

BEYOND   
   FOOD

2015  
CLIENT SURVEY

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## INTRODUCTION

The number of Edmontonians requiring Food Bank services has increased from 13,687 individuals per month in 2013 to about 15,580 people for the first six months of 2015, a span of only 18 months. That's a 13.8% increase during a time when Edmonton's population only rose by an estimated 5.6%. Alarmingly, 40% of individuals served by Edmonton's Food Bank are children.

How do people who come to the Food Bank survive? When do they usually run out of money? What do they cut back when they are running short? And do adults forego meals so their kids can eat? These are some of the things we wanted to learn about the increasing number of our fellow citizens who rely on the Food Bank to get through the month.

When a person registers at Edmonton's Food Bank, we ask a few basic questions: an address, identification, the names and birth dates of family members and their source of income.

The Board of Directors of the Edmonton Gleaners Association, the legal entity that operates Edmonton's Food Bank, wanted to find out more because one of the organization's strategic goals is "to reduce the dependence of our clients on the Food Bank and enhance their food security."

For a three-week period, from May 25 to June 16, 2015 a crew of Food Bank staff and volunteers spoke to a representative sample of 402 clients at the main Food Bank and 18 community depots across the city to learn more about our clients' life circumstances. The data was then compiled and analyzed with the help of Deloitte Inc., through their Advising the Community Together ("ACT") pro-bono initiative.

One of the interesting pieces of information that we have learned from the survey is that 70% of our clients are not connected to any other social service agency in the city. We suspected this was the case prior to the survey, so we asked our 402 respondents whether they would find it useful to participate in programs such as money management, affordable housing, employment readiness, new grocery shopping and cooking skills, or computer access.

This report will provide you with insight into the people we serve. It is also a call to action that will help us in two ways: 1) It will form the basis of our advocacy for our clients with government; and, 2) It will support our future efforts with community partners to find additional ways to help the people we serve.

Our overall goal in everything we do is to help our clients move away from the edge of poverty, reduce their dependence on the Food Bank, improve their food security and enable them to meet their potential without worrying about the next meal for themselves and their children.

If you have any comments on this report, we would appreciate hearing from you care of:  
[programs@edmontonsfoodbank.com](mailto:programs@edmontonsfoodbank.com)



**QUESTION: WHY DID YOU COME TO THE FOOD BANK TODAY?**

**SURVEY RESPONDENT: "I AM RUNNING LOW ON GROCERIES AND HAVE TWO YOUNG BOYS AT HOME THAT NEED TO BE FED."**

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## SUMMARY OF RESEARCH FINDINGS

### This Report:

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- Based on data analysis by Deloitte Inc.
- A random survey of 402 people conducted from May 25 to June 16, 2015.
- Some 65 questions requiring 20-minute, one-on-one interviews.
- Conducted by a combination of Food Bank staff, volunteers and social work students.
- 190 (or 47%) were interviewed at the main Food Bank and the balance at 18 community depots.
- Respondents were assured of anonymity (no names or addresses taken).

### Profile:

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- 66% of clients surveyed are female.
- About 29% are under 30 years old; 48% are between 31-50 years old; and 23% are over 50.
- Single parents account for 35% of individuals surveyed.
- The average household includes 3.6 individuals; usually with 2 children.
- 34.3% self-identify as Aboriginal.
- 42% indicate they have attended college, university, or trades school.
- 29% of survey respondents have employment income; 36.1% receive income from Alberta Works; 13.2% are on AISH and 8.2% receive Canada Pension Plan. The balance receive student loans (2.2%); employment insurance benefits (7.4%) and other sources of income (4%). This profile mirrors the Food Bank's database for all of its hamper recipients.

## Client Experience:



- Slightly more than half of survey respondents (53%) report their annual household income to be less than \$25,000.
- Respondents paid an average monthly rent of \$903 and \$208 for utilities (i.e., \$13,332 per year).
- 47% run out of money by the second week of the month; about 70% have no funds by week 3.
- 43% indicate that they would not require the Food Bank if their income increased by up to \$500 per month.
- More than half (58%) indicate that food is the first thing they give up after paying the rent.
- 20% note that they or one of their family members did not eat for 2-5 days during April or May 2015.
- One-third (34%) say they skipped meals so their children could eat.
- 56% of adults report their health is poor or fair compared to last year; 55% indicate their stress level is higher than 12 months ago.

## Value of Possible Programs at the Main Food Bank (Kingsway Location):



- 70% of survey respondents report that they are not connected to any other support services organization.
- A significant proportion of respondents indicate they would value access to the following programs at the Food Bank: money management, finding affordable housing, enhancing shopping/cooking skills, employment readiness (resume preparation, job interview practice, job search and acquiring safety tickets), and access to computers.
- 155 (38.6%) respondents indicate that access to transportation would make it easier to participate in any new programming at the main Food Bank.

## HOW DID WE DO IT?

Our survey included some 65 questions and involved 9 Food Bank staff members, 12 volunteers and 3 social work practicum students from Norquest College. *Please see Appendix 1 for a list of the locations and people who helped conduct the survey.*

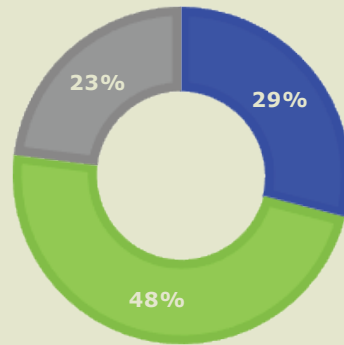
All participants received orientation and training to complete the survey in a consistent fashion at group training exercises conducted on May 20, 2015 and led by Deloitte and senior Food Bank staff. The 402 one-on-one interviews were random and confidential; we took no names or addresses. We interviewed 190 community members at the main Food Bank and 212 people at 18 of our busiest depots in all quadrants of the city. Each interview participant received a gift bag containing some useful donated household goods in appreciation for their time, interest and contribution to the study.

