

**LOVE IS AT THE HEART  
OF OUR COMMUNITY**

**GBF COMMUNITY SERVICES  
2021 ANNUAL REPORT**





## **A HEART TO SERVE OUR LOCAL COMMUNITY**

**MISTY DUGGAN, FINANCE/  
ADMINISTRATION COORDINATOR**

In my position as Finance and Administration Coordinator, for the most part I deal with numbers and keeping detailed records of funds that have come in to support GBF's programs.

Although this is the 'what' I do every day, the 'why' is what I want to share with you. Behind the daily workload which can seem overwhelming for our small team, there's a heart to serve our local community.

### **Helping those in their time of need is our North Star.**

I see our leadership drop everything to warm up a bowl of soup for a person that just walked off the street with nothing but the clothes on their back and an empty stomach.

I see a team that works endless hours over Christmas to ensure that every one of our client families have a blessed Christmas with a warm dinner on their table and presents under the tree.

I see Board of Directors joyfully shopping for Christmas gifts for our Christmas Hamper Program, or bringing their whole extended family in on

a Sunday to sort clothing and items to sell in our Retail Store, or teach a cooking class on healthy eating.

I see our devoted team of Board of Directors, staff and volunteers work tirelessly together to do our very best to help our neighbours in need.

I see the results of our labour of love in the faces of our community.

I see it in the voice of the little toddler saying 'Merry Christmas' from his car seat as we fill his momma's car to the brim with presents and food for their Christmas while the mother wipes tear-filled eyes.

At GBF, not only do I get to work in a field where my experience and skills lie, but my heart is happy. There's purpose in what I am doing and I get to work alongside a like-minded team of individuals with a common purpose.

I will never forget the 'why' behind what we do. It's what makes us so successful as an organization. It's at the heart of all that we do.

The local impact of GBF will be felt for generations to come, of that I am certain.

**Thank you to all the donors who gave from the heart in 2021 that enabled us to invest in the Grimsby community.**

<b>GBF Community Services Direct Investment in Community</b>	<b>2021 Actual</b>	<b>2020 Actual</b>	<b>2019 Actual</b>
Rent Supplement and Direct Housing Assistance	\$265,216	\$246,247	\$291,046
Other Client Assistance: winter warmth, utilities, beds, transportation, medical, dental etc.	48,246	49,482	104,124
Food Bank	114,169	90,428	196,039
Wellness / Mental Health / Hub	12,084	14,683	42,000
Community Partner Donations	44,000	89,321	86,900
Clothing and Furniture	114,754	103,387	99,635
Youth Initiatives: bursaries, back-to-school meal programs, kids zone, hunger awareness, etc.	33,907	24,014	48,668
Volunteer Recognition and Program Promotion	28,766	25,040	45,282
Seasonal Hamper Programs	82,339	77,991	87,443
Retail value of perishable food and non-perishable products*	1,102,629	820,972	n/a
<b>Totals</b>	<b>\$1,846,110</b>	<b>\$1,541,565</b>	<b>\$1,001,137</b>

\* In 2021, GBF distributed 191,097kg of perishable and non-perishable food products to the Grimsby community. Per Food Banks Canada, the 2021 monetary equivalent approximated \$5.77 per kilogram.

**Reputation for Performance Excellence**

Diligent stewardship of our assets matters because strong financial performance means greater impact in the community. Our strong performance allows us to make deeper investments in the work we do together, to ensure that anyone that needs our assistance receives the assistance they deserve in our community.



**2021 ANNUAL REPORT MESSAGE FROM STACY ELIA, CHIEF EXECUTIVE OFFICER**

Dear Friends,

**Community is at the heart of everything we do at GBF Community Services.** In this year's Annual Report, we highlight how we work towards renewal through solutions to our town's most pressing social problems, while also providing relief to the many needs of our clients and community members.

As we work, we grow, we learn, we adapt. GBF Community Services is always looking for innovated ways to tackle very serious crisis being experienced by many in our community. I invite you to learn more about our work, our partners and our stewardship of donations received.

This past year has been a difficult one with the continued global pandemic and the on-going struggle faced by many in the world.

Here in Grimsby, GBF Community Services did not experience any setbacks; instead, we came together

as a passionate team and rose to the challenge.

There were many new requirements and new processes to implement in order for us to be able to quickly pivot to fulfil the requests for emergency food, utility and housing supports in a safe environment. We are able to do this because of the community's support.

Our volunteers' selfless time and energy mean we can provide emergency supports in times of crisis.

Our community and GBF have been through many crises together. We come together to ensure the most vulnerable are never left behind. We continue to take time to plan for our future. We are taking action in partnerships with key organizations, strengthening and using our voice to advocate for support using experience and data.

Food Banks and social service providers are not absent from disaster management and planning.

The team continues to ensure basic needs are not forgotten. We see our future filled with so much opportunity and it's invigorating.

Thanks to an outstanding community, very dedicated leadership, staff and volunteers, we can help others without delay.

**We are not in this alone – we are in this together.**

GBF Community Services wouldn't be what it's become without your generosity last year, and for many of you, many years prior. We hope that those who count on us may continue to count on you to provide us with the resources and financial support to ensure we can assist with the many crises that come to our door.

Yours in Partnership,

Stacy Elia,  
Chief Executive Officer



## TOURS SHOWCASE CLIENT CHOICE Food Bank

GBF hosted over 50 tours of our facilities both at 40 Elm Street and 19 Elm Street, Grimsby. This has been a great way to showcase our work and the outstanding model we have at GBF Community Services.

Many donors, corporations, social services agencies and youth were interested in learning more about our operations and how we operate our Client Choice Food Bank.

The GBF team is proud to share their operation and the success that our team strives for each and every day.

Thank you for truly making a lasting impact on the lives of your neighbours in need and the future of our community.

Your on-going support helps provide stability and allows us to plan for the future needs of Grimsby.



## THANKS TO HARLEY, WE'RE DOING WELL

Great appreciation is extended to Harley Valentine, Partner at Castlepoint Numa, for providing space for our Wellness Hub in Grimsby. This is a vital part of continuing to help our clients believe in themselves and better their well-being.

