



Hope beyond hunger.

2024  
ANNUAL REPORT







Coming together when we need it most.





Food insecurity is increasing across Canada. Our families, friends, and neighbours are making unimaginable decisions – like paying for housing or paying to eat. The food banking network is here to be a force for change, with forward-thinking, innovative responses to bring hope beyond hunger.

**OUR VISION** A Canada where no one goes hungry.


**OUR MISSION** We provide national leadership to relieve hunger today and prevent hunger tomorrow in collaboration with the food bank network in Canada.





We bring hope.





Food Banks Canada supports a network of provincial associations, food bank's and community organizations spanning from coast to coast to coast, supporting communities in every province and territory. This network of dedicated community leaders and volunteers work tirelessly to help those in need today and to work toward a Canada where no one goes hungry.

SERVING OVER  
**3,000,000**  
UNIQUE  
INDIVIDUALS  
IN CANADA

OVER  
**5,100**  
COMMUNITY  
ORGANIZATIONS



**\$2.8M**

in investments to support  
**NORTHERN FOOD  
SECURITY**

**\$1M**

in support for  
**NATIONAL  
STANDARDS**

**\$4.9M**

in additional funding  
to support the **FOOD  
BANKS CANADA  
NETWORK**

**\$4.3M**

in support through the  
**WALMART CANADA  
FIGHT HUNGER.  
SPARK CHANGE.**  
campaign

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**\$22.3 Million**

**INVESTED IN COMMUNITIES THROUGHOUT CANADA**

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**\$3M**

in investments to  
**NETWORK CAPACITY**  
to increase service and  
support communities

**\$1M**

support for  
**PROVINCIAL  
ASSOCIATIONS**

**\$219K**

in **DISASTER  
RESPONSE FUNDING**  
to support impacted  
communities

**\$5M**

in investments to  
**IMPROVE ACCESS**  
for everyone who  
needs support



A photograph of a man with a beard and a young girl hugging. The man is on the right, smiling, and the girl is on the left, looking down. They are both wearing light-colored clothing. The background is blurred, suggesting an indoor setting.

**“This has allowed our community access to a healthy food source while at the same time keeping our culture and traditions alive. This project has led to intergenerational knowledge transfer, ensuring that the next seven generations will know where and how to access fish to feed the community of Chipewyan Prairie. This project has significantly contributed to our community’s food security.”**

~ Chief and Council, Chipewyan Prairie  
Dene First Nation

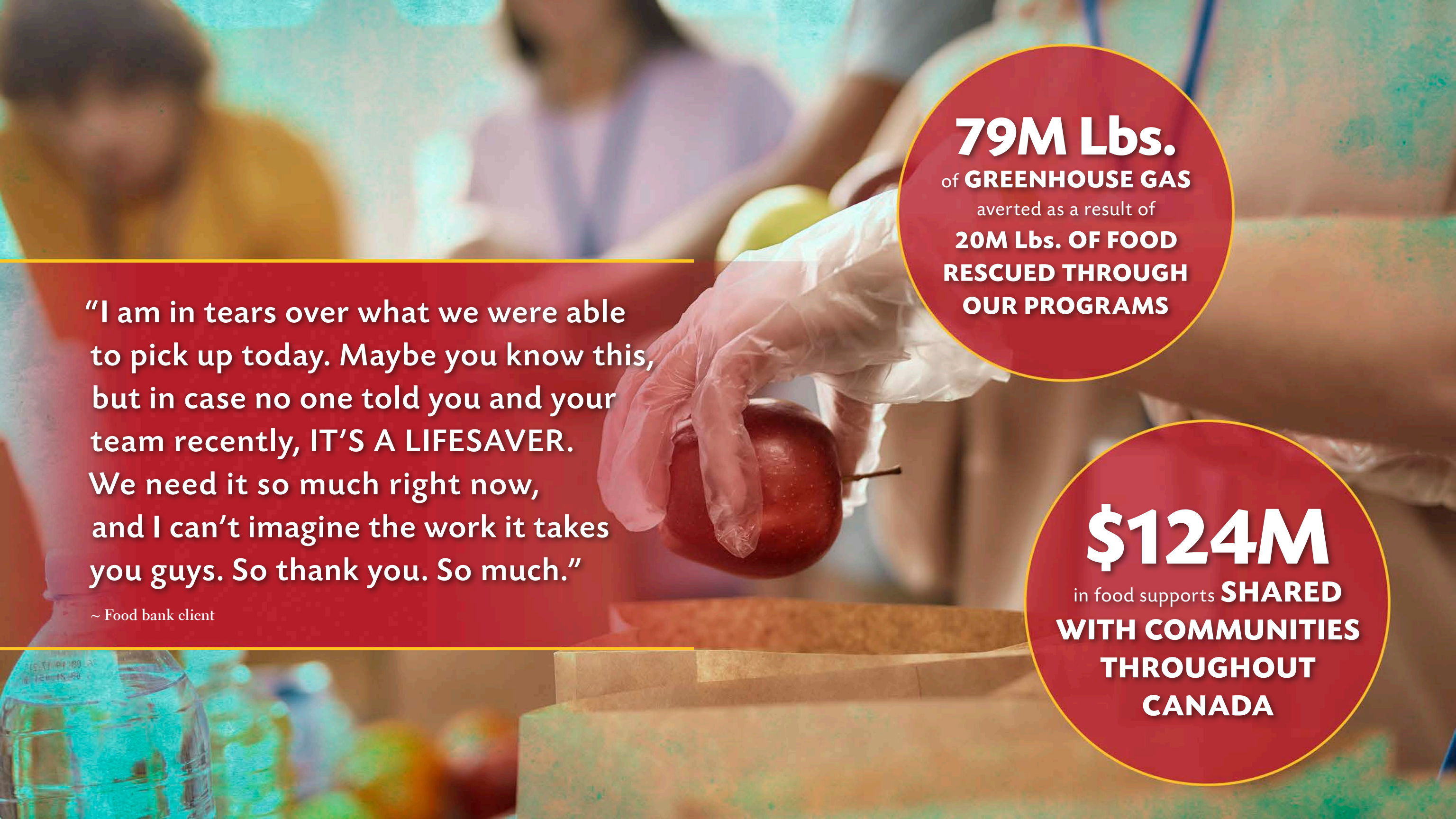
**“It has allowed us to provide a more diverse range of nutritious food, ensure consistent service delivery, and foster community partnerships. These outcomes contribute to improving the overall health and well-being of individuals and families who rely on the Central Okanagan Food Bank’s services.”**

~ Central Okanagan Food Bank

**“Thank you so much for your continued attention and support to our program and community. It means a lot, and even more is your way of doing things, which is in a real and relatable way to community needs, capacity, and with a supportive approach. You make efforts to understand things from the community’s point of view and community ways. That means the world.”**

~ Shari Fox, from Clyde River Ittaq program



A person wearing a white glove is holding a red apple over a brown paper bag. The background is blurred, showing other people and bags, suggesting a food bank or community center setting.