Completed surveys were then reviewed by the project lead and then passed on to Deloitte for subsequent analysis.

## WHO DID WE TALK TO?

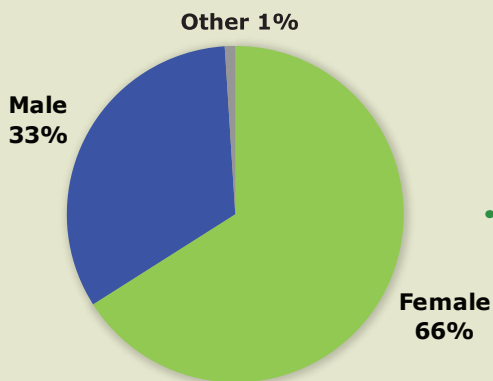
*Age Profile for Adults*

**AGE OF RESPONDENTS**



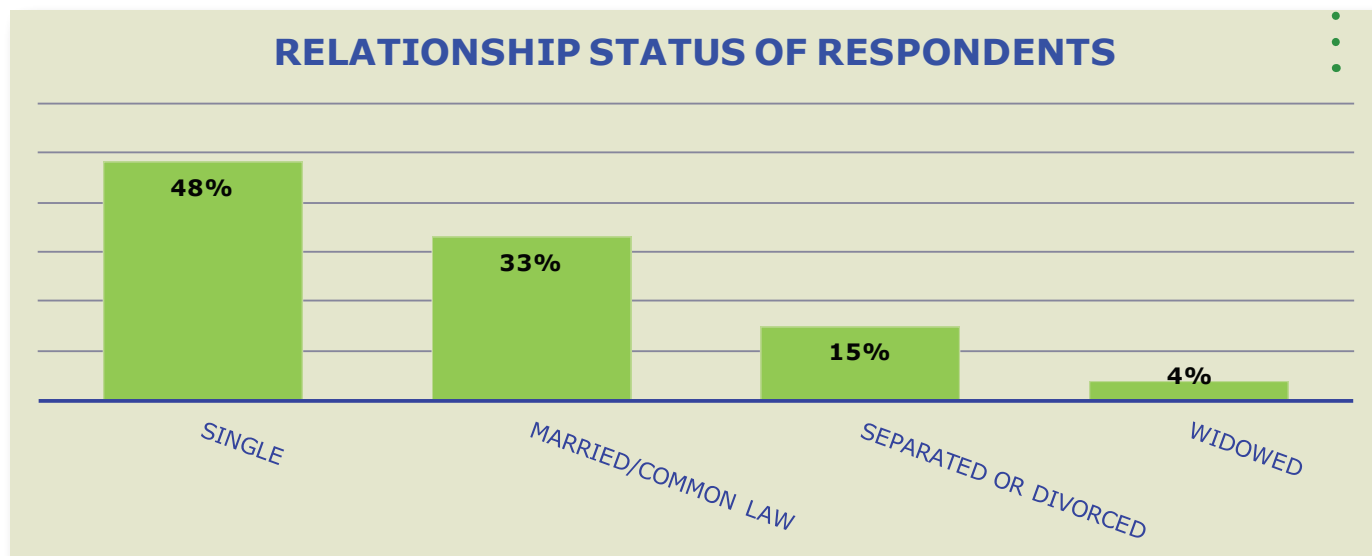
■ Under 30 ■ 31-50 ■ Over 50

**SEX OF RESPONDENTS**



*Client Gender*

RELATIONSHIP STATUS OF RESPONDENTS



A FAMILY THAT USES THE FOOD BANK IS TYPICALLY COMPRISED OF ABOUT FOUR PEOPLE, INCLUDING 2 CHILDREN. THE AVERAGE AGE OF OUR ADULT CLIENTS IS 41; CHILDREN ARE ON AVERAGE, 10 YEARS OLD. TWO-THIRDS HAVE LIVED IN EDMONTON FOR MORE THAN 5 YEARS.



- 88% OF FOOD BANK CLIENTS ARE CANADIAN CITIZENS; A FURTHER 12% ARE HERE ON A WORK VISA, HAVE LANDED IMMIGRANT STATUS OR ARE REFUGEES
- 34.3% OF THE PEOPLE WHO USE THE FOOD BANK SELF-IDENTIFY AS ABORIGINAL
- 35% ARE SINGLE-PARENT FAMILIES

