

## Medicine Hat Food Bank Information:



**532 South Railway Street SE  
Medicine Hat, Alberta, T1A 2V6**

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**For Questions / Concerns:  
Jim Turner, Executive Director  
403-528-4313**

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**For Client Appointments:  
Fiona Drabble, Director of Client  
Services  
403-528-4566**

**Medicine Hat Food Bank is a member of:**



# ANNUAL REPORT

**2 0 1 3**



**Medicine Hat and District Food Bank  
(1992) Association**

## PROGRAMS OFFERED AT THE FOOD BANK

### **Grocery Basket:**

7-10 days of emergency food assistance available to clients once every two weeks.

### **Grocery Box:**

3-6 days of emergency food assistance once per calendar month.

### **Milk Program:**

Provides milk to women and children in low income families. This program is sponsored by our local Sobeys Store.

### **Program 4**

#### **Protein:**

Provides meat, cheese and eggs in our grocery baskets and for healthy bundles.

#### **Healthy Bundles:**

Provides nutritious food to pregnant women or women with children aged one and younger.

### **Birthday Boxes:**

Includes balloons, goodie bags, streamers, plates, cups, napkins and hats for children up to 10 years old and an appropriate gift will also be included.

### **Community Kitchens:**

Provides food to 5 different kitchens in our community. Participants learn to cook healthy and affordable meals under the guidance of a nutrition specialist.

### **Food Link Program:**

This program is to share food resources with partners in the community (schools). My Place Program and Crescent Heights High School and Alexandra School, HALT Program and Medicine Hat High School and counselors at High Schools addressing hunger with students.

### **Kids Lunch**

#### **Program:**

Provides school lunch supplies to low income families accessing the Grocery Basket Program.

### **Snack Attack Program:**

An emergency shelf is stocked with nutritional items in elementary schools in Medicine Hat and Cypress County. This is available to schools monthly.

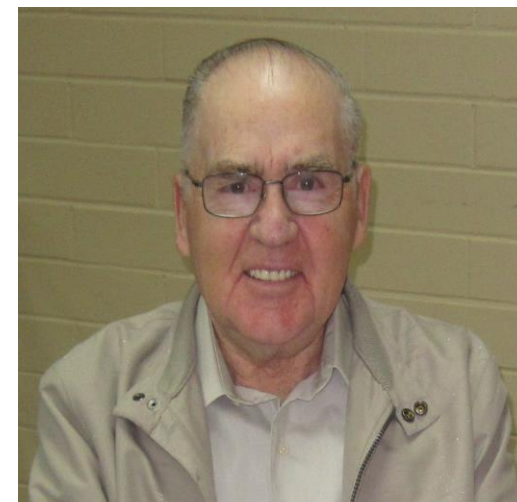
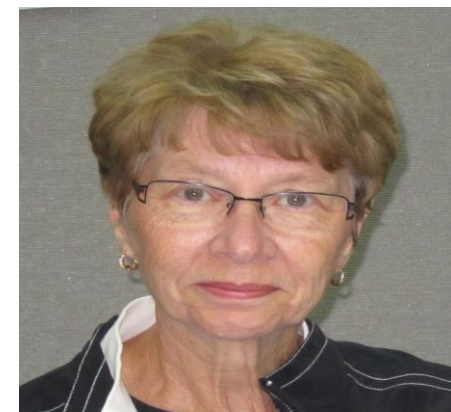
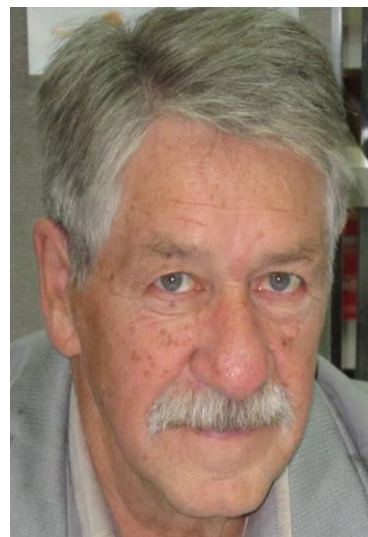
### **Daily Supplements to Partnering Agencies:**

Provide daily to partnering agencies. This is the additional bread and products that are gleaned from the grocery stores daily.

### **Brown Bag Lunch Program:**

Provides lunches for children in need within the schools. We believe nutrition is key to helping children do better in school.