“I am in tears over what we were able to pick up today. Maybe you know this, but in case no one told you and your team recently, IT’S A LIFESAVER. We need it so much right now, and I can’t imagine the work it takes you guys. So thank you. So much.”

~ Food bank client

**79M Lbs.**  
of **GREENHOUSE GAS**  
averted as a result of  
**20M Lbs. OF FOOD**  
**RESCUED THROUGH**  
**OUR PROGRAMS**

**\$124M**  
in food supports **SHARED**  
**WITH COMMUNITIES**  
**THROUGHOUT**  
**CANADA**



“By removing the barrier of cost, individuals can manage their menstrual health with dignity and without the added stress of financial strain. This has not only improved their physical well-being but also contributed to their emotional and mental health, fostering a sense of dignity and empowerment.”

~ Tereena Donahue, Canadian Mental Health Association, Cariboo Chilcotin Branch Executive Director

**72.7M**  
**MENSTRUAL**  
**PRODUCTS**

distributed to communities  
throughout Canada

TO REACH  
OVER  
**3.5M**  
**INDIVIDUALS**



“So many people  
need help more than  
ever before.”

~ Participatory Action Research Study Participant

## WHAT'S INSIDE

LAND ACKNOWLEDGMENT	11
OUR COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION (EDI)	12
A MESSAGE FROM OUR LEADERS	13
IN THE NORTH	16
INCREASING ACCESS AND REMOVING BARRIERS	19
POVERTY REPORT CARDS	21
MATERIAL DEPRIVATION INDEX	23
WHEN DISASTER STRIKES	27
AFTER THE BELL	29
MENSTRUAL EQUITY FUND PILOT	31
DURING TAX SEASON	33
STANDARDS OF EXCELLENCE	35
FINANCIAL ACCOUNTABILITY AND OVERSIGHT	39
DONOR SPOTLIGHT – ENTERPRISE MOBILITY FILL YOUR TANK®	42
THANK YOU TO OUR PARTNERS	43
FOOD BANKS CANADA BOARD OF DIRECTORS AND PROVINCIAL ASSOCIATIONS	45





# LAND ACKNOWLEDGMENT

As an organization that supports a network of associations spanning from coast to coast to coast, Food Banks Canada recognizes that our work takes place on the traditional territories of Indigenous peoples who have cared for this land we now call Canada since time immemorial.

We acknowledge that many of us are settlers and these lands where we live, work, meet, and travel on are subject to First Nations self-government under modern treaties, unceded and unsurrendered territories, or traditional territories from which First Nations Peoples, Métis, and Inuit have been displaced.

We are committed to decolonization and to dismantling the systems of oppression that have and continue to dispossess Indigenous People of their lands and deny them their inherent rights to self-determination. This includes evaluating the role that Food Banks Canada has played in perpetuating these systems and working toward being active partners in the path toward reconciliation.



# OUR COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION

Food Banks Canada is deeply committed to respecting the principles of Equity, Diversity, and Inclusion (EDI) in all we do.

As we move forward, Food Banks Canada remains committed to learning and to improving our approach to better include and represent all the members of our diverse community. We will continue to seek new and better ways to embrace EDI principles in our reports and all the work we do. Our vision is a Canada where no one goes hungry. This vision is inclusive of every person within our borders, irrespective of race, national or ethnic origin, language, citizenship, colour, religion, sex, sexual orientation, gender identity, gender expression, income source, age, or mental and/or physical ability.





Despite what may feel like insurmountable challenges, the food bank network itself has never been more resolute.



**Kirstin Beardsley**  
CEO  
Food Banks Canada



**Mary-Jo Hewat**  
BOARD CHAIR  
Food Banks Canada

## A MESSAGE FROM OUR LEADERS

After having weathered the tough days of the pandemic, food banking in Canada has only gotten tougher. We are currently experiencing the highest levels of food bank use in Canadian history. Our [2023 HungerCount](#) reported 1.9 million visits in March 2023, a 32 per cent increase over 2022, and a 78 per cent increase since prior to the pandemic. There are more children, seniors, students, and people with employment accessing food banks than ever before. People across the country are having to face impossible choices like whether to pay for housing or put food on the table for their families.

We asked the question to the Canadian public and government officials: **When is it enough?**

Along with the growing need has been a significant shift in the food bank business model, with a decline in donations as a result of inflation, supply chain disruption, and tightening business models. Climate change also continues to impact food banking directly, as we saw food banks in communities across Canada ravaged by natural disasters step up to support their neighbours — and these disasters are expected to increase.

Faced with these not insignificant challenges, the food bank network itself has never been stronger, with exceptional, forward-thinking, and collaborative leadership in place right across the country. These leaders are ready to think big and innovate to set food banking up as a force for change for the future. The momentum for change is manifesting in exciting projects being launched right across the country.



“Food access is currently a systematic problem and we, as a society, need to alter the thinking around this. The stigma, anxiety, and embarrassment of not having the means to provide for yourself or your family needs to change.”

~ Participatory Action Research Study Participant

Collectively with the food bank network, we continue our work to relieve the emergency levels of need today and to advocate governments for long-term policies to address the growth of poverty and food insecurity across Canada. This past year we released our national ***Poverty Report Cards*** to hold governments – federally, territorially and provincially – accountable, and to provide clear actionable policies that will make a difference. We have called on governments to rebuild Canada’s broken social safety net, get serious about affordable housing, introduce support for workers with low incomes, and to dedicate the appropriate resources to address northern and remote food insecurity and poverty.

Food Banks Canada has had another impactful year and, our work continues as we look for the possible from what can seem impossible. Through the challenges, we see the incredible work being done in communities across Canada – neighbours helping neighbours – all made possible by the generosity of the dedicated staff, volunteers, and donors.

As we look to the year ahead, we will continue to raise awareness of the need, advocate for change and provide support in communities throughout Canada. Along with the food bank network, and the support of our generous donors who enable our work, we continue to lead the movement toward our vision of a Canada where no one goes hungry.

**Kirstin Beardsley and Mary-Jo Hewat**



Food banks across Canada were experiencing overwhelming demand in **March 2023** with **almost two million visits**, representing a **32 per cent increase** compared to **March 2022** and a **78.5 per cent increase** compared to **March 2019** – which is the highest year-over-year increase in usage ever reported.

According to Food Banks Canada's *HungerCount 2023 Report*:

**1 IN 6** of those accessing food banks in Canada are employed

**8%** are seniors, with the rate of increase far outpacing other age groups

**33%** of food banks users in Canada are children, while only representing 20% of the population

**42.4%** of Canadian food bank users are on social assistance or disability-related supports as their main source of income







## IN THE NORTH

### THE NEED

Food Banks Canada is committed to becoming a valuable partner in addressing the current hunger crisis in the North, where food insecurity has long been disproportionately worse than elsewhere in the country.