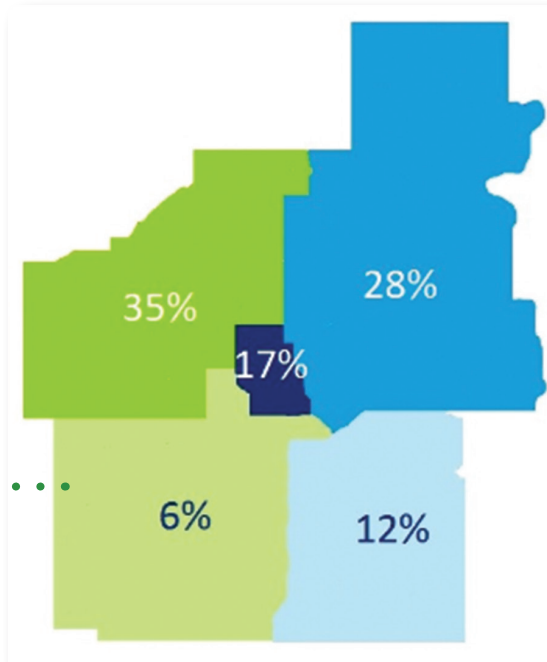
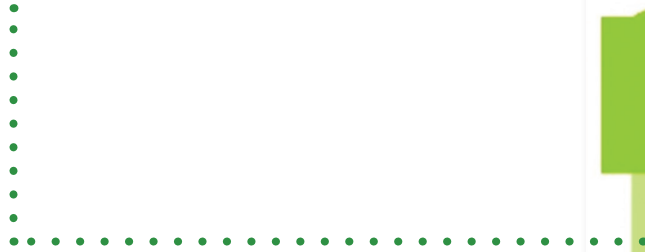
Some More Background about the People that Come to Edmonton’s Food Bank

Ninety percent of survey respondents have lived in Edmonton for more than 12 months. Prior to coming to the city, 43% came from another Alberta location; 26% came from another community in Canada and 28% originated outside of Canada.

Survey respondents live in all parts of the city: 17% live in central Edmonton; 28% in the northeast; 35% in the northwest; 12% in the southeast and 6% in the southwest. One percent did not answer.