His generosity has been influential to the development of the Wellness Kitchen. Clients of GBF Community Services and community members of Grimsby have benefited from this opportunity.

Harley, your support enables our clients to thrive and has helped build confidence in themselves. Thank you for your energy and dedication to our community. You have always been supportive towards our efforts. Your support encourages the GBF team and is an inspiration for the entire organization.



## DIVERSITY MATTERS AT GBF

At GBF Community Services we embrace, empower, and celebrate differences. We want those who use our Food Bank services to show up as they are and know that we value and honour each individual's lived experience.

To us, inclusion is not just accepting and celebrating everyone regardless of their intersecting identities – it's about accepting and celebrating people because of their unique identities and what they bring to our shared spaces.

- At GBF, we are committed to:
- Making everyone feel welcome
  - Making sure folks are free to request and use Food Bank services free from discrimination and harassment
  - Supporting and listening to everyone's needs
  - Celebrating every individuals' cultural contributions
  - Centring accessibility needs

We want our clients and team to feel welcome, safe and comfortable at GBF.



## RETAIL REPORT: GREAT BUYS SUPPORT AN EVEN GREATER CAUSE

**DUANE ARNOLD, OPERATIONS, MANAGER**

A social enterprise has two objectives. The first is to achieve social, cultural, community economic and environmental outcomes. Second, is to earn revenue. This revenue is the main source of funding for our Food Bank and its many programs.

All of us at GBF are proud to work and volunteer to make a positive impact within our community. We are accomplishing each aspect of a social enterprise with pride, integrity, courteousness, and top-class professionalism.

**Social** – GBF Community Services exists to support those in need in any capacity within our means. This is not only true for clients, but also the volunteers who work together in retail while forming friendships, attaining personal growth, and adding positive/meaningful balance to their life. The following is but one example of how GBF retail connects business and community. (See sidebar to far right)

**Cultural** – Accepting everyone in a friendly and inclusive atmosphere, we encourage everyone to shine within their own personality in a kind and purposeful role. Finding confidence within yourself in our retail store, while delivering fantastic,

re-purposed merchandise to new and loyal customers, increases our resources to service our community in need. If you want change in your life that is both positive and impactful, visit [gbfgrimsby.com](http://gbfgrimsby.com) or call (905) 309-5664 ext. 24 to become a volunteer. We have many roles with flexible schedules.

**Economic growth** – With the increased need for client services, GBF retail contributes significantly to achieve our mission of helping community members meet their basic needs and achieve self-sufficiency. When you donate your high-end products, such as jewellery, collectibles, vintage, or antiques, GBF can draw in a broader customer base and increase resources to meet client needs. Clients who become self-sufficient often give back to GBF so we can continue to help others.

**Environment** – GBF retail is a completely donation-based store. Thrifting is trending positively not only for finding widely sought-after and expensive name brand items at a fraction of the price, as well as diverting reusable product that might otherwise would of ended up in the landfill. We do this in a variety of ways:

• **Reselling quality merchandise reasonably priced** Reuse is the number one way to divert from landfills and reduce our carbon footprint. We aim to maximize value from donations while selling at a comparable, if not cheaper price than the competition. Remember when it comes to the needs of our clients, we provide our merchandise regardless of price for free.

• **Partnerships** Sometimes we receive product that is not sell-able. Whether it is ripped, stained, broken etc., we have charitable recycling partners that buy this product from us and re-purposes, recycles, and reuses it.

• **Recycling** Our meticulous receiving process of donations sorts unsellable items into paper, plastic, wood, batteries, styrofoam, and metal recycling. Please think of GBF as your place of choice to drop off scrap metal. If it has metal in it, we want it. Broken electronics, all appliances including fridge and freezers... it doesn't matter. If it contains metal, we can generate income for the Food Bank.

**Generating Revenue** – Achieving social, cultural, community economic and environmental outcomes are necessary, but generating funds for our Food Bank and its many life-changing programs is what we are all here to accomplish. Retail makes up large portion of funds available to the Food Bank. As demands for services increase, the retail store needs to grow to meet the level of support it was built to achieve.

GBF's Great Buys & Finds was a pilot project to investigate the demand for high-end product at a premium but fair price. The 2-day sale allowed us to showcase the wide variety of quality vintage, antique, and specialty items donated for sale. The result was beyond expected raising over \$25,000 for the Food Bank. We also received feedback that was very positive. Although the one-time event led to the creation of our in-store Great Buys & Finds boutique, we still receive requests for another event at the HUB!

Grimsby pulls together as a community to volunteer time and donate many wonderful items.

**Please consider GBF to be your charity to donate product or volunteer your time.**

## EDUCATION COMMUNITY PARTNERSHIP PROGRAM

Kim Palios, *Teacher DSBN*

The *District School Board of Niagara*, in partnership with *Hatts Off* agency for youth, have been volunteering weekly at GBF Community Services for over 5 years.

Known as an "Education Community Partnership Program" the DSBN partners with various agencies to provide education and life skills to group home residents, Pathstone Mental Health, Peninsula Youth Centre and the Thorold Detention Centre. With a location in Grimsby, Hatts Off is one of those agencies.

Each Wednesday, students, known as the "Hatts Off Sharkettes", visit GBF to tidy, restock, sort and any other requests made by GBF staff. These students, find working at GBF gives them a sense of belonging and accomplishment. They are learning skills for the workplace, as well as making social connections with the GBF family of staff and volunteers.

Some highlights involve students working with volunteers, learning new skills, such as how a retail environment operates, as well as the understanding of the needs of various people and how social organizations can meet those needs. Students have worked in a Cooperative Education capacity. In addition, the Sharkettes have donated tomatoes and peppers, grown in the classroom garden, to the Food Bank.

GBF has become a huge part of these students' lives. When something comes up and they are not able to attend their regular volunteer day, they are very disappointed. They have also come to love "volun-shopping" as they acquire books, games, craft supplies and clothing, knowing that they are also contributing to the funding of the Food Bank and other programs offered by the GBF.