It is a complex and critical issue that requires a very specific set of solutions rooted in truth, reconciliation, and self-determination, as well as in access, advocacy, and collaboration.

### OUR RESPONSE

In Fiscal Year 2024 (FY24), our work within northern communities continued with a focus on listening within community and working toward building trust and long-lasting relationships with community members, organizations, and local government to share information, and to work together toward reducing food insecurity with communities at risk.

As part of this work, we formed a **Northern Advisory Committee** convening community leaders, elders, and organizations to come together to hear the challenges and experiences of the communities throughout the North, and work collectively on solutions.

Working with this advisory committee, Food Banks Canada hopes to develop a **“Network of the North”** made up of communities, food banks, schools, and other organizations that work together for sustainable food security, equitable access to food and funding, and information sharing across Canada’s three territories.



# \$2.8 million

in grants to northern communities to support their food security initiatives, made possible in part by generous donations from **Gary and Donna Slaight** and **The Slaight Family Foundation**.



## RENEWED HOPE

### Improving the well-being of northern communities

“Our communities are struggling with the prohibitive costs of shipping food to their remote regions, especially for large families with many mouths to feed. They are often having to choose between paying the rent or buying food, and that’s a very harsh reality. To be able to purchase harvesting equipment, which helps reconnect people with the traditional and cultural practices of eating off the land to alleviate the cost of purchasing food, benefits our communities immensely. This contributes to our goal of ensuring there are no more hungry babies and hungry elders.”

~ Ulysses M. Lachinette, Partnership & Logistics Officer, MAWACHINTOON ANISHNABE MIIJIM Program, Kiikenomaga Kikenjigewen Employment & Training Services (KKETS)

### A historic alliance: Wiiche’iwaymagon

Many Canadians living in northern and remote communities experience disproportionate levels of food insecurity due to factors such as low income, lack of employment opportunities, high cost of food, and lack of access to proper infrastructure and transportation. Food Banks Canada, along with many in the food banking network, are dedicated to supporting northern communities who face incredibly high food prices.

To help improve community food security initiatives, quality of life, and access to healthy food, Food Banks Canada participated in a historic alliance that is working towards finding solutions to increase food supports to address food insecurity in isolated northern communities. Its membership includes six First Nation organizations – **Island Lake Tribal Council**, **Sioux Lookout Area Aboriginal Management Board** (SLAAMB), **Southeast Tribal Council**, **Manitoba Keewatinowik Okimakanak**, **Mattawa** (KKETS) and **Mushkegowak Tribal Council**.





~ Remote northern communities have to deal with many obstacles when shipping food, including varying ice road conditions, inclement weather, lack of infrastructure, and cost of transportation. Transportation methods and shipping costs vary according to the location, season (time of year), and availability of infrastructure such as airports, roads, and ports.

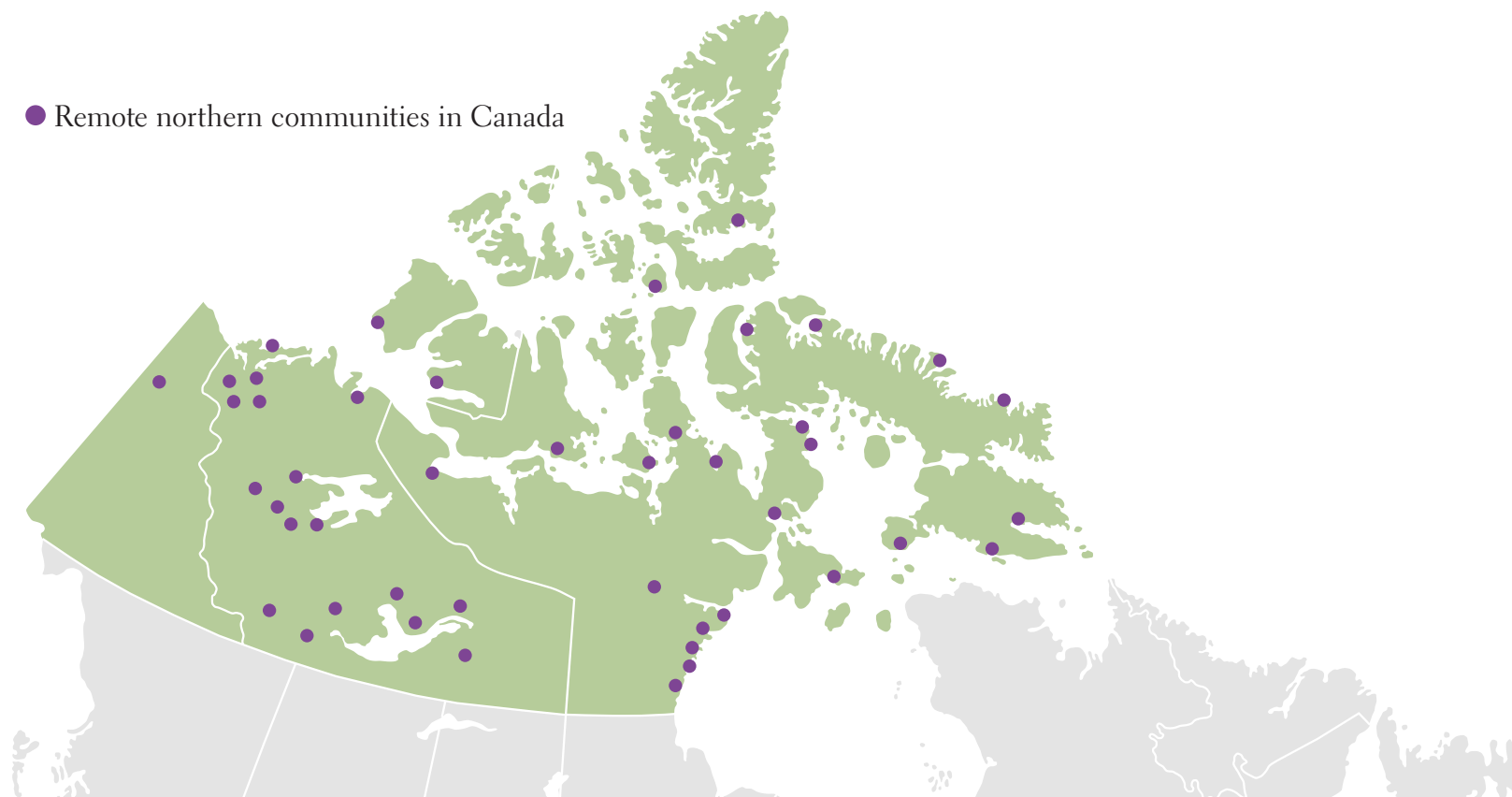
# RENEWED HOPE

## Mapping the journey of food and the impact of climate change

To explore the transportation challenges and costs of shipping to remote communities in Canada's North, and to understand the challenges and risks that climate change brings to traditional food systems in remote communities in northern Canada, Food Banks Canada teamed up with **Esri Canada** to create two **ArcGIS StoryMaps** that showcase the journey of food to remote northern communities and the impact of climate change on traditional food systems.