**Distribution of Survey Respondents by City Zone**

**City of Edmonton**

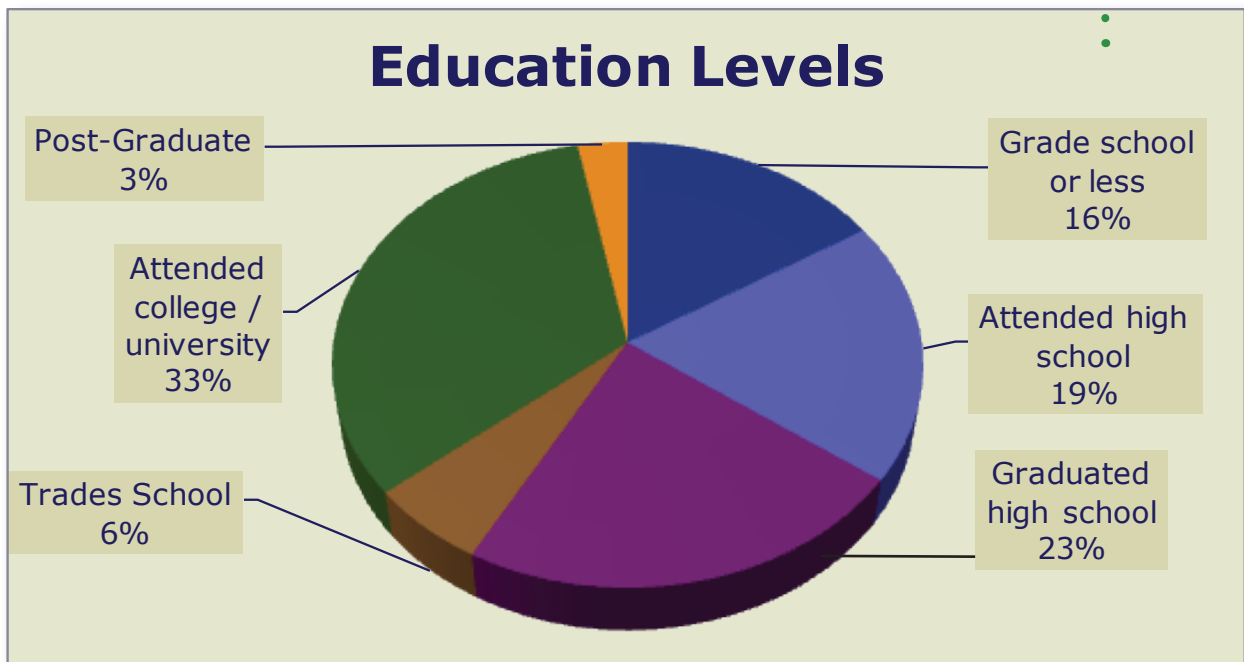


**MYTH: FOOD BANK CLIENTS ARE PEOPLE WITH LITTLE EDUCATION.**



**FACT: 42% OF FOOD BANK CLIENTS SURVEYED HAVE ATTENDED UNIVERSITY, COLLEGE OR TRADES SCHOOL.**

**Education**



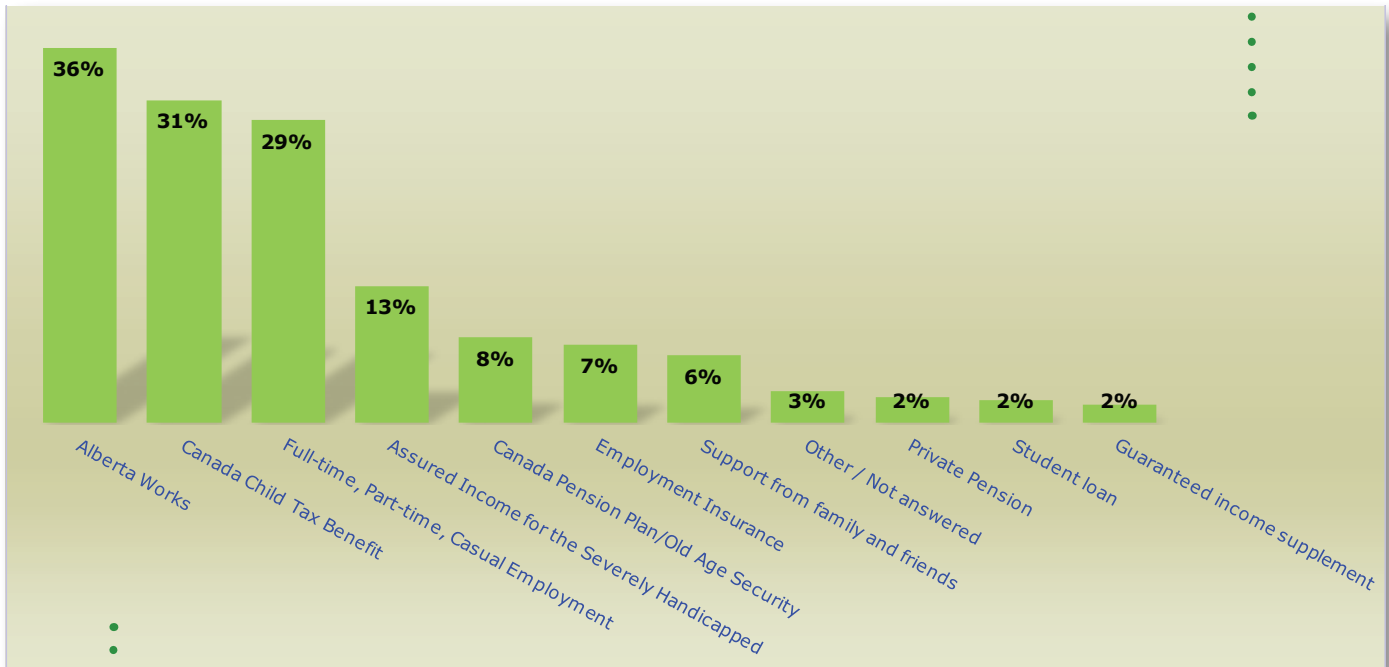


## INCOME IS A BIG PROBLEM

When a person contacts the Food Bank, we ask about their source of income. We do not ask the amount. During the survey, we did.

The respondents' income source closely mirrors our overall database at the Food Bank. For example, about 29% of respondents noted that they have employment income; 36% receive basic social assistance payments (Alberta Works) from the Alberta government; about 13% receive Assured Income for the Severely Handicapped (AISH), and about 8% have income from the Canada Pension Plan.

### Sources of Income for Food Bank Clients Surveyed



Total adds up to 139% reflecting the fact that four out of ten respondents (44%) reported more than one source of income.

More than half of respondents (53%) had **household** income less than \$25,000 in 2014. A further 19% reported household income between \$25,000 and \$50,000. Five percent had household income more than \$50,000 (we attribute this group's need for Food Bank services to the changes in the economy) and 22% declined to answer.

While the number of non-respondents is noteworthy, they may have felt that the question was intrusive or embarrassing.

As mentioned, more than half of our respondents indicate their household income is under \$25,000, putting them well below the threshold for “low income” as defined by three primary poverty measures used in Canada: the Low Income Cut-Offs, the Low Income Measure and the Market Basket Measure.

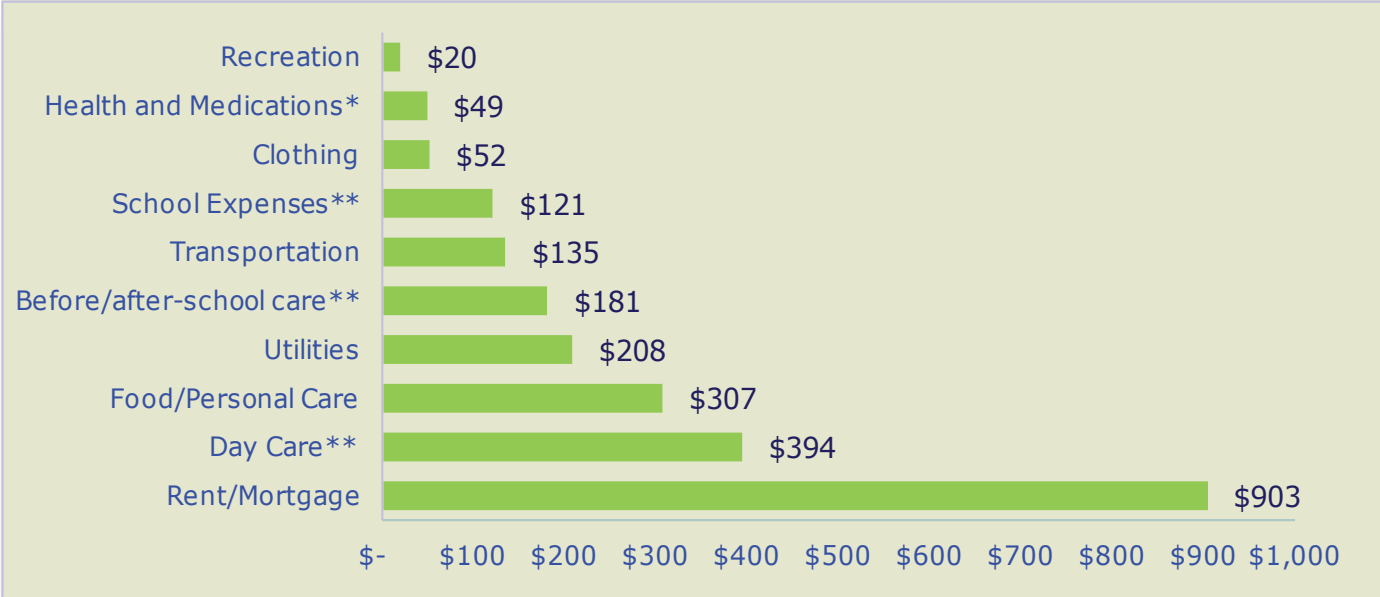
One-third of survey participants indicate that their household income decreased during the past 3 to 6 months. Forty-eight percent of respondents note their household income did not change during the same time period. Thirteen percent report that their income increased and 6% did not answer the question.