Thank you for this opportunity to partner Hatts Off/DSBN and GBF Community Services.



## VOLUNTEERS

Our family of volunteers are the heart of GBF Community Services. It goes without saying that we would not be here without them. They work tirelessly each day to sort and price incoming donations, display priced products on the retail floor, help customers at the Furniture, Specialty and Cash desks, help with administrative duties and sort and pack food in the Food Bank, to name just a few things.

In 2021, our adult volunteers contributed 26,820 hours of their time to the GBF. Student volunteers gave another 1,350 hours. We also participated in a high school co-op program where we had three co-op students come in and spend 220 hours learning about the retail industry from us.

It takes a minimum of 50 volunteers a day to smoothly operate the retail store and Food Bank. Due to COVID we did fall short of that number many days in 2021, with many of our volunteers not able to return during the pandemic. This certainly made things more challenging, but it did allow staff a great opportunity of being able to work closer than ever with our returning volunteers. It was amazing to spend so much time with so many of them and learn from them and really get to know them.

Going forward we will be focusing on recruiting new volunteers for our GBF team to allow us to try new ideas, expand or change some departments and adapt to the increasing demand on our retail store and Food Bank programs. We are also looking forward to implementing a new program to match new volunteers with a mentor to improve training and make the entire experience better for new volunteers.



## BENEFITS OF BECOMING A GBF VOLUNTEER

Individuals, families and corporate groups are motivated to volunteer and support the efforts of GBF Community Services for a variety of reasons. We welcome new volunteers; whose motivations and interests are diverse. In return we hope that as a volunteer, you will experience one or more of the following:

- ✓ Giving back to your community while meeting diverse new people along the way. Friendships are developed at GBF.
- ✓ The opportunity to contribute your knowledge, skills and experience towards making a genuine difference for those experiencing crisis in our town.
- ✓ Being included in events, activities, and updates.
- ✓ Being a part of meaningful work experience.

Thank you for choosing GBF Community Services to receive the most valuable gift you have to give: your time! What seems like just a few hours of your time, means so much to an individual or family who receives services you helped to deliver.

*There are lots of opportunities for you to contribute:*

- |                           |                        |
|---------------------------|------------------------|
| <b>Operations Support</b> | <b>Program Support</b> |
| • Food Bank               | • Social Connections   |
| • Retail Store            | • Mental Health        |
| • Sorting department      | • Housing Program      |
| • Receiving               | • Healthy Eating       |
|                           | • Retail Projects      |

If you are interested in joining our team of volunteers please email Melanie at [retailmanager@gbfgrimsby.com](mailto:retailmanager@gbfgrimsby.com) or call (905) 309-5664 ext. 24. She would be happy to discuss your interest and skills and help you to find a way to make some new friends and make a real difference in our community and at GBF Community Services.



# *Feeding those who Feed Us*

**COMING TO THE FOOD RESCUE**  
**Helping Neighbours In Need**



## FEEDING THOSE WHO FEED US

### GBF ENSURED THAT THE MIGRANT WORKERS WE DEPEND ON FOR OUR FOOD WERE ALSO FED

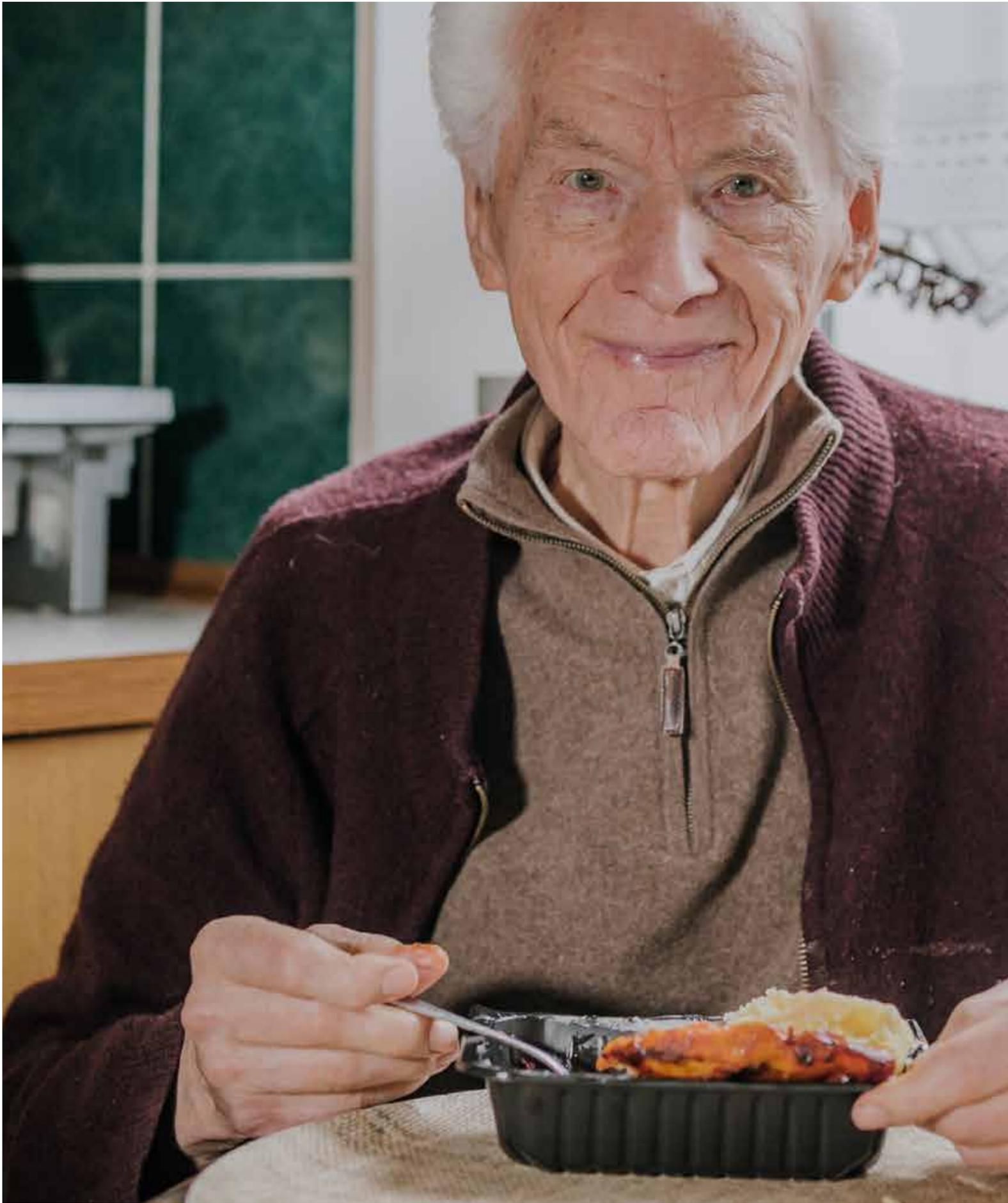
**It is one of the distressing realities of life that those who feed us often do not themselves always have enough to eat. In 2021, GBF Community Services addressed this issue.**