## OUR VOLUNTEERS





# OUR VOLUNTEERS



## PURPOSE

The purpose of the Medicine Hat and District Food Bank (1992) Association is to address food insecurity by distributing food, free of charge, to those deemed in need of temporary assistance in the City of Medicine Hat and the County of Cypress.

## MISSION

The Medicine Hat and District Food Bank (1992) Association believes that hunger exists in the community and that the community has a responsibility to address this food insecurity in a manner ensuring availability, accessibility and adequacy of food.

## CONTACT US

**Executive Director: Jim Turner**  
Phone: 403-528-4313  
Email: [jim\\_mhfbank@telus.net](mailto:jim_mhfbank@telus.net)

**Director of Client Services: Fiona Drabble**  
Phone: 403-528-4566  
Email: [feemhfb@telus.net](mailto:feemhfb@telus.net)

**Volunteer Coordinator: Melissa Wilson**  
Phone: 403-528-4313  
Email: [melissa.w@telus.net](mailto:melissa.w@telus.net)

**Administrative Assistant: Anna Osmond**  
Phone: 403-528-4313  
Email: [anna.mhfb@telus.net](mailto:anna.mhfb@telus.net)

**Warehouse Supervisor: Nadia Kessler**  
Phone: 403-528-4313

**Office Fax: 403-528-4381**

## MEDICINE HAT FOOD BANK SUPPORTS

In addition to handing out grocery baskets, we also partner with several other community non-profit organizations including:

Best Babies  
Bridges Family Program  
C.H.A.D.S  
Canadian Cancer Society  
Canadian Mental Health  
Champion Centre  
Christ the King Church  
City of Medicine Hat  
Community Addictions  
Core Association  
Crestwood Mennonite Brethren Church  
Dream Centre  
Early Intervention Program  
Fifth Avenue Memorial United Church  
Good Food Box  
HALT Program at Medicine Hat High School  
Hillcrest Evangelical Missionary Church  
Hope Street Church  
Housing First  
L.D.S Church  
Link Church  
McMan Inn Between Youth Shelter  
Medicine Hat Care Centre  
Medicine Hat Catholic School District  
Medicine Hat College  
Medicine Hat Family YMCA  
Medicine Hat School District #76  
Miywasin Society  
Musasa  
My Place Program (CHHS and Alexandra Middle School)  
Palliser Health Region  
Phoenix Safe House  
Prairie Rose School District  
Pregnancy Support Centre  
Red Cross  
Redcliff Youth Centre  
Redi Enterprises  
S.P.C.A.  
Saamis Immigration  
Salvation Army  
Santa Claus Fund  
School Snack Attack Program  
St Vincent De Paul  
Teen Mom Centre  
United Way  
Veiner Centre

## OUR DONORS

Orbis Engineering Field Services	S.O.S
Park Meadows	Southland Volkswagen
Park Meadows Village Social Club	Spectra Energy
Pat's Off-Road Transport Ltd	Starks Plumbing
Peavey Mart	Sunrise Rotary Club
Pepsico Foods Canada	Target
Prairie Sage Holdings Ltd.	TD Bank
Purolator	Teamsters Local Union No. 632
Quality Container Storage Ltd.	The Kinette Club of Medicine Hat
Raymond James Canada	The Toronto Dominion Bank
RBC Foundation	Thompson Schindle Green
Redcliff Lions Club	Trans Canada Pipelines Limited
REDI Enterprises Society	Transit Paving Ltd.
River Dental	Tri-Med Holdings
Saamis Rotary Club	United Way of South Eastern Alberta
Skogen Insurance Services Ltd.	Vanshaw Enterprises
Sobeys	
Sons of Abraham	