Food Banks Canada would like to thank the **Walmart Foundation** for funding this StoryMap initiative.

● Remote northern communities in Canada





“We know that food insecurity and poverty don’t affect all equally. As we address these issues at the personal, community, and systemic level, part of this work must involve looking at our own organizations and affirming our commitment to inclusion in all aspects of the work that we do.”

~ Kirstin Beardsley, Food Banks Canada CEO

## INCREASING ACCESS AND REMOVING BARRIERS

### THE NEED

As the need for food banks grows across the country, and the diversity of the clients we support increases, the work of building welcoming and accessible spaces is more critical than ever.

### OUR RESPONSE

In FY24, with the support of the **Walmart Foundation**, and building on a guide developed by Food Banks BC, Food Banks Canada developed and launched a guide to accessibility and equity for food banks, informed by peer researchers with lived experience of food insecurity.

Titled ***Without Barriers, Stigma, or Fear: A Practical Guide to Accessibility and Equity for Food Banks***, the new guide is a practical document that aims to help the network enhance their operations to be more equitable and accessible, highlighting the hard work and contributions of organizations across Canada that have already implemented skills and strategies to create a welcoming, dignified and inclusive space for all who access their supports.

This guide has been shared across our network and was supported with a grant as well as a range of tools and resources, online workshops with accessibility experts, and one-on-one coaching sessions, as well as an e-learning course and a dedicated grant to support organizations to implement changes to further support equity-deserving populations that access their services.





“I have learned from personal experience just how vital it is to feel welcomed and safe at a time of crisis.”

~ Dan Hillyer, Food Banks Canada Peer Researcher

## RENEWED HOPE

**Dan Hillyer** was one of the peer research partners who supported this work. Here he shares his passion for the work of equity, diversity, and inclusion as a member of the team that developed the guide.

This is his story:

“I am married and have four daughters. At first, we believed it was just a short-term rough patch and our normal strategies would get us through. But days turned into weeks and the cupboards were bare. I wasn’t able to provide for my family.

The shame and embarrassment of going to the food bank was more than I could take. It was a much harder and bigger experience than being hungry. I felt like a failure as a father and community member. I felt like I was part of the problem; that I had become a burden on society.

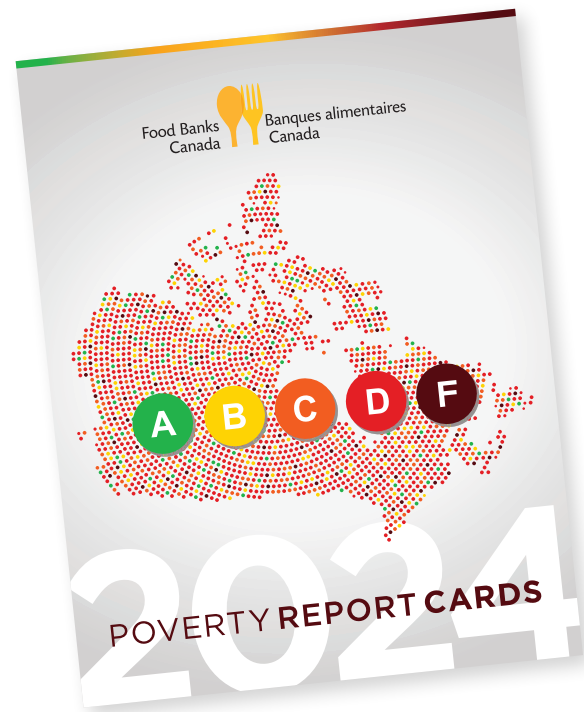
The hopelessness and anxiety I experienced devastated my mental health and I began to question whether life was still worth living. I had finally reached rock bottom. In desperation, I contacted my local community food support. It took all the courage I could muster just to show up. I sobbed for an hour before I could get out of my vehicle and approach the intake worker.

I repeated out loud to myself ‘please be kind, please be kind, please be kind.’ The worker never knew this but she was the first person on my healing journey. She set the tone for this path for me. The first words I heard were ‘I am so glad you are here.’

This set a life-altering tone for me.

I was not a burden. I was not a problem. I was welcomed and I was safe.”





Launched in fall 2023, the full series of report cards provide detailed provincial, national, and territorial analysis and statistics, along with interactive digital maps that Food Banks Canada will update year over year to hold governments to account.

## POVERTY REPORT CARDS

### THE NEED

Backed by our research and analysis, Food Banks Canada works to ensure that governments are taking meaningful action to address the root causes of food bank use – which are poverty and low incomes. This is particularly urgent as we’re seeing food bank visits continue to skyrocket, and food insecurity and poverty on the rise all across the country.

With so many Canadians struggling, we have to ask ourselves what each government is doing to help. However, with an issue as complex as poverty, it can be a challenge to clearly measure how much a government is doing to put people on the road to a better future.

It is even harder to compare different governments to each other, to see which ones are addressing the issues and which ones need to make bolder changes.

### OUR RESPONSE

To help compile poverty reduction efforts across the country and track how much progress governments are making in reducing poverty, Food Banks Canada introduced the country’s first comprehensive **Poverty Report Cards** to capture the nuances of provincial, territorial, and federal perspectives in one place.

The report and corresponding Poverty Report Cards are also accompanied by a set of policy recommendations for each level of government, which act as a roadmap to steer the country toward a future where poverty and food insecurity are a thing of the past.



## CIVIC ENGAGEMENT

**5,000,000**  
Campaign Impressions

**9,000**  
Letters sent to Canadian MPs

## RENEWED HOPE

Through our Poverty Report Cards initiative, Food Banks Canada aims to encourage greater transparency, accountability, and enhanced poverty alleviation efforts from all levels of government.

We hope that people will use this knowledge to participate in informed discussions and advocate for policies that can make a tangible difference in Canada and help us build a country where no one goes hungry.

“Behind every statistic is a person or a family that’s struggling to put food on the table – but that doesn’t have to be the Canada of the future. This report not only highlights the deep gaps in our current social safety nets, but it also provides a road map for every level of government. We can build a Canada where no one goes hungry by asking our governments to take bold and focused action where people need help most.”

~ Kirstin Beardsley, Food Banks Canada CEO



“Food access is currently a systematic problem and we, as a society, need to alter the thinking around this. The stigma, anxiety, and embarrassment of not having the means to provide for yourself or your family needs to change.”

~ Participatory Action Research Study Participant



# MATERIAL DEPRIVATION INDEX

## THE NEED

Current poverty measures such as the Market Basket Measure (MBM), which is Canada’s official measure of poverty, only tell part of the story of poverty in Canada.

However, by only focusing on income and ignoring other important factors, this measure does not consider the different ways that people can finance their basic needs beyond income into consideration. It can also be less sensitive to the impacts that major events such as the pandemic and skyrocketing inflation can have on a household’s well-being, as well as household debt, regardless of whether their income falls above the official poverty threshold.