**“MY CHILDREN WORK PART TIME TO HELP SUPPLEMENT OUR HOUSEHOLD INCOME; MY HUSBAND AND I ARE ON INCOME SUPPORT.”**

### Running Out of Money

#### Monthly Average Expenditures for Food Bank Clients Surveyed



**\* Survey respondents who were more than 50 years old, spent an average of \$306 per month for health and medications.**

**\*\* For respondents who spent funds on these expenditures.**

When we asked survey participants, “does your income usually last you through a full month?” 8 in 10 replied, “No.”

We inquired further to find out when people run out of money to meet their daily expenses. (It’s useful to remember that respondents on social assistance receive their cheques four days prior to the end of the month.)

Forty-seven percent of all survey participants say they had no financial resources by the second week of the month; a full 70% reported that they had no funds at all by the third week. This is when the Food Bank is the busiest.

These results are in line with our expectations especially when survey respondents report on their major expenditures in the previous month. For example, clients responded that they spend on average \$1,111 per month for rent and utilities (or \$13,332 per year). This means that at least 53% of respondents spend more than half of their income on shelter.


According to Canada Mortgage and Housing Corporation, housing affordability problems arise when a household spends 30% or more of their income on shelter costs (rent, utilities and other housing-related costs). Clearly, housing security is a major issue for at least one-half of survey respondents.

This is important, as the survey reveals that the vast majority of respondents pay **market** rent (69%) and only 17% live in subsidized housing (such as an apartment in Capital Region Housing, Greater Edmonton Foundation, Metis Urban Housing, HomeEd or Inner City Housing). Access to affordable housing appears to be a driving factor in respondents not having enough income to pay for food and nutrition needs.

The average cost of a two-bedroom apartment in Edmonton during October 2014 was \$1,227\*. Food Bank clients living in market housing paid an average rent of \$1,039 in May 2015. Therefore, Food Bank clients in market housing pay at least \$188 less per month than other Edmontonians. This is not, however, something to celebrate or a reason to compliment our clients for being careful with their money. Rather, it may be a sign that many Food Bank clients are most likely living in housing that is over-crowded and less than the market standard in this city.

In regard to other expenditures, it’s important to note how little money our clients have available for recreation, school expenses and clothing. Our community members are in survival mode. Their priority is to pay the rent and keep a roof over their head. This leaves very little for food or anything for the children.

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**MORE THAN HALF OF THE FOOD BANK CLIENTS SURVEYED HAVE AN ANNUAL HOUSEHOLD INCOME OF LESS THAN \$25,000. MORE THAN HALF OF THEIR INCOME IS USED TO KEEP A ROOF OVER THEIR HEADS.**

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**ONLY 17% OF FOOD BANK CLIENTS SURVEYED LIVE IN SUBSIDIZED HOUSING.**

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\*Rental Market Report, Canada Mortgage and Housing Corporation, Fall 2014

When we asked people what was the main reason they were short of money during the month, we received three primary answers: lack of employment, the high cost of living and poor budgeting skills. Survey respondents also indicated "medical reasons" as a barrier to food security. These are important findings as later we discuss additional ways to help Food Bank clients to become food-secure.

We wanted to find out more about recent Food Bank clients and the reasons they need our services, so we asked people who had received food from us for three months or less. There were a wide variety of answers.

Fifteen percent indicated they had lost their jobs. A further 8% said their hours of work had been reduced. 2% replied that they had exhausted their unemployment insurance and 5% said they were not eligible for social assistance. One in ten said they had just moved into the Edmonton area and were getting settled. Another 7% said family break-up brought them to our doors and 12% attributed their Food Bank use to the fact that they were disabled.

### What Would Make a Difference?

We asked people how much more money they would need each month so they would not have to depend on the Food Bank. Interestingly, 43% suggested that up to \$500 per month would enable them to be food-secure. A further 22% said they needed \$500 to \$1,000 more a month. With some determination and creativity, we believe this is an achievable goal for more people in our city.

4 IN 10 CLIENTS REPORTED THAT \$500 OR LESS EACH MONTH WOULD MAKE THEM FOOD-SECURE.





**“THE FIRST TIME I MOVED WAS TO FLEE ABUSE, HOWEVER, THE SECOND TIME I MOVED WITHIN EDMONTON WAS TO FIND CHEAPER RENT.”**

## **SURVIVAL AND SACRIFICE**

Our clients’ first priority is to stay housed. In many interviews, they were adamant about the need to have a place to stay. So, what do Food Bank clients do after they pay the rent and don’t have enough for other necessities? What do they give up first?

Cut-backs typically start with food. More than half of survey participants (58%) indicated that food is the first thing they give up. One-quarter look for ways to pay their utility bills in installments. And many commented that they don’t have the means to spend on clothing or recreation.

Importantly, 32% said they look for ways to reduce their transportation costs, a difficult move in a city that is so spread out, and where getting to day care, training or a job can be important to improving quality of life.