Each Friday, GBF prepared items for the *Migrant Farmworkers Project of Niagara* from April to September 2021 with a total of 11,660 kg of Food Bank items donated (an average of about 400-600 kg weekly). Items included perishable and non-perishable food items, hygiene products, hand sanitizers, and masks. With this collaboration, not only was GBF able to provide nutritious options for those who help feed our families, we were also able to divert greenhouse gases by donating items that we had an abundant amount of and donating those items that the migrant farmworkers were able to use.

Upon their arrival to Canada, the migrant farmworkers needed to isolate in hotel rooms due to

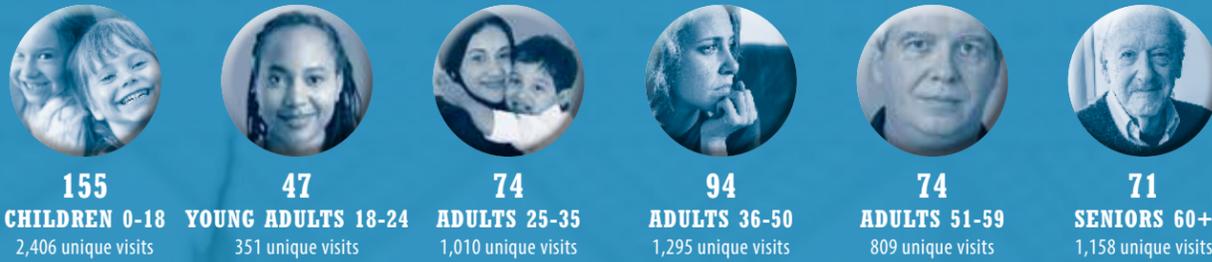
COVID-19, which put a strain on their pockets as their goal is to start having an income and send to their home countries to their families in need immediately. GBF was honoured and privileged to donate clothing for each migrant farm-worker, which consisted of many pairs of jeans and other basic necessities such as hygiene items. Due to their need for isolation, GBF was approached to donate activity sets such as arts and crafts, as well as games to help keep them busy.

GBF would like to share their gratitude with all of the Niagara Migrant Farmworkers for all of their efforts and hard work to ensure our families, in turn, are provided with well-balanced and nutritious produce options throughout the year. A special thank you to The Reverend Antonio Illas, Migrant Farmworkers Missionary, for collaborating with GBF and providing us the opportunity to be part of this wonderful project.



# THANKS TO YOU, WE SERVED 515 NEIGHBOURS

For a total of 7,029 unique visits to GBF's Food Bank



## NEW VS EXISTING HOUSEHOLDS (TOTAL HHLDS: 271)



## SIZE OF HOUSEHOLD (271)



## HOUSEHOLD TYPE (271)



## INCOME TYPE PRIMARY HOUSEHOLD (271)



Employment Insurance Income: 7 • WSIB: 2 • Old Age Pension: 14 • Student Loan/OSAP: 1 • Child / Spousal Support: 4 • Ontario Trillium Benefit: 1 • GST: 1 • CERB (Canada Emergency Response Benefit): 3 • Canada Recovery Benefit (CRB) 4 • Canada Recovery Caregiving Benefit (CRCB) 1 • Pensions: 2 • Other: 7

## HOUSING STATUS (271)



## REFERRED BY (271)



# FOOD & ITEMS PROVIDED



9,788 Litres  
MILK  
2,447 4-Litre Bags



1,295  
MARGARINE  
TUBS



2,254  
DOZEN  
EGGS



1,219  
LAUNDRY  
SOAP



1,312  
DISH  
SOAP



626  
INFANT DIAPERS /  
ADULT DEPENDS



1,196  
LOAVES  
OF BREAD



1,954  
PASTRIES /  
BAKED GOODS



2,718  
FRESH  
PRODUCE



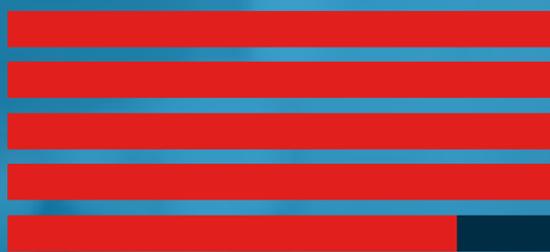
1,520  
MEAT PRODUCT /  
FROZEN MEALS

*(Added in the last quarter)*

ALSO: Lactose-Free Milk/Specialty Milk (Almond, Oat, etc): 317 (2L Cartons) = 634 L of milk  
 • Cleaning Product: 371 *(changed mid-year)* • Ensure / Boost: 165 • Formula: 116 •  
 Emergency Visits: 86 • Baby Layette: 6 • Retail/Clothing: 27 • Retail/Furniture: 21  
 • Retail/Household product: 11 • Taxi Service: 190

