Rayne Nutrition - Regular donations of high quality pet food

TPL Lighting - Seasonal drives for holiday meat to support our community.

Terroni & Sud Forno - Regular donations of bread, prepared meals, pastries & desserts

Our Programs

How we Serve our Community



Supports over 300 individuals who are unable to access our food bank in-person due to illness or disability.

Currently on a waitlist - we are focused on growing the capacity of this program.



Provides in-person support to members of our community facing food insecurity.



With our new in-person location at 263 Dunn Ave, we are starting to consider how we can provide better and more holistic service to our community through robust referrals, partnerships and advocacy.



Deliveries incoming!



Gorgeous donations of produce this summer!

Return to our Roots!

After almost 3 years of hampers, a model we switched to due to safety restrictions implemented during the COVID-19 pandemic, we finally found a new space to return to our shopping model.

Community members are now welcomed into the food bank to browse our selection and choose food to take home to their families.

Thank you to all of our amazing volunteers, supporters and community members who made this vision a reality.



What is a 'Shopping Model' & Why Does it Matter?

A food bank operating with a **shopping model** provides community members with the opportunity to come inside and select groceries to take home vs being provided with a pre-packaged box of groceries.

Why is the shopping model preferred:

- Offers clients more **dignity, choice, and flexibility.**
- They **reduce food waste, accommodate dietary and cultural preferences**
- Provide a more **balanced and personalized approach** to food assistance



Then vs Now



263 Dunn Avenue! The new home of our in-person program.



We finally have outdoor space! (furry friends welcome)



Volunteers & staff having fun at our opening event!



Our lovely mural

We're already seeing the benefits of this model

- It is much **easier to ensure everyone is served equitably** and **accommodate dietary restrictions**
- Improved autonomy **reduces waste** at the food bank. Community members no longer take home a pre-packed hamper that may include some items that don't suit their dietary needs or that they simply don't like.
- The **service delivery is more efficient**, which ensures **shorter wait times** for service (despite the fact that our line-up is still often quite long)
- **Improved volunteer experience.** Our grocery box system was very taxing for volunteers, and involved a lot of time spent outside even during the winter months.
- **Increased ability to meet growing demand**, the shopping model is **more easily adaptable** when demand increases, our program is more sustainable.
- **Longer hours.** We now operate one evening a week.

We're also seeing benefits to our other programs

Expand our delivery service - Demand for this service has been growing. By opening up the Dunn St. location we can use our old Queen St. location to grow this program and serve more people.

Growing our volunteer program - Our volunteer program has grown from 20 to 200 since 2020 and yet we still have waitlists. We'll be expanding volunteer opportunities as we grow both programs.

Moving Forward

Increase our focus on **providing culturally appropriate food options** that are more representative our client base.

Continue to **improve accessibility** accommodations for those who need them.

Focus on establishing a **robust base of community partners** to provide better **quality referrals** to our community members, to ensure the needs of our clients are better served.

Continue to **expand our hours of operation** to increase the accessibility of our program.

New Initiatives and Successes

We launched our first Client & Volunteer Advisory Committee

At our last AGM, one of the pieces of feedback we received was around finding ways to involve volunteers and clients more.

We launched our first Client and Volunteer Advisory Committee in 2022. The committee includes 8 people who meet quarterly to provide Kitty with feedback and input on projects.

- 4 seats are reserved for clients
- 2 seats are reserved for volunteers (NB. The volunteer category includes volunteers who are also clients of the food bank.)
- Remaining 2 seats can be filled by either clients or volunteers.

One of the key roles that the Committee has played has been around designing and iterating on our new space and our new shopping model.

Thanks for your help!

The Client and Volunteer Advisory Committee played an important role in shaping the new location and the relaunch of our shopping model.

In particular their guidance and feedback shaped:

- Layout and flow of the space
- Addition of colour
- Addition of art
- Structure of the shopping model
- Communication of the shopping model
- Opening up of evening hours

Thank you for your help. Your continued support and input will only further shape our programs and services.

