

Executive Director Report

January 2022

Prepared for the January 26th Board Meeting

Happy New Year!

Lead Volunteer Reports submitted as required by Mike L, Lloyd M, Nicole B, Al G

L2F Report / Hamper Totals

December 2021	
Total Hampers	168
New Clients*	21
Deliveries	25
Small	74
Medium	67
Large	27
*households, not individual people	

Small = 44%

Medium = 40%

Large = 16%

December 2020	
Total Hampers	363
Small	156
Medium	143
Large	64

Christmas 2020: 198 Hampers

Christmas 2021: 247 Christmas Hampersⁱ

*See full Christmas report submitted by the 2021 Christmas Committee.

Shopping Day

- internal report submitted by Mike L.

January 12th Fully booked – 80 appointments

68 shoppers (households)

- M & M Leroux are away until mid-March. Doug C will be overseeing and managing the Shopping Day program and scheduling volunteers to assist during the first quarter of 2022.
- Volunteer hours facilitating the program will be tracked effective January 1, 2022 in order fully understand the requirements of maintaining the program.
- The program is not yet incorporated into the Link2Feed System. Lloyd M is working on this, and I am hopeful that L2F will be utilized soon for data management of the Shopping Day program.

Warehouse

-internal report submitted by Mike L.

A huge thank you to Mike for managing the warehouse through the busy holiday season and filling an integral role on the Christmas Campaign Committee! Being in our new facility and managing both Christmas and food bank operations together onsite took much discussion, organizing, cooperation and strategic thinking *plus* a lot of physical work. Our team worked well and Mike put in quite a few hours during November and December, managing the high-volume of food donations, accommodating donor schedules, and ensuring the warehouse ran smoothly. He also took the initiative to organize the clean up of the bays and “putting away Christmas” and always works to ensure the Food Bank non-perishable food inventory was well organized. I am very thankful for Mike’s involvement in our operation and his helpful nature.

- Currently we are not utilizing any storage units. All Food Bank inventory, Christmas toys, and supplies (tables) are being stored onsite.
- We did order and receive a supply from Food Banks Alberta in December: food from the food sharing program and boxes that were purchased.
- Recently a safety issue has been identified with (some of) the current non-perishable inventory being stored/stacked in large flats and weighing more than 38-45lbs each. The intended utilization of the large flats was for sorting purposes only. Requiring a volunteer or employee to lift an oversized flat (24” x 16”) that is heavy and stacked high is unsafe. Arrangements are being made to rectify this and repack these products into smaller flats, with a community volunteer group assisting.

Purchasing

-internal report submitted by Lloyd M.

The purchasing process has been consistent throughout the busy holiday season; this process has been in place for a few months (a recent change - ordering fresh produce only once weekly was implemented when the new cold storage units arrived):

Lloyd orders fresh items weekly from a local store and both he and a secondary volunteer pick up, as the order is available. Lloyd tracks the hamper volume and orders accordingly.

Bulk produce is ordered and delivered weekly (Monday).

When there is a requirement for non-perishable food to be ordered, the Warehouse Manager is responsible to inform Lloyd and an order will be placed. Lloyd will usually pick up the order when it arrives. Currently this is done on an ad-hoc basis.

A similar process is currently used for office supplies and general supplies: ad-hoc

Lloyd and I are developing an order form and the intention is that ordering (non-perishables and supplies) will be streamlined, tracked and reduced to once monthly. This will reduce the volunteer time requirement, improve communication and result in efficiencies.

I greatly appreciate Lloyd's time and efforts that he contributes for his role within our organization. His input is reasoned and thoughtful and he strives to assist when needed (even though his role often requires short-notice action).

The Purchaser was not involved with the Christmas Campaign ordering as that is a separate endeavor from general Food Bank operations.

Scheduler

-internal report submitted by Nicole B.

- Scheduling requires 4-5 hours per week
- The schedule is done weekly
- Last minute/same day cancellations are problematic and are occurring more frequently
- A number of our regular volunteers are away/unavailable for an extended period (15+)
- The addition of a third volunteer each Hamper Day shift makes scheduling difficult
- The second hamper packing shift is not always needed but needs to be planned for, and scheduling volunteers who might not need isn't ideal.
- The Door shifts and Desk shifts are difficult to schedule for as we do not have many volunteers willing and able to do these roles.

The Scheduler role is very important as the management of volunteers and ensuring we have workers scheduled when needed, is essential. Running a food bank operation is no simple feat! Understanding the daily needs of our operations and ensuring clear communication with our volunteers requires organization and patience. I appreciate the time and effort that Nicole contributes, and I value her input and organizational skills.