## GBF PROGRAMS

**MONTHLY MEAL PROGRAM: 581**



**EASTER HAMPER PROGRAM: 82**



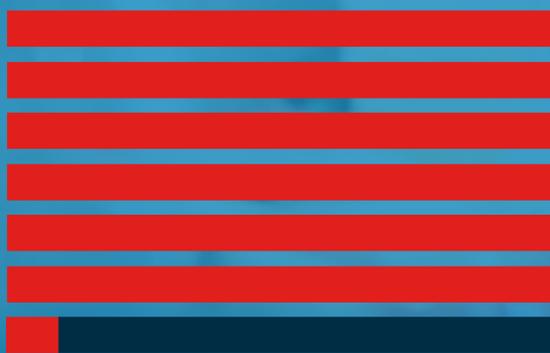
**THANKSGIVING HAMPER PROGRAM: 105**



**CHRISTMAS HAMPER PROGRAM: 166**



**KIDS' SNACK PROGRAM: 807**



**BACK TO SCHOOL PROGRAM: 108**



**BIRTHDAY PROGRAM: 87**



**RUNNING SHOES: 87**



## SUMMER PRODUCE AND FARM SUPPORT

Being in the Niagara Region definitely has its privileges as we were blessed with many donations of fresh produce throughout the summer months. *Fruitful Harvest Community Garden, C. Warren Farms, Tino Cipans, Bridgmans' Farm*, and many volunteers and community members who donated from their own gardens as well. With these donations, GBF was able to lower purchasing costs throughout the summer months and provide other nutritious items for the Food Bank such as honey, yogurt, cheese, and cooking oil. With more opportunities of healthier options in the Food Bank, GBF was able to promote wellness in the community to those in need.



## EXCELLENT!

This year, *Feed Ontario* provided GBF Community Services (Member Food Bank) with a certificate of Excellence in recognition of the incredible work and dedication over the past year and through the most trying of circumstances.



# HAVE A HEART. GIVE HOPE!

Your generosity is key to the success of our future plans to help families, individuals, children, youth, and seniors. With the passion and dedication shown by so many in our community, we know we can make a difference. Here are some of the many ways you can help!

- 1 SPREAD THE WORD**  
Let your friends, neighbours, and family know about GBF Community Services and our programs. Follow us and 'Like' us on Facebook and Instagram: @GBFCommunityServices Sign up for our newsletter at [www.gbfgirmsby.com](http://www.gbfgirmsby.com)
- 2 DONATE FOOD/HOUSEHOLD AND HYGIENE PRODUCTS**  
Food donations are at the core of our work. Non-food items such as paper goods and cleaning supplies are also welcome. Please consider hosting a donation drive.
- 3 DONATE TIME AND TALENT: BE SURE TO VOLUNTEER!**  
Volunteers are vital to GBF Community Services operations and contribute in countless ways. There are endless opportunities to participate in the enjoyable and rewarding tasks our volunteers perform every day.
- 4 MONETARY & IN-KIND DONATIONS**  
Financial donations sustain our Food Bank and enrich the larger community by providing nourishment, dignity, and a sense of sharing for all involved. In-kind donations come in many forms. These donations allow us to provide very necessary programs and services to individuals and families going through difficult times. Donate: [www.gbfgirmsby.com/donate-now](http://www.gbfgirmsby.com/donate-now)
- 5 BECOME A MONTHLY DONOR**  
Monthly giving is one of the easiest and most effective ways in which to make a positive and sustained impact. Help us bring more fresh food and helpful services to our community by joining today. Please call (905) 309-5664 ext. 33

### CORPORATE VOLUNTEERING AT GBF COMMUNITY SERVICES – BUILD BUSINESS & COMMUNITY SUSTAINABILITY

Corporate volunteering recognizes the value of business engaging with people in our community. The benefits for business are many: It improves reputation, internal culture, and long-term sustainable future. For employees, it improves their leadership opportunities. By joining us, you will see first-hand the positive difference one can make and you will do your part to feed hope!

### GBF Community Services

40 Elm Street, P.O. Box 231, Grimsby, ON L3M 4G3  
[gbfgirmsby.com/donate-now](http://gbfgirmsby.com/donate-now) • (905) 309-5664 x33  
Charitable Registration #82122 7147 RR001



## GIVING HEARTFELT THANKS



As a mom, the assistance from GBF means less stressful transitions and the assurance that my children have the equal opportunities that other students have, helping to ensure their success as young learners.

CLIENT 1282214



The past few months have been extremely challenging for me and my children. We lost our home and have had to start rebuilding our lives. For the first time in my life I have needed to reach out for support from resources other than extended family. The Food Bank is one of these resources. I have two children. It was wonderful to go to the grocery store and pick out some of their favourite foods as we received a grocery gift card in addition to the food we received. Thank you so very much!

CLIENT 2953820



I appreciate donations for my kids because they can enjoy every aspect of their daily routine with supplies especially in this pandemic. We are happy when the kids are happy, this means everything to me as their dad. We can maintain being healthy and safe.

Thank you. – CLIENT 1168749



I will start with I am a single mother of a son with no family to count on for any support. I didn't know where to turn. The GBF has helped me in so many ways; I don't know where to start. Everything from medical to dentistry, utilities and back-to-school. Thank you for making me feel

part of the community.

CLIENT 337002



GBF's Back-to-School program has helped with the already difficult transition back to in-person learning. Having access to the learning materials, clothing and backpacks will make my kids feel included in their community of peers. Thank you!

CLIENT 1280808



I want to take the time to acknowledge the overwhelming joy I felt when I received a beautiful basket full of quality baby items for my new bundle. As a mother of a low-income family in this community, I am grateful for the generosity of other community members since I know that some of these basic items are difficult for me to purchase. You have eased this mama's mind and helped to add more joy to this moment in my life. – CLIENT 1282214



### COMMUNITY PARTNER SPOTLIGHT

## "Ever Hopeful Fund"

GBF Community Services was surprised to receive two additional donations in the 2021 fiscal year from the "Ever Hopeful Fund." This is in addition to the gift that was received the previous fiscal year. You are a special type of person that changes lives, lifts people up, and makes the world a better place. Thank you so much for your very generous donations and your association with our cause. People like you are an inspiration to all. Thank you for being so refreshingly loving and giving as a person in our Grimsby community. We have been able to greatly impact lives because of you.