## OUR RESPONSE

To help measure poverty levels accurately, improve our understanding of the experience of poverty and how it influences food insecurity, as well as support calls for policy change, Food Banks Canada advanced our Material Deprivation Index project, with the support of the **Maple Leaf Centre for Food Security** and **Maytree**.

Our Research team completed a ***Material Deprivation Index study*** that was presented in November 2023 at the Food Security Symposium in Toronto, and developed an updated list of material deprivation indicators to be more reflective of the lived experience of people, in particular historically marginalized groups.



As University of Ottawa Professor **Geranda Notten**, who is working with Food Banks Canada to collect material deprivation data, wrote in an article for *The Conversation* in March 2023, “Inaccurate poverty measurement tools not only skew our understanding of how much poverty there is and who is at risk, but also skew how policies contribute to reducing poverty.”

Food Banks Canada’s Research team is using a combined quantitative and qualitative approach that is inclusive of people with lived experience of food insecurity to explain in greater detail the significance of certain indicators over others. This includes closely examining whether groups such as Indigenous and racialized populations, who are more likely to face higher rates of poverty and food insecurity due to systemic racism and oppression, may prioritize needs differently.

## RENEWED HOPE

Having a Material Deprivation Index for Canada will give us a much clearer picture of who is more likely to experience food insecurity and require use of a food bank, and help us advocate for policies that will address these needs in a more specific and strategic way.

The project will not only deepen our understanding of poverty and food insecurity across the country but also enable Food Banks Canada to lobby policymakers to better target and track the success of poverty reduction initiatives.





“Living on a pension and not getting enough money each month for food isn’t easy. Neither is opening the door to the food bank for the first time. But they made me feel worthwhile and important and I was so grateful for that.”





“Everyone is one crisis away  
from needing a food bank.”

~ Participatory Action Research Study Participant



Food banks across Canada  
were there to meet the needs of  
**1,935,911 visits**  
in March 2023 alone – an increase  
of **32%** from the year prior.





# WHEN DISASTER STRIKES

## THE NEED

This year was officially Canada's worst wildfire season on record, with more than 10 million hectares of land burned.

Communities from the prairie provinces to the northern territories were displaced by wildfire danger and forced to flee their homes, compounding an already dire situation for food banks straining under historically high demand.

As the cost-of-living crisis continues to exacerbate and deepen systemic inequities, the effects of severe wildfires and other extreme weather events such as flooding can place anyone into the position of reaching out to a food bank for support.

## OUR RESPONSE

Food Banks Canada's network of more than 5,100 food banks and community agencies is well-versed in responding to emergency situations, with the experience of the pandemic and the impacts of the 2021 B.C. floods still fresh for many.



“Thank you so much for orchestrating this – we are just blown away by the generosity of Loblaw!”

~ Amy Pillage, Program Coordinator, Edson Food Bank Society

In response to extreme weather conditions and natural disasters across the country in FY24 made more likely by climate change, Food Banks Canada:

- **Coordinated the delivery of 7M+ pounds of food to impacted communities.**
- **Shared \$219k in emergency funding from our Disaster Reserve Response Fund to support communities including:**
  - Whitehorse, Y.T.
  - Yellowknife, N.W.T.
  - Buffalo Narrows Friendship Centre, Saskatchewan
  - Turnor Lake & Birch Narrows Community Food Centre, Saskatchewan
  - Meadow Lake Food Bank, Saskatchewan
  - Food Banks Alberta

## RENEWED HOPE

When spring 2023 wildfires in Alberta forced multiple communities to issue evacuation orders and thousands of people to flee their homes, Food Banks Canada worked closely with our long-standing partner, **Loblaw Companies Limited**, to help affected regions in the province.

Loblaw facilitated the generous donation through their distribution centres in Edmonton and Calgary, and within 24 hours they sourced non-perishable food, water, and essential hygiene products. These donations were directed to food banks in Edson, Entwistle, and Whitecourt, benefitting 200 families and 650 individuals for multiple days.



Together we delivered  
**185,000**  
healthy food packages  
to children in over  
**200 communities**



## AFTER THE BELL

### THE NEED

HungerCount 2023 found that 33 per cent of food bank users are children, even though children only represent approximately 20 per cent of the population.

Since the start of the pandemic, households with children have been more likely to experience food insecurity, and there has been an increase in two-parent households with children under 18 accessing food banks — from 18.8 per cent in 2019 to 21 per cent in 2023.

The need becomes even greater during the summer, when school meal programs shut down, and kids throughout the country who are food-insecure need access to healthy, nutritious food.

### OUR RESPONSE

In FY24, to help fill the summer child hunger gap created when critical in-school meal programs are not available, we distributed 185,000 healthy food packs to children experiencing food insecurity in over 200 communities throughout the country through our After the Bell program. This includes 25 brand new communities and nine communities in the North.

With the support of **Subway Canada**, After the Bell's Fresh Food Partner, food banks in every province and territory were given a grant to add fresh fruits and vegetables, providing a well-rounded and balanced nutritious food pack.





