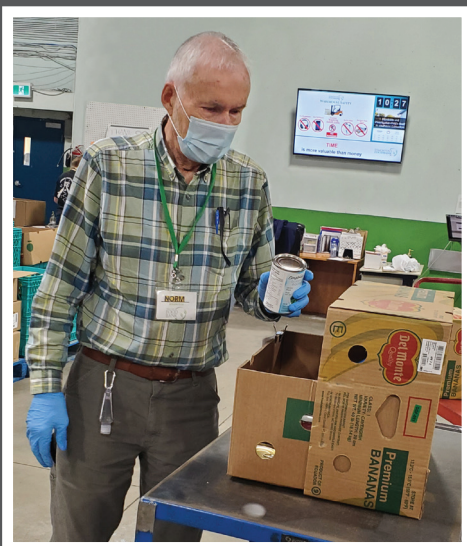


EDMONTON'S FOOD BANK PANDEMIC UPDATE

MAY 2020

Because of your ongoing support of Edmonton's Food Bank, we wanted to share how donations of time, food, and funds have helped us during the COVID-19 Pandemic. Edmonton's Food Bank has remained open and serving our community. Even as companies and organizations closed around us to adjust to public health guidelines, we were able to keep services and food available to people in need.



OUR OPERATIONAL ADJUSTMENTS INCLUDE:

- Hand sanitizer, face masks, and gloves available for staff and volunteers;
- Installed touchless faucets for hand washing and additional nightly disinfecting;
- Plexiglass barriers installed around reception and client intake areas;
- Physical distancing implemented throughout our facilities and work areas. This includes reception areas, food sorting, and the hamper line along with widened lanes for staff and volunteers working;
- Manage the number of people in the building and increased distance between seats in communal areas;
- Non-food resources moved to donated warehouse space;
- Adjusted food purchases to reflect the need of our shelter and soup kitchen agency partners like single serving items and deli meat for “easy to go” meals;
- We have changed our Volunteer Program. Individual and long term volunteers have remained consistent supporting our operations;
- Staff assignments and adjustments were made to focus on emerging priorities; hired extra support in client services and warehouse to handle changing community needs;
- Between March 11 and April 30, we purchased \$323,718 worth of food.

OTHER CHALLENGES:

- January, February and March 2020 were on a trajectory of increased need with the organization helping 25,028 people in March alone. This was an increase of 18% when compared to March 2019.
- Initial closures and processes for our food depots in March meant that about 5,000 clients needed to be reassigned to a different community food depot for a hamper. Thankfully, community food depots have begun to return following AHS guidelines.

As COVID-19 is affecting the lives of people worldwide, we are seeing people turn to Edmonton's Food Bank for the first time. These are people who have lost their jobs or incomes and who have exhausted all other resources. This new group of people who are reaching out to Edmonton's Food Bank are in addition to those who are already food insecure.

Because of our community, we are able to continue to do what we do best – feeding people and serving those in need, as we have since 1981.



If you have any questions please contact Tamisan Bencz-Knight, Manager of Strategic Relationships & Partnerships, at 780.425.2133 ext. 232.

EDMONTON'S FOOD BANK PANDEMIC UPDATE

SEPTEMBER 2020

Because of your ongoing support of Edmonton's Food Bank, we wanted to share how donations of time, food and funds have helped us during the COVID-19 Pandemic. Using creativity and resiliency, we have successfully responded and implemented numerous organizational changes.

Of course, none of this would have been possible without our dedicated volunteers, determined staff, and committed donors. Thank you.



FURTHER TO OUR ORGANIZATIONAL ADJUSTMENTS SHARED IN MAY 2020, EDMONTON'S FOOD BANK HAS:

- Established a delivery service for our most vulnerable clients. With the help of the YEGCommunityResponse Facebook group of volunteers, the process was developed at the onset of the pandemic. The service is now fully integrated within our client service food hamper programs. Thank you to Drive Happiness for their continued commitment to this service for clients who cannot pick up their food hampers and who do not have other supports to pick up the food on their behalf. Clients must meet specific criteria such as testing positive with COVID-19. Between March 2020 to August 2020, 1,134 households benefited from this specific assistance.
- Allocated federal and provincial funding support for food purchases to ensure continued and consistent access to food for our clients and agency partners.
- Remained open and served our community throughout the pandemic. Since January 1, 2020, 46,807 different people have received a food hamper with fresh and packaged food.
- Resumed small group volunteer opportunities (with restrictions), bringing us one step closer towards normalcy.
- Continued to pivot with our agency partners throughout Edmonton. Soup kitchens, shelters and other social service groups have ample, quality food resources from our warehouse.
- Completed our freezer upgrades thanks to the Alberta Government CFEP grant. This expansion was instrumental in accepting and distributing frozen food.
- Shared PPE (hand sanitizers & face masks) with our agency and community partners with the City of Edmonton and other donors. Additionally, face masks are being distributed to clients through hampers.
- ANAWIM Place, our largest inner city depot, had to stop distributing food because of physical spacing. To support the re-opening of this essential service, we helped with renovations to follow COVID-19 protocols. These partnerships with our community depots like ANAWIM Place, allow for broad food services & community distribution.



Because of you, we are able to continue to do what we do best – feeding people and serving those in need, as we have since 1981. If you have any questions, please contact Tamisan Bencz-Knight, Manager of Strategic Relationships & Partnerships, at 780.425.2133 ext. 232.