### GBF PROGRAM FUNDS: \$321,820

#### Rent Supplement Program, \$225,468 One-Time Emergency Rent Assistance, \$39,748

- Mortgage Assistance, N/A
- Hydro Assistance (GBF Funding), \$1,042
- Hydro Assistance (LEAP Funding), \$4,050
- Natural Gas Assistance (GBF and LEAP Funding), \$994
- Hunger Awareness / Recipe Program, \$8,015
- Medical Care Assistance, \$1,692
- Bed Set Program, \$3,638
- Back-to-School Program, \$4,297
- Wellness Programs, \$12,084
- Water Assistance, \$868
- Dental Care Assistance, \$6,386
- Winter Warmth Program, \$346
- Taxi Service Program, \$3,597
- Healthy Eating Kid's Programs, \$9,595





## COMING TO THE FOOD RESCUE

### SECOND HARVEST

GBF Community Services have accepted food donations from Sobeys, Grimsby location via Second Harvest Food Rescue twice a week since spring 2021, both Shoppers Drug Mart Grimsby locations biweekly since summer 2021, and Starbucks Grimsby since Spring 2021 on about a weekly basis.

From *Sobeys*, we are able to secure a wide variety of both perishable and non-perishable food items which include various gourmet cheeses, meat, produce, and a variety of prepared foods and other fun and unique frozen meals.

Special thank you to Store Manager, Isaac Vedanayakam, who has embraced and supported his hard-working and dedicated staff with *Second Harvest Food Rescue*; Lindsay Dickie, Sobeys Deli Manager and lead for Second Harvest Food Rescue who has stepped up to ensure those in need in Grimsby are provided with a variety of nutritious meals every week; and, of course, the rest of the Sobeys team who have embraced this project to its fullest potential. Hard work pays off!

From *both Shoppers Drug Mart Grimsby locations*, we were able

to secure an assortment of snacks which are used for kids' school snacks.

From *Starbucks Grimsby*, we often receive a variety of sandwiches, healthy bento box snack kits, as well as baked goods and drinks. These items are often requested by working clients to help provide work lunches as well as the children in the households that GBF supports.

All of these new donations have been great additions for our Food Bank clients, making a positive impact and promoted healthy eating habits.



Thank you: Sobeys, Shoppers Drug Mart Grimsby, Starbucks Grimsby and Second Harvest Food Rescue!

LEARN MORE: <https://foodrescue.secondharvest.ca/>



## CHANGE LIVES FOR THE BETTER: LEAVE A LEGACY

Making a legacy gift is a great way to have a meaningful impact and reduce local crisis.

**It's a gift with lasting impact in our community.**

Supporting the programs and services of GBF means that everyday children, adults, seniors and families who don't have the resources of basic necessities have a resource in their community to turn to for help.

You can help ensure that future generations live healthy by including GBF Community Services in your Will or Estate Planning.

Legacy gifts are donations arranged in the present and given at a future date. Your gifts are a way to show your generosity and commitment to GBF Community Services efforts.

**By including GBF in your legacy planning, you will:**

- Help to ensure that GBF Community Services is there for years to come, providing services and food for your neighbours that need it most.
- Amplify your local impact.
- Enjoy tax benefits.

### What you need to know

Information that may be helpful as you prepare your legacy gift includes:

**Legal Name:** Benevolent Society of Grimsby And District  
**Charitable Registration Number:** 821227147RR0001

**Mailing Address:** 40 Elm Street, P.O. Box 231, Grimsby, ON L3M 4G3

If you have already arranged a legacy gift to GBF Community Services, you are under no obligation to tell us about it. However, we would love to thank you personally. Contact Stacy Elia, CEO, at (905) 309-5664 ext. 33 or by email: [stacy@gbfgrimsby.com](mailto:stacy@gbfgrimsby.com)



## PRESIDENT'S MESSAGE: 2021 WELLNESS PROMOTION ACHIEVEMENTS

Irene Podolak

Although GBF continued to experience challenges associated with COVID-19, especially the Omicron variant, this didn't stop us from moving forward with our focus on promoting wellness in our community. We were able to realize numerous achievements in each of our four wellness domains.

### ENVIRONMENTAL WELLNESS

- ✓ Conducted housing research study; resulted in GBF increasing financial housing support
- ✓ Participated in housing / homelessness crisis awareness-building events
- ✓ Conducted a housing survey and developed the housing Case for support
- ✓ Promoted wellness education and building awareness through multimedia channels (*internally and externally*)
- ✓ Sponsored youth engagement events to build life skills, e.g., student co-op placements, youth volunteering

### SOCIAL WELLNESS

- ✓ Created 75 unique Care Cards with nature photos to demonstrate how much you care for someone
- ✓ Care Kit pilot project distributed 170 Care Kits to alleviate social isolation, anxiety, and stress
- ✓ Conducted a volunteer knowledge sharing event to increase wellness program awareness and show appreciation for volunteering at GBF
- ✓ Collaborated with partners to identify potential "social connection" events to be delivered in 2022. Developed materials for first event – a virtual photo tour of the Maritimes

### MENTAL WELLNESS

- ✓ Designed and distributed a Mental Health Wellness Bingo Card
- ✓ During Mental Health Month, conducted: numerous multimedia educational and building awareness events, a mental health silent auction, and participated in the Niagara Suicide Prevention Coalition Webinar
- ✓ Networked with mental health service providers to identify opportunities for collaboration. Tested a mental health referral process with West Niagara Mental Health Team
- ✓ Distributed mental health-related items and herbs in food boxes to alleviate stress and anxiety

### PHYSICAL WELLNESS

- ✓ Provided healthy options in GBF's Food Store
- ✓ Researched healthy eating leading practices followed by design of GBF's Healthy Eating for Wellness course curriculum and tools
- ✓ Piloted a 5-week Healthy Eating for Wellness (HEW) Course project
- ✓ Demonstrated the HEW course delivered social value and got approval for scaling it up
- ✓ Designed a Healthy Eating Bingo Card
- ✓ Promoted migrant healthy eating and wellness