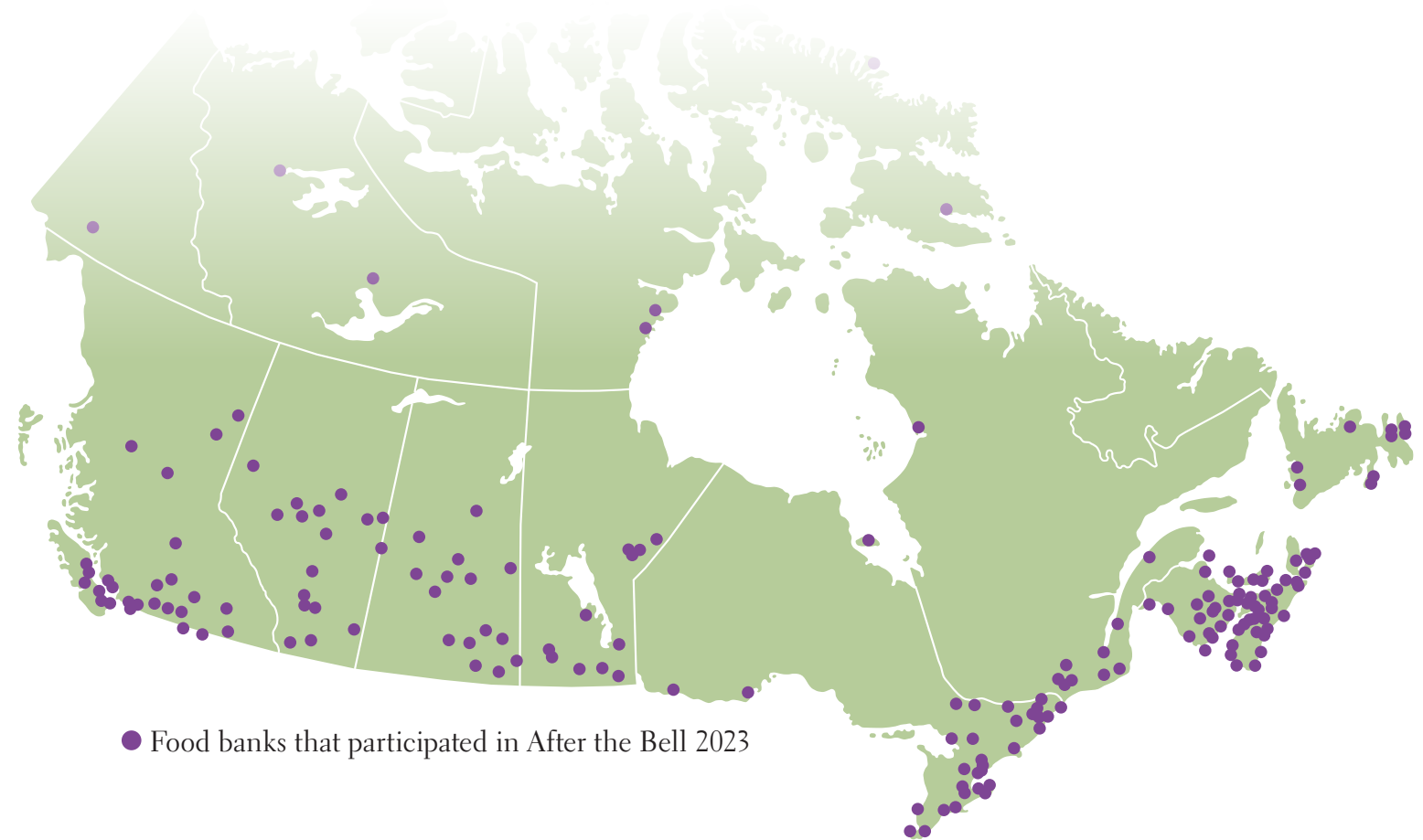
“The amount of fresh food that we are able to distribute through our regular hamper program to families is limited, and the ability to direct these fresh foods specifically to the children was so great. The kids would always open the bag and reach for the fresh food first!”

~ The Link Food Centre, Burns Lake, B.C.

This year, we provided the largest, most nutritious food packs ever, each containing child-friendly, nutritious foods that are reviewed by a dietitian. The packs are assembled with shelf-stable items such as hummus, crackers, granola bars, oatmeal, milk, and sunflower seeds.

## RENEWED HOPE

We are incredibly grateful to our generous corporate sponsors for supporting a program expansion to reach families experiencing food insecurity in even more communities with nutritious, child-friendly food packs throughout the summer.







We delivered over  
**72.7 million products**  
to low-income individuals  
throughout the country.

# MENSTRUAL EQUITY FUND PILOT

## THE NEED

Choosing between buying food and menstrual products or between paying your rent and ensuring your menstrual health is not a choice anyone should be forced to make — and yet it happens every day, all across this country.

According to a survey that was conducted by **Environics Research** on behalf of **WAGE**, one in six Canadians who menstruate have personally experienced period poverty. This rises to one in four if their household earns less than \$40,000 a year.

## OUR RESPONSE

Food Banks Canada was proud to be selected by **Women and Gender Equality Canada** to lead a pilot for their Menstrual Equity Fund to address period poverty in Canada, with two objectives:

1. To test a national approach to provide free access to menstrual products to diverse low-income communities across Canada.
2. To increase education on and awareness of people's knowledge of menstrual products, good practices, and period stigma.





“This project is particularly close to our hearts since people who rely on food aid often do not have the means to obtain the necessary menstrual products. We are so excited to be taking part.”

~ Moisson Québec

Through the pilot, and the engagement of pilot locations in every province and territory, we delivered over 72.7 million products reaching over 3.5 million low-income individuals nationwide.

Food Banks Canada also engaged with amazing organizations across Canada who have been working to advance menstrual equity. We provided \$2.5M in funding to scale up their existing education and awareness activities to inform Canadians about period poverty and reduce stigma around menstruation.

## RENEWED HOPE

With the support of the food bank network and community organizations, we are working collaboratively to ensure those who need these products the most have access to them through this much-needed national pilot initiative, along with public education and awareness activities that break down barriers and create open conversations about menstruation to foster more inclusivity and understanding.

**A food bank recipient of the Menstrual Equity Fund had this to share about their involvement in the program.**

“We’re beyond grateful for the support, and we’re excited to continue distributing these essential items throughout our community. Your contribution makes a real impact, ensuring that individuals in need have access to crucial resources. Together, we’re making a positive difference, one thoughtful gesture at a time. Thank you for helping us create a stronger, more caring community!”

~ Kamloops Food Bank

Program funded by:  Women and Gender Equality Canada Femmes et Égalité des genres Canada



In total,  
**\$37 million**  
was returned to clients  
through the completion of  
over 10,000 tax returns!



## DURING TAX SEASON

### THE NEED

As the cost of living in Canada continues to rise, food banks across the country are experiencing overwhelming demand.

People in every community are at the breaking point, from coast to coast to coast, and many people who never thought they would need a food bank are walking through the doors for the first time.

### OUR RESPONSE

Free tax clinics are a valuable way to help people living on low incomes file their tax returns and access vital benefits, including disability supports and GST/HST credits.

Last year through our National Tax Clinic program, which is now in its fifth year thanks to funding and volunteer support from our corporate sponsor, **KPMG Canada**, free tax clinics were offered by food banks in five primary locations, as well as eight smaller locations that received grants that were new to the program.



“Our KPMG office location in Windsor has been a supporter of the UHC – Hub of Opportunities for many years, and our staff at KPMG are always looking for ways to support our local community. I am really happy that in 2024 we are adding an in-person clinic to the program in Windsor, which will increase the amount of returns we are able to assist with. It truly is a team effort!”

~ Melissa Munger, KPMG Officer Manager, Windsor, Ont.

## RENEWED HOPE

A client of the free tax clinic hosted by the UHC – Hub of Opportunities in Windsor, Ont., who lives paycheque to paycheque said they found the service to be deeply impactful.

“I was highly stressed about getting my taxes done, as I live paycheque to paycheque and there wasn’t much money for additional expenses. I also felt a measurable amount of shame; there’s something crippling about saying you work full-time and still can’t afford basic expenses. I met with a UHC volunteer to assess my needs for the clinic, and take down my information with a great measure of compassion and empathy. I felt comfortable as she alleviated my shame and normalized the situation for me. Her friendly and compassionate approach made all the difference in the world to me.”

~ UHC – Hub of Opportunities client story

Wendy Pang, a KPMG senior accountant who is a returning volunteer at the free tax clinic hosted by the UHC, said that as food bank clients interact with volunteers on filing taxes, they are provided the opportunity to better understand how to navigate systems they may be unfamiliar with and build on skills and knowledge to do it on their own in the future.