When money is short, you turn to the people you know. Six of ten respondents look to friends and family for additional financial help. A little more than 25% use pay-day loans or cheque-cashing services. Twenty-seven percent sell property and 20% use a credit card to get by. Only 5% had RRSPs or other financial assets to call upon.

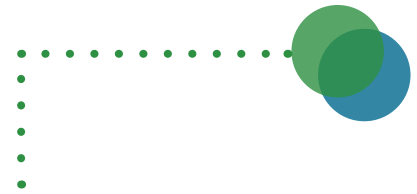
The challenge of securing food resources remains. Food Bank clients look for bargains. Almost 40% get food from friends and family and 47% borrow money from friends and relatives to purchase groceries. Only 12% buy food on credit and 85%

regularly depend on the Food Bank. Even so, 20% noted that they or one of their family members did not eat for 2-5 days in the month prior to the survey.

Fully one-third of respondents (34%) said they skipped meals so their children could eat. Thirteen percent reported that their children missed a meal in the past year because there was not enough food at home. That was a very strong, consistent and understandable sentiment: whenever possible, parents went without food so their kids would not suffer.



**20% OF ADULTS REPORTED THAT THEY OR ONE OF THEIR FAMILY MEMBERS DID NOT EAT FOR 2-5 DAYS DURING THE MONTH BEFORE THE SURVEY.**



“I go to soup kitchens when I cannot afford food.”



“I typically eat less so that my children can eat when I am running short on food.”



“I seek help through Bent Arrow, I-Human and DECSA when I am low on money.”



“My kids are continually growing and I am not able to keep up with the amount of food they require.”



“I do not have anything that I can even cut back on when I am low on money; I am already living at minimum with no income coming in.”



## GAUGING THE HEALTH OF FOOD BANK CLIENTS

The link between not having enough food to eat and health has been documented in a number of studies in Alberta and Canada. It is also common sense.

During our interviews, we spoke to many parents who did everything they could to ensure their children had food to eat. In one case, a single recent immigrant with his little boy in tow revealed that he only drinks coffee so his boy could eat. The father was good natured but thin as a rail.

In another instance, one of the interviewers described a mother who had her teenage children give up food so the youngest of the family would have enough to eat.

What does this do to adults and families? What does it do to the ability to cope, learn, manage stress or stay healthy? What does it do to the soul of a city?

An international collaboration of researchers that includes the University of Calgary, the University of Toronto, the Centre for Addiction and Mental Health in Toronto and the University of Illinois (Urbana-Champaign), working under the umbrella of a group called PROOF, recently reported as follows:

“Studies have shown that adults in food-insecure households have poorer self-rated health, poorer mental and physical health, poorer oral health, greater stress; and are more likely to suffer from chronic conditions such as diabetes, hypertension and mood and anxiety disorders.”

An article this year in the *Canadian Medical Association Journal* by Valerie Tarasuk of the University of Toronto and several colleagues tied food insecurity to increased health care costs in Ontario.



Tarasuk and her colleagues obtained data for 67,033 people aged 16-64 years in Ontario who had participated in the Canadian Community Health Survey over several years. The researchers then examined the possible association between household food insecurity and annual health care costs.

The analysis revealed that health care costs for families with marginal food insecurity, moderate food insecurity and severe food insecurity were respectively higher by 16%, 32% and 76% compared to families that were considered food-secure.

The implications for Edmontonians and Albertans is clear. Food security is critical to personal health and affects both health care budgets and ultimately the ability of our neighbours to meet their potential.

## Survey Questions about Health

We asked a few questions to find out how healthy our clients felt. We asked some basic things: how would the respondents rate their health and that of their families, in general and compared to last year. And, how did the survey participants rate their stress.

In general, more than half of respondents felt their health was poor or fair and a similar proportion felt more stressed than the year before. Interestingly, respondents felt - by a considerable margin - that their health was not as good as that of their family. This is to be expected as we likely interviewed the “head-of-household” in most cases.



**“HOW WOULD YOU RATE YOUR HEALTH?”**

**43% SAID THEIR HEALTH WAS GOOD; 56% INDICATED IT WAS EITHER POOR OR FAIR.**

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**“COMPARED TO LAST YEAR?”**

**21% SAID THEY FELT HEALTHIER; 47% MORE OR LESS THE SAME; 32% FELT LESS HEALTHY (AND 1% DID NOT ANSWER).**

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**“AND THE FAMILY’S HEALTH?”**

**54% SAID THEIR FAMILY’S HEALTH WAS GOOD; 20% REPLIED FAIR OR POOR; AND 26% DID NOT ANSWER.**

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**“IN REGARD TO STRESS?”**

**55% INDICATED THEIR STRESS WAS HIGHER THAN LAST YEAR; 28% REPLIED IT WAS ABOUT THE SAME; AND 15% SAID THEIR PERSONAL STRESS WAS LOWER THAN THE PREVIOUS YEAR.**

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**“ACCESS TO MEDICAL CARE?”**

**67% OF SURVEY RESPONDENTS INDICATED THEY HAD A FAMILY PHYSICIAN; 20% SAID THEY DID NOT HAVE ONE AND 13% DID NOT ANSWER THE QUESTION.**

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“The overall health of myself and my family is poor and has been a challenge. I struggle with an anxiety disorder and have been faced with domestic violence. My sons are both ADHD and require a lot of work to maintain their health and happiness.”



“My children have a medical condition and require a special diet. The food is very expensive and this makes it difficult to afford.”