### 2022 Wellness Promotion Impact Goals

The success of our 2021 wellness promotion activities has given GBF the confidence to expand our efforts in 2022. With the support of multiple local organizations, we will continue to implement those projects that demonstrated sustainability in 2021, along with piloting new wellness promotion activities. The wellness promotion impact goals GBF will be focusing on in 2022 include the following:

#### ENVIRONMENTAL WELLNESS

- ✓ Increase awareness of homelessness
- ✓ Alleviate housing challenges
- ✓ Engage youth

#### SOCIAL WELLNESS

- ✓ Decrease food insecurity
- ✓ Promote healthy eating
- ✓ Promote active living in our community

#### MENTAL WELLNESS

- ✓ Facilitate mental health counselling
- ✓ Promote staff and volunteer mental well-being

#### PHYSICAL WELLNESS

- ✓ Increase awareness about social isolation
- ✓ Facilitate social connections



### More than Ever, Your Support is Needed

GBF will not be able to successfully achieve our 2022 wellness promotion impact goals without your support. This can be in the form of donations or by volunteering to participate in our wellness promotion activities. For example, train to become a Healthy Eating for Wellness course instructor, be a speaker at an educational event, facilitate an active living event such as a walking

group, help assemble care kits, or be a custodian for a social connections Fun with Friends event at the Wellness HUB.

Your volunteer efforts will make an impact in our community and ensure we achieve our vision, i.e., **To enable our clients and our community to be well.**

GBF Community Services  
Wellness in our Community

thank you for being a  
**GREAT  
 BIG  
 FRIEND**

"Because of the GBF and its volunteers, my holidays were happier. Because of the GBF, I don't feel left out or alone. Thank you!"  
 - Dennis



Wow!!! What a year this has been for so many including GBF Community Services meeting all the needs of this beautiful community.

GBF Community Services provided 206 Christmas Hampers to individuals and families experiencing difficult times. 325 adults and 230 children were serviced by this program. The compassion and dedication that is so eagerly expressed by the community means more neighbours can confidently and optimistically look to a brighter future in 2022. GBF is committed to providing leading-edge and dignified services always.

Our program can be credited to all the people who donated food, toys, monetary, gift cards and sponsored families.

The volunteers and staff who worked to make sure everyone in our community experienced a beautiful Christmas... Thank you!!!

There was an amazing feeling in the air as people came to pick up their hampers. What a wonderful thing to experience after we all endured a challenging year due to COVID restraints.

Thank you to all the community members, schools, businesses, clubs, and churches that support our efforts. We look forward to your continued support.

We are an organization that genuinely cares about one another. We will be here when you need us. You will always experience compassionate and dignified service here.

At GBF, you will always experience compassionate and dignified service.

*Stacy Elia*  
 Stacy Elia, GBF  
 Chief Executive Officer

*Irene Podolak*  
 Irene Podolak, President

 <b>206</b> Households Reached	 <b>325</b> Adults Served	 <b>230</b> Children Served	 <b>\$266,016</b> Provided in Housing Support
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- COMMUNITY  
**GBF**  
 SERVICES
- Food | Housing | Health | Youth
- GBF is especially thankful for our generous sponsors
- GRIMSBY  
 EST. 1879  
 FIRE DEPARTMENT
- CASTLEPOINT  
 NUMA
- Vaulta  
 Storage  
 We've Got Room For That™
- MODULAR SOLUTIONS
- KOORNBERG  
 PARTS LTD.
- CONTOUR  
 TRANSPORT SYSTEMS INC.
- JIVE  
 Recovery
- MOVERS FOR MEALS  
 TWO MEN AND A TRUCK
- HANDLING SPECIALTY
- MAKE SPACE  
 STORAGE MADE SIMPLE
- Westbrook  
 GROUP OF COMPANIES
- Ever Hopeful Fund



## TREASURER'S REPORT

Robert Paul

GBF is a charity. It is also a "social enterprise" – meaning it has two primary goals:

1) to pursue and achieve social, cultural and environmental outcomes and;

2) to earn revenue to support and achieve its program goals.

GBF's core business model – GBF is a volunteer-driven organization with its main revenue sourced from the sales of donated goods from our thrift store. Revenue from the thrift store pays for ALL of GBF's operating and overhead costs AND makes a significant contribution to GBF's programs directed to the wellness needs of the residents of Grimsby. An oversimplified description of wellness includes: food, shelter, mental health and the social well being of youth, adults and seniors.

**However, that is not the whole story.**

GBF is quite reliant on the support of individuals and corporate sponsors and partners who donate their time, money and product to allow GBF to fully meet our community goals and objectives.

Based on GBF's business model, it is true to say that 100% of every

dollar donated to GBF will be spent, without deduction, on the donor's specified choice of program – Food Bank, housing assistance, back to school backpack, Christmas and seasonal hamper programs, mental health and the many other programs that GBF delivers to our community.

All of these programs support the wellness needs of the residents of Grimsby.

Like many of us, I am tired of talking about COVID. However, it did, again, impact GBF's financial results in 2021. In short – COVID health restrictions caused GBF to close our thrift store operations for approximately 17 weeks (about 1/3) of the 2021 year. Similarly, volunteers were restricted from attending at GBF.

Again, our GBF staff rose to the occasion and effectively became front line workers in support of our foodbank and housing clients. There was no disruption to these programs during 2021, GBF had to 'reinvent' the delivery of these and other programs to Grimsby residents.

With the thrift store being closed, GBF did apply for and receive approximately \$375,000 in COVID-related grants and subsidies from Federal and Provincial agencies

during 2021. That funding was a substantial offset to the reduction in pre COVID store revenue (2019 – \$1,345,342; 2021 – \$858,242). We do not expect that those grants will be available in 2022.

In a difficult year from an operational and financial perspective, GBF did stay on course and continuously delivered on all essential programs to meet the wellness needs of those living in Grimsby.

GBF delivered almost \$750,000 of programs and services directly into the Grimsby community. To measure GBF's total impact on the Grimsby community, GBF also distributed 191,097 kg of perishable and non-perishable products valued at \$5.77 per kg to equal \$1,102,629. That's a total monetary impact of approximately \$1.8 million!