## OUR DONORS

Alberta Physical Therapy Clinics	Dutch Brothers Painting Co. Ltd.
Alberta Regional Council of Carpenters	Enerplus Partnership
Allan G. Leis Professional Corp.	F & S Safety Services
AMA	Farmland Supply Centre Inc.
Art's Excavating	Firemaster Social Club
ATB Financial	Fraternal order of Eagles
ATCO Energy Solutions	Gas City Kiwanis Club
AUPE	Gerald & Elaine Freedman
AUPE (Local 48)	Good Year
Bank of Montreal	Hargrave Ranching Co. Inc.
Beare Holdings Ltd.	Harvest Operations Corp.
BFI Canada Inc.	Hillcrest Evangelical Missionary Church
BMO (2 <sup>nd</sup> Street)	Hummel's Oilfield Services
B.P.O. Elks Club	Investors Group
Canadian Fertilizers Limited	Johnston Morrison Hunter & Co. LLP
Canadian Pacific Railway	Kiwanis Club
Cattlewomen for the Cure Corp.	Knights of Columbus 9502
Crestwood Dental Clinic	Knights of Columbus 1732
Cee Gee Southern Inc.	Lachapelle's Painting
Cenovus (Employee Foundation)	Lions Club of Medicine Hat
Cenovus Energy Inc.	LMT Enterprises
Centrica Energy Canada	M & R Contractor Ltd.
Chris Osgood	Medicine Hat & Lethbrige Shopper
Christian Reformed Church	Medicine Hat Co-op
Classic Construction Ltd.	Medicine Hat Kinsmen
Comark Inc.	Medicine Hat Lodge & Convention Centre
CSU Solidarity Fund	Meggitt Training Systems Canada Inc.
Cypress Bingo Society Dauber	Mr. Lube
Davis Pontiac Buick GMC	NaturEner Canada
Design Flooring Centre	

## MESSAGE FROM OUR BOARD CHAIR

Chairs Report,

Time does fly by! It has been an exciting year here at the Food Bank. This is Jim Turners first year as Executive Director and his presence within the community and the Food Bank itself has rejuvenated our presence in the city.

We will be doing the Brown Bag Lunch program this fall. A very worthwhile project for our community. The need is there as well as the invested interest from the community.

Also, for the first time we are introducing a Hockey Pool program that will be starting immediately. We are looking at this project as one that will grow year after year and guarantee funds coming in. Let the games begin and help the community at the same time. How exciting!

We can plan and plan here at the Food Bank but without our volunteers we are not going to achieve anything. All our volunteers give from their hearts. We all have busy lives but our volunteers find time to help out with all kinds of events and of course within the Food Bank itself. I know our clients appreciate it as well as the board and the staff. Thank you so much. You are all ANGELS!!!

The staff here at the Food Bank are all dedicated to their jobs. But you have to be a caring person to work within the Food Bank environment. We appreciate everything they do.

Thanks also to Loreen E. Piehl-Wiedemann and Ray Barnard for their support given to the Food Bank. They are both leaving the board this year. We know you will always be out there helping in the community somewhere.

**Submitted by Linda Lehr,  
Chair of the Medicine Hat and District Food Bank**

# CURRENT YEAR DIRECTORS

Linda Lehr – Chair of the Board

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Barry Gooding – Vice Chair

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Neil Russell – Director

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Kyle Camilleri – Director

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Lois Rissling – Director

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Gord Cowan – Director

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Scott Milroy – Director

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Korrie Miller – Secretary

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Linda Robertson – Director

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Carol Pigson – Non-Voting Director

# WAYS THAT YOU CAN HELP

## VOLUNTEERING

We are always looking for new volunteers to assist us. We need help with the daily operations of the Food Bank as well as volunteers to help with our special events throughout the year. If you are interested in being part of a dynamic volunteer team, please call 403-528-4313 to discuss the process.

## ORGANIZE OR HOST AN EVENT

Many people find it easy to contribute to the Food Bank by collecting donations at their local school, office, church, or by taking donations as part of an event. For birthday celebrations, anniversary parties, etc. you can ask that your guests make a donation to the Food Bank in lieu of gifts or flowers.

## PLANT A ROW – GROW A ROW

The Plant a Row – Grow a Row program invites local gardeners to grow an extra row of fruits or vegetables to donate to the Food Bank. It also encourages local gardeners to share their excess crops with us. If you are interested in growing a row and would like to know what would be most suitable for the Food Bank, please call us.

## OTHER WAYS YOU CAN HELP

Many times the Food Bank is in need of specific items or services that you may be able to donate. Goods-in-Kind receipts may be available.

## DONATING MONEY

The Medicine Hat and District Food Bank does not receive Federal Government Funding and, therefore, relies solely upon the generous donations from the community. While donations of food and time are greatly appreciated, money is needed for essential items to ensure that our services remain available. Donated funds are needed for things like building repairs and maintenance, utilities, MHFB vehicle maintenance, fuel, office supplies, office equipment, etc. In order to be a successful and effective organization, and to be able to provide continuity of service to our clients, we also require some paid employees. Tax deductible receipts are available for your donations of \$10 or more. Remember, every little bit helps.