“My health insurance provider does not cover all of the costs associated with my medication and I am often not able to afford food.”



## GETTING AWAY FROM THE EDGE OF POVERTY

One of the Food Bank's strategic objectives is to reduce dependence on our food hampers and enhance food security among the Edmontonians we serve. But to be food-secure, it's critical to also be income-secure and housing-secure.

Prior to conducting this survey, we considered the option of enhancing our services by collaborating with existing service agencies that offer programs such as money management, help finding affordable housing, assistance with job readiness (so our clients could get better-paying jobs), programs to improve shopping and cooking skills and access to computers.

We asked survey participants whether these services would be of value to them.

We also tried to find out how various sub-groups of the people we spoke to would view the value of various services. For example, the data was segmented to find out how people who come to the main Food Bank for a food hamper would view the various services under consideration, with the assumption that if someone was already able to come to our Kingsway location they might be more likely to attend a support program at our second building nearby.

We were also interested to see the response of other groups such as single parents and survey participants who had attended university, college or trades school. And we were also keen to find out if source of income affected perceptions of value, so the data was segmented to see what people relying on Alberta Works and Assured Income for the Severely Handicapped (AISH) had to say.

It turns out that all the sub-populations involved in the survey have similar interest in securing help to find a better job, find affordable housing, manage their money, learn new cooking and shopping skills and access computers. And the interest is substantial. *Please see Appendix 2.*

As mentioned earlier in this report, 70% of survey respondents are not connected to any other social service agency supports in the city. It is our goal that any future partnerships with existing agencies will not duplicate their current efforts. Instead, partnering agencies would extend their reach to an unserved group of people.



## CONCLUDING WORDS

Three particular statistics stand out in this survey. First, more than half of our clients spend more than half of their income on housing. Second, 43% of the people we serve are telling us that if they had up to \$500 more income in a month, they could become food-secure. Third, 70% of our clients are unconnected to other support services and they are surviving on their own.

There is much that could be done by way of policy and new program initiatives that could help people increase their income by \$500 a month: everything from increasing the supply of affordable housing to finding better-paid jobs and finding other ways to manage money.

Clearly with only 17% of our clients surveyed living in subsidized housing (and the current wait lists for such housing is at least two years), more has to be done on this front.

The impacts of being food-insecure on health care and health costs also raise a forceful point. One of the answers to the health challenges facing food-insecure people is not providing more health care, but enhancing efforts to ensure people have enough food on their tables.

In our view, this requires additional preventative initiatives that build the strengths of the people we serve. More attention must be paid to this component of social policy and program planning.

The Food Bank is a natural gateway for people to connect to other support services. We look forward to working with our partners in government departments and front-line agencies to reach out to the unserved population identified in this report.

Our new efforts will be the basis of new prevention programs that bring people away from the edge of poverty and on the road to hope and resilience.

Stay tuned.



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**ELIMINATING HUNGER IN OUR  
COMMUNITY REQUIRES A  
COMMITMENT TO ONGOING ACTION.  
THANK YOU FOR YOUR COMMITMENT.**

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*Photo credits: freepik.com, stockvault.net, freeimages.com, photol.com, Edmonton's Food Bank*

## APPENDIX 1: MANY HELPING HANDS: A FEW WORDS OF APPRECIATION

Firstly, our deepest appreciation to the 402 hamper recipients who were interviewed as part of this survey. Some of our questions were intrusive and difficult to answer. In many cases, tears and laughter were part of the interviews. Our goal was not only to gather stats and information but to tell the story of real individuals and families facing food insecurity. Your investment of time telling your story was essential to the development of this report and our next steps.

Edmonton`s Food Bank works with and distributes food to over 210 agencies, churches and food depots in Edmonton. These partnerships not only ensure that food is distributed, but also ensure that programming is collaborative and community based with a strong focus on client needs.



### Community Depots:



Thank you to the following organizations that hosted survey interviewers at their location:

- Anawim Place
- Bethel Christian Reformed Community Church
- Crystal Kids
- Emmaus Lutheran Church
- Holyrood Mennonite Church
- Inglewood Christian Reformed Church
- Maranatha Christian Reformed Church
- McClure United Church
- Mill Woods Pentecostal Church
- Mill Woods United Church
- Mustard Seed
- North Edmonton Christian Fellowship
- St. Anthony`s Parish Church
- St. Anthony`s Ukrainian Orthodox Church
- St. Herman`s Orthodox Church
- St. John the Evangelist Catholic Church
- Unitarian Church
- West Edmonton Baptist Church

### Volunteers and Students:



Maseray Bangura, Monica Cespedes Sabater, Judi Cook, Carol Curtis, Zibusiso Edwin, Amanda Kisko, Darlene Levangie, Don Lore, Sam Maloney, Marlene Osaka, Connie Oskoboiny, Yasmin Rivas, Alan Shugg, Anne Smith and Michael Thome.

### Deloitte Inc.:



Cory Chan, Paul Marc Frenette, Kevin Gamble, Ben Henbest, Dr. Eileen Pepler and Sarah-Ann Timmerman.



### Staff from Edmonton`s Food Bank:



Suedelle Baudais, Marjorie Bencz, David Berger, Joanne Buchynski, Mark Doram, Tracey Gilchrist, Richard Levenick, Lorne Serink, Kiruba Thana and Judy Yawney.

## APPENDIX 2: VALUE OF POSSIBLE PROGRAMS AT MAIN FOOD BANK

Survey results show that all groups surveyed were interested in new programs to help them escape poverty. This included people interviewed at the Main Food Bank (MFB), respondents with post-secondary education (listed as "Uni/Trade"), clients on Alberta Works, AISH, and single parents.