“This is my fourth year volunteering as a tax preparer. The clients I meet are usually newcomers, single parents, seniors, new graduates, and unemployed individuals. The free tax services are not only to help them file personal tax on time, but also to help them apply to government benefits and subsidies, such as the Ontario Trillium Benefit, Canada child benefit, GST/HST credit, Canada Carbon Rebate, etc. It’s a great way to provide help, support, and tax advice to modest-income individuals and families by using my professional knowledge.”

~ Wendy Pang, KPMG Senior Accountant, Windsor, Ont.



The Food Banks Canada set of national food bank standards ensures operational excellence is met in these six key areas:

- **Governance and Administration**
- **People Management**
- **Financial and Legal**
- **Client Service and Care**
- **Public Engagement and Fundraising**
- **Food Operations and Safety Standards**

# STANDARDS OF EXCELLENCE

## THE NEED

Every organization within the network of more than 5,100 food banks upholds Food Banks Canada's **Ethical Food Banking Code**, ensuring consistent and respectful service for all. Community leaders and volunteers also complete safe food handling training to ensure they maintain the highest safe food handling standards and that everyone across the country who needs food support can feel confident and safe when accessing the services available to them at our food banks.

With more people in Canada struggling to make ends meet and relying on food banks, the food banking network is committed to continually enhance our collective capabilities to relieve hunger today and prevent hunger tomorrow.

## OUR RESPONSE

To provide the highest levels of safety and dignity in food banking, Food Banks Canada launched a new set of national food bank standards that cover all areas of food bank operations to ensure overall operational excellence across the entire network.

Designed as a baseline set of standards to which the food banking network holds itself accountable, the Standards of Excellence program provides a framework for food banks to identify opportunities for innovation and performance improvements in the areas of client service and care, food operations, safe food handling, and more.



“The National Standards program has been really important for the Barrie Food Bank. It’s allowed us to develop a comprehensive set of policies and procedures to really increase the standard at which we operate. It’s increased our integrity and safety and care for our visitors and our staff and our volunteers and our donors and ultimately our community. Updating these policies and procedures has increased our resilience as an organization with a small team of people that we work with.”

~ Sharon Palmer, Executive Director, Barrie Food Bank

Food Banks Canada’s Standards of Excellence program provides a framework that will set the foundation for the network to thrive. This means that as the food bank network aligns and becomes accredited through the standards, we have the opportunity to:

- **Advance to an even stronger and more agile food banking system to provide the best service delivery to communities across the country.**
- **Activate shared learning to increase innovation and challenge the status quo.**
- **Amplify the collective impact of the network on Canada’s food insecurity.**

## RENEWED HOPE

Becoming accredited through the Food Banks Canada Standards of Excellence will give food banks a baseline set of best practices, allowing for continuous improvement, accountability, and the establishment of clear benchmarks for future performance improvements. This in turn will help reduce risks, create enhanced opportunities to recruit and retain board members and volunteers, and differentiate your food bank as a network leader.

Over the coming years, Food Banks Canada will be helping the food bank network to adopt these standards by offering instructional videos, grants and other resources, at every step of the journey toward accreditation. In FY24 alone, we funded \$1M through our Standards of Excellence grant.



“I have seen many new clients that have never accessed a food centre before. Many are working families with children that just aren’t able to make ends meet due to inflation, and the increased cost of rent, food, and fuel. Rental housing is very difficult to find, and has gone up significantly, causing some to live in poor conditions.”

~ HungerCount 2023 survey respondent, Alberta





“I had to decide whether  
to feed everybody or  
have somewhere to live.”

~ Participatory Action Research Study Participant



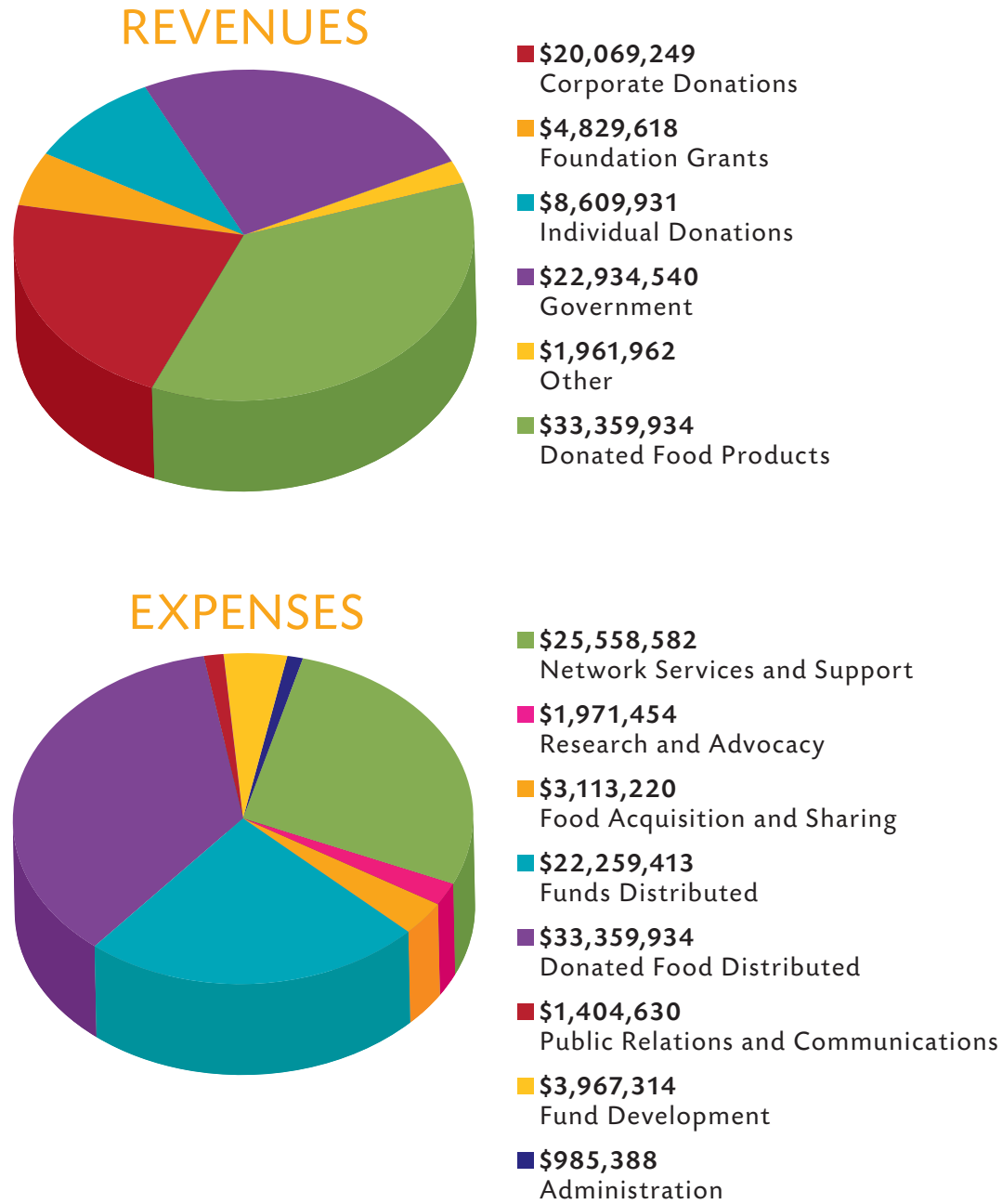
Over **1 in 3**

people in Canada agree that  
it is difficult to keep up with  
the rising cost of rents –  
and this figure jumps to **54%**  
among racialized Canadians.