**100% OF YOUR DONATION STAYS IN YOUR COMMUNITY!!!!**

## DONATING FOOD

Of course, food is always welcome. We suggest that you only bring food here that you feel comfortable serving in your own home. Make sure that it is in good condition and not outdated. You can donate food in the following ways (1) Take your non-perishable food donation to one of our Food Bank drop boxes located at Canada Safeway Stores, Co-op, Superstore and Sobeys **OR** (2) Bring your donation to us at the Food Bank during our regular business hours (8:30am to 4:30pm) **OR** (3) If you would like to know if there are specific items that we are in need of, please call us and we will be happy to let you know.



## MESSAGE FROM OUR PERSONNEL COMMITTEE

This was an extremely quiet year for the Personnel Committee. Our major focus was to review and rewrite certain by-laws that needed to be updated. These by-laws are being presented at the annual meeting for vote and eventual adoption.

The Personnel Committee was also involved in the overseeing and evaluating our new Executive Director, Jim Turner. Our committee was more than happy with the job that Jim has done for us over the last 12 months and look forward to the years ahead with Jim as our Executive Director.

**Submitted by Korrie Miller,  
Chairman of the Personnel Committee**



## MEDICINE HAT FOOD BANK STAFF



From left to right : Nadia Kessler (Warehouse Supervisor), Melissa Wilson (Volunteer Coordinator), Anna Osmond (Administrative Assistant), Carol Pierson (Accountant), Fiona Drabble (Director of Client Services), Jim Turner (Executive Director), Jim Hadwen (Driver)

## MESSAGE FROM OUR EXECUTIVE DIRECTOR

Thoughts from the Executive Director,

This past year was another record setting year for the amount of food and cash donations. The generosity of the citizens and businesses of Medicine Hat has enabled us to offer our ever increasing number of clients a larger selection of higher quality food in their hampers. We have been able to double the size of our client choice room, complete with new display racks and 2 new coolers, one for dairy and ready to eat foods and one for fresh produce items. Our partnership with the Calgary Food Bank is giving us access to 1000's of lbs of frozen food products.

I have continued to work to strengthen our relationships with the many other agencies in Medicine Hat and I think we have made real progress in this area. The goal for all of us should be to work for the common goal of improving the life of our clients.

Our most successful new initiative this past year has been the Brown Bag Lunch Program. We started the pilot project in January with 3 schools and ended in June with 8 schools, during that time we delivered more than 20,000 lunches. We have 14 schools signed up to take part in the program in the new school year and we anticipate that we will be delivering between 80 and 100 thousand lunches.

We ended the year with the flood of 2013 which effected many people in Medicine Hat. It appears that this will have an impact on our operations for the next few months. Fortunately for us we have the resources to handle any additional clients that come to us for help.

The successful operation of the Medicine Hat Food Bank is very dependent on the dedication and hard work of the more than 100 volunteers. It has been fun working and getting to know them this past year and I want to thank them all from the bottom of my heart. What they give to us is their "TIME", the most valuable donation anyone can give.

In closing, I want to express my gratitude to our board of directors for their continued guidance and support. My first full year managing the Medicine Hat Food Bank has been very rewarding and fulfilling. A great big thank you to my fantastic staff who work hard every day to help our clients in their time of need. They make my job much easier.

**Submitted by Jim Turner,  
Executive Director**

## FOOD STATISTICS

Month	Donations In	Client Out	Partners Out	Total Out
JULY	25314.4	14601.3	10467.4	23068.7
AUGUST	31051.6	15622.8	16068.3	31691.1
SEPTEMBER	34231.7	15345.9	15213.4	30559.3
OCTOBER	39196	16903.8	18884.9	35788.7
NOVEMBER	34587.7	17998.6	10726.2	28724.8
DECEMBER	58701.3	16984.9	19308.1	36293
JANUARY	28604.3	18275.4	10474.3	28749.7
FEBRUARY	22029.4	17115.1	10628.5	27743.6
MARCH	23500.2	17434.8	10866.8	28301.6
APRIL	23585.2	21361.1	9788.5	31149.6
MAY	30024.6	19574.6	10645.8	30220.4
JUNE	36468.8	20542.8	10011.3	30554.1
TOTAL	387295.2	211761.1	153083.5	362844.6

- lbs. to landfill: 34334.4

- all weights are in lbs.