**Sample\*: All (402); MFB (190); University/Trades (167); AB Works (145); AISH (53); Single Parent (141)**

<b>MONEY MANAGEMENT</b>	<b>All</b>	<b>MFB</b>	<b>Uni/Trade</b>	<b>AB Works</b>	<b>AISH</b>	<b>1 Parent</b>
Somewhat Useful	35%	30%	34%	28%	38%	28%
Very Useful	34%	38%	33%	42%	23%	39%
<b>TOTAL</b>	<b>69%</b>	<b>68%</b>	<b>67%</b>	<b>70%</b>	<b>61%</b>	<b>67%</b>

<b>FINDING AFFORDABLE HOUSING</b>	<b>All</b>	<b>MFB</b>	<b>Uni/Trade</b>	<b>AB Works</b>	<b>AISH</b>	<b>1 Parent</b>
Somewhat Useful	17%	14%	18%	15%	15%	11%
Very Useful	51%	58%	52%	54%	51%	55%
<b>TOTAL</b>	<b>68%</b>	<b>72%</b>	<b>70%</b>	<b>69%</b>	<b>66%</b>	<b>66%</b>

<b>SHOPPING / COOKING SKILLS</b>	<b>All</b>	<b>MFB</b>	<b>Uni/Trade</b>	<b>AB Works</b>	<b>AISH</b>	<b>1 Parent</b>
Somewhat Useful	24%	20%	27%	29%	26%	25%
Very Useful	29%	34%	29%	26%	21%	30%
<b>TOTAL</b>	<b>53%</b>	<b>54%</b>	<b>56%</b>	<b>55%</b>	<b>47%</b>	<b>55%</b>

<b>EMPLOYMENT</b>	<b>All</b>	<b>MFB</b>	<b>Uni/Trade</b>	<b>AB Works</b>	<b>AISH</b>	<b>1 Parent</b>
Somewhat Useful	21%	17%	23%	23%	11%	21%
Very Useful	40%	50%	42%	39%	36%	47%
<b>TOTAL</b>	<b>61%</b>	<b>67%</b>	<b>65%</b>	<b>62%</b>	<b>47%</b>	<b>68%</b>

<b>COMPUTERS</b>	<b>All</b>	<b>MFB</b>	<b>Uni/Trade</b>	<b>AB Works</b>	<b>AISH</b>	<b>1 Parent</b>
Somewhat Useful	21%	24%	18%	19%	25%	25%
Very Useful	43%	46%	46%	45%	42%	41%
<b>TOTAL</b>	<b>64%</b>	<b>70%</b>	<b>64%</b>	<b>64%</b>	<b>67%</b>	<b>66%</b>

\* Number of people interviewed

## APPENDIX 3: ABOUT EDMONTON'S FOOD BANK

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### MISSION STATEMENT

**"TO BE STEWARDS IN THE COLLECTION OF SURPLUS AND DONATED FOOD FOR THE EFFECTIVE DISTRIBUTION, FREE OF CHARGE, TO PEOPLE IN NEED IN OUR COMMUNITY WHILE SEEKING SOLUTIONS TO THE CAUSES OF HUNGER. "**

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Edmonton's Food Bank was established as the Edmonton Gleaners Association in 1981 to address hunger in Edmonton. While some individuals and families do access services directly from Edmonton's Food Bank, the organization is a central warehouse and referral centre for a network of over 210 agencies, schools, and churches offering food services to people in need. Food services are offered in meal, snack, and hamper form depending on the target group, need, and resources of the agency or church.

In addition to working with the community to address immediate food needs, Edmonton's Food Bank has made a commitment towards long-term solutions to the causes of hunger. This activity takes two forms. When possible, Edmonton's Food Bank tries to assist people with other options to reduce the need for the Food Bank. In addition to assisting individuals with their food insecurity, the Food Bank does public education and advocacy concerning the societal causes of hunger and poverty.

While still maintaining its original mandate of gleaning food on behalf of soup kitchens and shelters, Edmonton's Food Bank has responded to new and emerging needs. The Food Bank remains confident that the continuing goodwill of the community will allow it to successfully face and overcome future challenges collaboratively with new, creative approaches and programs.

For more information, please visit our website: [www.edmontonsfoodbank.com](http://www.edmontonsfoodbank.com)

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*If you have any comments about this report, please let us know.*

*You can email us at:  
[programs@edmontonsfoodbank.com](mailto:programs@edmontonsfoodbank.com)*



## WHAT CAN YOU DO?

*Providing food to our neighbours in need is a good thing, but it will not solve hunger in the long term. We ask that you share this report and our contact information with others. We encourage you to write and talk to decision-makers about changes to income support programs and about how housing can become more affordable in our community. Poverty and hunger are complex issues that require proactive, comprehensive action.*

*In the meantime, people need to eat.  
Please consider a contribution of time, food and/or money to Edmonton's Food Bank.  
Your support is appreciated!*

## LET'S CONNECT!

### Warehouse:

11508 - 120 Street  
Edmonton, AB T5G 2Y2

### Mailing Address:

PO Box 62061  
Edmonton, AB T5M 4B5

**Phone:** 780.425.2133

**Fax:** 780.426.1590



@yegfoodbank



Edmonton's Food Bank

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VISIT [WWW.EDMONTONSFOODBANK.COM](http://WWW.EDMONTONSFOODBANK.COM)

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