# FINANCIAL ACCOUNTABILITY AND OVERSIGHT

## STATEMENT OF OPERATIONS AND CHANGE IN NET ASSETS



REVENUE	FY24	FY23
Corporate Donations	20,069,249	19,882,229
Foundation Grants	4,829,618	3,665,248
Individual Donations	8,609,931	6,562,739
Government	22,934,540	0
Other	1,961,962	948,151
Donated Food Products	33,359,934	24,828,197
<b>TOTAL</b>	<b>91,765,234</b>	<b>55,886,564</b>
<b>EXPENSES – Program Services</b>		
Network Services and Support	25,558,582	3,043,557
Research and Advocacy	1,971,454	1,528,875
Food Acquisition and Sharing	3,113,220	3,029,666
Funds distributed	22,259,413	25,016,705
Donated Food Distributed	33,359,934	24,828,197
<b>TOTAL PROGRAM SERVICES</b>	<b>86,262,603</b>	<b>57,447,000</b>
<b>EXPENSES – Support Services</b>		
Public Relations and Communications	1,404,630	1,617,204
Fund Development	3,967,314	3,667,260
Administration	985,388	1,035,350
<b>TOTAL SUPPORT SERVICES</b>	<b>6,357,332</b>	<b>6,319,814</b>
<b>TOTAL EXPENSES</b>	<b>92,619,935</b>	<b>63,766,814</b>
Increase (decrease) in Net Assets	(854,701)	(7,880,250)
Net Assets, Beginning of Year	29,179,964	37,060,214
Net Assets, End of Year	28,325,263	29,179,964



# FINANCIAL ACCOUNTABILITY AND OVERSIGHT

## STATEMENT OF FINANCIAL POSITION

ASSETS	FY24	FY23
Cash	17,017,007	14,988,864
Investments	19,004,184	13,011,335
Accounts Receivable	7,241,551	7,667,001
Prepaid Expenses	1,094,520	908,614
Capital Assets	40,998	61,710
<b>TOTAL ASSETS</b>	<b>44,398,260</b>	<b>36,637,524</b>
<b>LIABILITIES AND NET ASSETS</b>		
Accounts Payable and Accrued Liabilities	16,049,945	7,422,266
Deferred Capital Contributions	6,120	18,362
Deferred Rent	16,932	16,932
<b>TOTAL LIABILITIES</b>	<b>16,072,997</b>	<b>7,457,560</b>
<b>NET ASSETS</b>		
Without Donor Restrictions	24,529,398	25,340,535
With Donor Restrictions	3,795,865	3,839,429
<b>TOTAL NET ASSETS</b>	<b>28,325,263</b>	<b>29,179,964</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>44,398,260</b>	<b>36,637,524</b>

The audited financial statements of Food Banks Canada are available on the Food Banks Canada website at:

<https://foodbankscanada.ca/about-us/annual-reports>

The audited financial statements of the Food Banks Canada have been prepared in accordance with Canadian generally accepted accounting principles for not-for-profit organizations established by the Accounting Standards Board of Canada. The Board of Food Banks Canada approves an annual operating plan and budget and receives quarterly reports from management. Additionally, the Audit Risk and Finance Committee of the Board meets with management to monitor the external audit, financial performance, internal control environment, enterprise risk management, and related mitigation strategies of the organization.







Bringing hope.

In FY24, Food Banks Canada's media relations efforts helped provide valuable information to the public and raise awareness about the issue of food insecurity in Canada through our strategic initiatives and reports. These efforts increased the awareness of food insecurity in communities throughout the country, engaging more people in our activities so that we can do more and make a greater impact working toward our mission to relieve hunger today and prevent hunger tomorrow.

**3,500** news stories generated by Food Banks Canada earning over 1.2B media impressions

**1,500+** record-setting news stories generated by *HungerCount 2023* coverage from coast to coast to coast

**1,200+** news stories generated by Food Banks Canada's Poverty Report Cards release with over 500M media impressions

**100M+** combined media impressions from partner initiatives including *Giving Tuesday*, *After the Bell*, the *Tax Clinics*, and other community-based initiatives





“Enterprise Mobility is a true partner for Food Banks Canada, funding the backbone of our work in the critical areas of research and technology, expanding services, and reducing the long-term need. There is so much that happens behind the scenes through our data collection and research and using these insights to inform the distribution of our grant funding and build our programs, all while supporting long-term solutions to hunger and food insecurity. Thank you, Enterprise Mobility, for providing visionary support at a time when it is needed more than ever before.”

~ Erin Filey-Wronecki, Chief Development and Partnerships Officer,  
Food Banks Canada

## DONOR SPOTLIGHT – ENTERPRISE MOBILITY **FILL YOUR TANK®**

Thank you to our partner, **Enterprise Mobility**, for their continued commitment and support to our mission of a Canada where no one goes hungry. Since 2016, Enterprise Mobility has fueled Food Banks Canada with more than **\$15M** as part of the **Fill Your Tank® program**, which is a multi-year initiative aimed at relieving hunger for people experiencing food insecurity in Canada.

We are grateful to have Enterprise Mobility as a true partner in our work, driving ground-breaking research, enhancing technology, and boosting critical efficiencies across the food bank network.

Over the past year alone, Enterprise Mobility’s support has:

- **Assisted 18 northern communities with infrastructure upgrades, innovative projects, and food-safe training.**
- **Supported Food Banks Canada’s research and advocacy efforts, aiding in understanding hunger’s root causes and advocating for lasting change.**
- **Enabled key technology investments, ensuring a more efficient system.**

With the ongoing support of great partners like Enterprise Mobility, in FY24 we also completed extensive research to uncover regions with high rates of food insecurity without sufficient community supports in place. These insights will help Food Banks Canada make strategic investments where the need is greatest and develop targeted program solutions to support communities where we can have the greatest impact.

# THANK YOU TO OUR PARTNERS

The work we do is only possible due to the exceptional donors who support our work, allowing us to address the real need in our communities today, while advancing our important research and advocacy efforts to drive meaningful action to address the root causes of food insecurity in Canada for tomorrow.

## TRANSFORMATIONAL PARTNERS

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## VISIONARY PARTNERS

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## MISSION PARTNERS

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## INSPIRATIONAL PARTNERS

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# THANK YOU TO OUR PARTNERS

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Hope beyond hunger.



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