# CLIENT STATISTICS

MONTH	ADULTS	CHILDREN	TOTAL PEOPLE	TOTAL HAMPERS	NEW FILES
JULY	294	163	457	241	70
AUGUST	281	157	438	267	85
SEPTEMBER	287	161	448	260	70
OCTOBER	270	165	435	263	76
NOVEMBER	335	196	531	364	81
DECEMBER	261	174	435	247	66
JANUARY	312	169	481	280	79
FEBRUARY	344	164	508	342	58
MARCH	354	168	522	337	62
APRIL	271	169	440	219	62
MAY	267	169	436	241	58
JUNE	268	172	440	283	68
<b>TOTAL</b>	<b>3544</b>	<b>2027</b>	<b>5571</b>	<b>3344</b>	<b>835</b>

MONTHLY, Canadian food banks provide about five days' worth of food to a population equal to the province of New Brunswick.

# MESSAGE FROM OUR DIRECTOR OF CLIENT SERVICES

It has been an incredible year for 2013!!

The expansion of the Grocery Basket area and the new shelving is a real answer to our prayers. We are now able to offer a wider variety of food and toiletry items, which is greatly appreciated by our clients. The addition of the new cooler and freezer space is the icing on the cake (so to speak).

The abundance of fresh produce from the Farmers Market, Hutterites and local families is a treat for many of our clients. They simply would not be able to afford such items on their very limited budgets.

Transportation to and from the Food Bank remains a problem, the amount of groceries clients now receive is too much for many to carry on public transport or when walking. On a case by case review it has become necessary to allow some clients to take less and attend weekly.

The Lunch Hamper requests have declined, perhaps due to the school being out for the summer and also partially due to the new lunch program. The picnic box offered during the summer holidays helped many families.

Jim Turners time in the grocery industry (25 years) has served us well, his contacts have ensured we are able to obtain items at the best quality and price.

The Flood of 2013 brought many new families to us in need of assistance and we are pleased to advise there is ample food to feed everyone. The difficulty many face is that there are no cooking facilities in the hotel rooms where they are living.

Community partnerships continue to grow with hospital social workers, City of Medicine Hat Community Workers, Phoenix Safe House, Musasa House, St. Vincent De Paul Society, Hillcrest Church, Temple Baptist and The Santa Claus Fund to name just a few. We are looking forward to continue working side by side.

I would like to express a huge thank you to all of the volunteers and staff who make what we do a pleasure and privilege here at the Food Bank.

**Submitted by Fiona Drabble,  
Director of Client Services**

## MESSAGE FROM OUR WAREHOUSE SUPERVISOR

I joined the team in February 2013 and quickly realized how dedicated and helpful all our volunteers are. I have had tremendous assistance from all the volunteers, from reorganizing all the stock, sorting and moving shelving, all to prepare for the Food Drive in November.

Medicine Hat recently was in a state of emergency due to flooding and I could not get over how giving this city can be in a time of need. We had an enormous amount of donations during that time to assist with helping the displaced people.

I want to send out a huge thank you to all the volunteers who have come in to help out in the warehouse. It is always much appreciated!

**Submitted by Nadia Kessler,  
Warehouse Supervisor**



## MESSAGE FROM OUR VOLUNTEER COORDINATOR

I am excited to report that over the past year, there has continued to be a steady rise in new volunteers joining our organization. Between July 2012 and June 2013, we have welcomed 43 new volunteers to the Medicine Hat Food Bank. The addition of the School Lunch Program brought 16 new volunteers on board, many of whom have decided to give their time to us on site at the Food Bank as well.

The group of volunteers we currently have is nothing short of incredible. Our volunteers are always ready and willing to assist with anything and everything from additional fundraising efforts in the community to bagging skids of donated potatoes. In the past year, our volunteers have given a total of 5,214.25 hours to our organization.

In an effort to recognize the hard work our volunteers do, we have recently launched the 'Volunteer Rewards Program'. It is a simple way for us to show our volunteers that what they do matter and truly makes a difference.

Having now been a part of the team for over a year, I can say with confidence that I am excited to continue working with such a great group of volunteers and a dynamic team of staff.

**Submitted by Melissa Wilson,  
Volunteer Coordinator**