We're Developing our First Strategic Plan

Strategic plans are essential tools that provide **direction, focus, and a framework for decision-making** in charities.

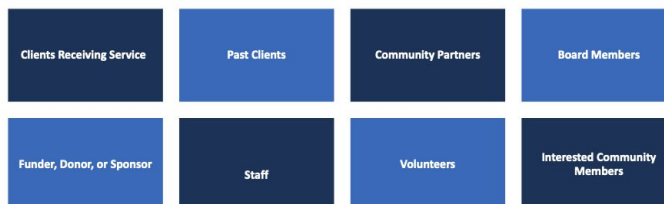
They help organizations to:

- **Set and achieve meaningful goals** by defining a clear vision and roadmap to keep the organization on track.
- **Optimize resource allocation** by setting clear priorities for the organization
- **Engage stakeholders** and ensure that we're setting forward on a path that is meaningful to our whole community.
- **Adapt to changing conditions** in their pursuit of a positive social impact.

Focused on Engaging with our Community

Our strategic planning process involved our most extensive engagement process to date and included hearing from close to 200 people

Audiences Engaged



We learned that we're doing some things well

Fulfilling an essential service

Humanizing food insecurity

Resilient and adaptable

Provide strong volunteer opportunities

We also learned we had some opportunities to grow and improve

Enhance fiscal transparency

Address changing demographics more effectively

Enhance client and volunteer support

Improve and live into our mission statement

Moving the Strategic Plan Forward

This feedback has driven the development of the strategic plan, which although not yet finalised will include:

- **Revised and updated mission and vision statement** that better aligns with the work we are doing now
- **New values** which will articulate how we want to show up in our community
- Strengthening our organization and ability to serve our community by:
 - Building **internal capacity and resilience**
 - **Engaging** our donors and community
 - **Measuring and communicating** impact

Once the strategic plan is ready, it will be **shared publicly** and will serve as a document to help us all set goals, track progress, and hold ourselves accountable.

We don't want to toot our own horn....but

We were nominated for some awards

- Daily Bread Featured Food Bank of the Month (PCFB)
- Daily Bread Best in Class Profound Community Impact award (PCFB)
- RBC's Canadian Women Entrepreneur Awards (Laurie Drake for work on PCFB Board)

We're the new charitable partner of the Canada Running Series Spring Run-off & Rev + Run

- This year, these two events raised a combined \$40,000 for PCFB

We grew our team and added on one additional employee to support our work.

We have 5 new board members who are strengthening our organization

- In addition to the Strategic Plan, we have launched several new committees, including a by-law committee and a business planning committee.



Treasurer's Report



Statement of Operations

	2023	2022
Donated food	\$ 2,244,594	\$ 996,535
Grants	306,762	396,633
Donations	679,197	1,058,338
Other income	2,970	1,528
Total Revenue	3,233,523	2,453,034
Food distributed - donated	2,244,594	996,535
Food distributed - purchased	321,610	119,483
Other expenses	471,169	410,463
Total expenses	3,037,373	1,526,481
Excess of revenue over expenses	\$ 196,150	\$ 926,553

Enhancements to our reporting:

We are disclosing donated food received and distributed to better show our total impact to our community

Financial Position

	2023	2022
Cash - unrestricted	\$ 835,837	\$ 1,861,819
Cash - restricted	1,330,000	-
Capital assets	25,874	37,138
Total Assets	\$ 2,191,711	\$ 1,898,957
Liabilities	\$ 139,821	\$ 43,217

Established two new **internally restricted** funds:

- **Building Fund** - funds reserved with the future goal of purchasing a permanent location
- **Emergency Fund** - funds reserved in the event of another public emergency or unforeseen emergencies as a result of operations. This aligns with not-for-profit best practices

**Thank you to all our volunteers, donors, and staff.
We couldn't do this without you!**

Questions and Discussion