Volunteer orientations have resumed – I am doing the Volunteer Coordinator duties until the role is filled. There are two dates scheduled in January and nine people scheduled to attend.

Social Media

-no report submitted. Karen B.

Karen has been the volunteer Administrator responsible for managing our organization's social media since she first created our Facebook page in 2015. This role requires creativity, flexibility, being internet savvy and being accessible most of the time. The Food Bank has a presence on Facebook, Instagram and Twitter. During our busy holiday season a considerable amount of additional time is required to monitor, update, and keep our account active. In past years Karen was provided usable content by the President and Vice President. Currently I provide the content to share.

I am very appreciative of Karen's efforts and truly value her expertise and desire to always ensure the Food Bank is represented well in social media circles. Thank you, Karen, for your dedicated volunteering over the years!

I have recently been added as the second Administrator for the Facebook account and will now assist Karen with managing the account.

Maintenance

-internal report submitted by Al G.

- Significant amounts of snow, freezing rain and general winter conditions resulting in the need for additional efforts to keep the parking lot and entrances maintained.
 - Bins by the gate (filled with sand/gravel)
 - Yellow bin by the main entrance (filled with sand/fine gravel)
 - Salt bin inside by the Volunteer Door
 - Regular snow removal – shoveling and snow blowing
 - Shoveling out the gate when needed
 - Property owner plowing snow with the bobcat when needed
- After Christmas was put away the bay floors were cleaned with the floor scrubber. Al will organize this quarterly.
- The rodent traps have been regularly checked and there are no signs of mice or vermin.
- The exterior of the building suffered damage when the property owner hit it with the bobcat, while operating.

Winter in a new, large commercial space requires a lot of extra exterior maintenance and I am very thankful for Al and all his efforts to keep our volunteers, employee. and visitors safe by managing the snow and recent icy conditions.

A building maintenance schedule has been drafted by Julien G and is currently being reviewed. Julien has researched and reviewed the available building/construction documents and has prepared a plan to aid in maintenance and budgeting. This project is ongoing.

- Meetings with each Lead Volunteer have been held to address any concerns, review the last quarter, and discuss future plans for 2022.
- Cards have been delivered to our main local stores (Safeway, Coop, Freson Bros) thanking them for their support over the past year. I was able to meet with each manager in person. Notes of our thankfulness have also been mailed or delivered to the area businesses who provided a service or product contributing to the Christmas Campaign and Delivery Day.
- The Dow Bottle Drive Committee has concluded the initiative. The bottle collection during the 2021 Olefins outage raised \$15, 584.80. Thank you to Dow for supporting the Food Bank and our community, Mel Martins' Transfer, and driver Vlado Dumec. Thank you to the committee members who put many hours into processing the donated bottles: April Jennings, Al Gummesen, Doug Crowther and Julien Gignac.
- Our application to the Community Facility Enhancement Program (CFEP) submitted in June 2021 has been approved to receive grant funding of \$690,550. These funds are to be used as capital cost reduction for the building purchase. A public announcement involving our Board, MLA, Mayor and other community figures will be planned.
- Inter-agency meetings attended in December : PAFS Multidisciplinary Wrap Around
Inter-agency meetings attended in January : Building Bridges
Poverty Awareness Fort Saskatchewan
PAFS Multidisciplinary Wrap Around
- Work is continuing with Unfussy regarding the rebranding initiative.
Proofs for the stationary have been provided and collaboration on the new website is ongoing.
- Research has been initiated on selecting a Donor Management System. A system will be chosen and implemented by the end of February.
- The date for my forklift training class has been booked.
 - The donation of the forklift is being scheduled for after the course is completed/passed.
 - Operating and safety procedures are being drafted with assistance from the donor and FBA.

- Re: Building Purchase

- Ongoing communication with the Realtor, Lawyer and the financial institution.
- The signatories are the Board Executive.
- Representatives from our Insurance agency made a site visit to see our new facility, provide recommendations and answer our questions. It was very informative. Julien G. attended.
 - At the recommendation of our insurance provider a Construction Appraisal was done. Our insurance agent has offered to cover the cost of the appraisal.

As 2021 wraps up and brings reflection and planning for 2022 it becomes clear just how much change has occurred for our organization recently. Our successes, improvements, and ability to maintain offering a reliable service for our community is due to the dedication of our volunteers, strength of the Board, and the generosity of our community. A well supported Food Bank represents a compassionate, responsive community committed to caring for their neighbors. We have been entrusted to care for and provide essentials to those who need a hand up and I look forward to 2022 and all that it will bring!

END OF REPORT

ⁱ 242 + 5 hampers collected during Hamper Days after Delivery Day (Dec 18) that had Christmas items added.