We remain very grateful to our volunteers, private and corporate donors and our sponsors and partners – without who, these accomplishments would not be possible.

Thank you,

Robert Paul

## Financial Highlights

### 2021 Revenue

Sales and Recycling	\$858,842
Federal Subsidies	175,164
Contributions	448,362
Provincial / Regional Grants	201,786
Interest Revenue	21,159
Other	53,920

**TOTAL REVENUE \$1,759,233**

### 2021 Administration

Occupancy	\$62,498
Office and Computer Maintenance	50,208
Telephone	17,166
Service Fees, Supplies and Other	47,145
Board and Strategic Planning	10,644
Professional Fees	14,032
Insurance	25,558
Salaries and Benefits	104,167
Amortization	45,838

**TOTAL ADMINISTRATION \$377,256**

### 2021 Programs

Food Bank	\$114,169
Client Assistance/Housing	313,462
School Life and Bursaries	16,297
Christmas Hamper	65,498
Clothing & Furniture	114,754
Wellness (Hub) Program	12,084
Advertising and Promotion	21,072
Volunteer Recognition	7,694
Community Partner Donations	44,000
Easter and Thanksgiving Hampers	16,841
Hunger Awareness	8,015
Kids Zone Program	9,595
Salaries and Benefits	543,186

**TOTAL PROGRAMS \$1,286,667**

**Excess revenue over expenses \$95,310**

## OUR MISSION

GBF's Mission is to:

- Meet our clients basic needs,
- Promote wellness in our community, and
- Provide a safe and rewarding environment for our board, staff and volunteers.

## OUR VISION

GBF's Vision is to:

Enable our clients and our community to be well.

## WE VALUE

A strong sense of social responsibility

A commitment to serving our clients with respect and compassion

A belief in the unique abilities, strengths, and gifts of each person

A belief in the capacity for people to grow, change, and care for themselves and for one another

A commitment to professionalism, ethical conduct, and integrity of service delivery

A recognition of the importance of volunteerism and citizen participation in the community

The role of research, education, and advocacy

# THANK YOU FOR COMING TO THE RESCUE



## 2021 HOUSING UPDATE

THANKS TO YOU, WE INVESTED \$265,216  
TO PREVENT HOMELESSNESS HERE AT HOME

In 2021, GBF Community Services established a housing survey which was completed by individuals and families who are currently enrolled in our Rent Supplement program and/or received Emergency Housing. A total of 59 surveys were completed and a summary of the results appear to the right.

GBF manages a coordinated and very effective system of housing services to improve the housing stability of people who are at risk of or experiencing homelessness in Grimsby.

### Prevention of Homelessness

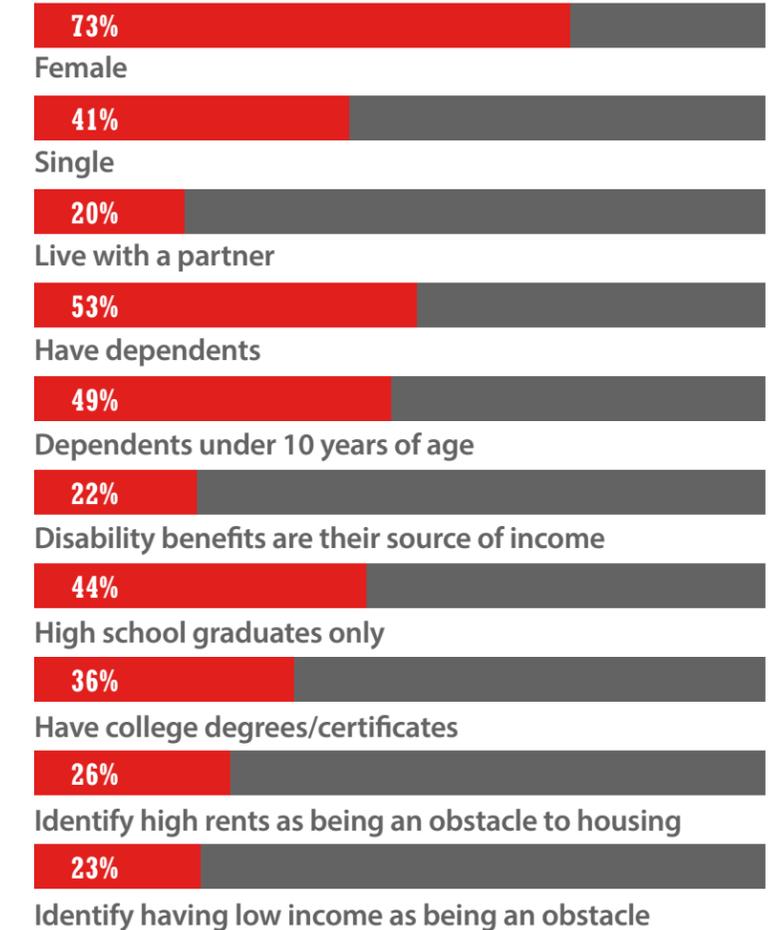
We assist people to options of housing supports by connecting them to community services and resources. This includes assistance with housing applications, informal mediation with landlords, access to information on tenant rights and responsibilities.

### Rent Supplement Housing Benefit

We provide monthly financial benefits to make rental housing more affordable. In addition, GBF Community Services provides one-time emergency support and low-income energy assistance.

Thanks to the generosity of our donors and partners, we're able to bring dignity to deserving people who live nearby.

### CLIENT SURVEY RESULTS



### Here's how you can help combat the Housing Crisis

#### Become a Partner

For businesses, groups, and clubs, partnering with GBF is a win-win-win situation. Giving people a hand-up when they're down raises everyone's quality of life. Your reputation as a caring organization will increase and with it your sales or membership will surely grow.

#### Become a Monthly Donor

The housing crisis isn't going away; it will continue to displace more and more of our neighbours. Monthly giving is one of the easiest and most effective ways for you to make a positive impact on our community. To help, please call GBF's CEO, Stacy Elia, (905) 309 5664 x33.

# LEADERSHIP

## 2022-23 BOARD OF DIRECTORS

The Board of GBF Community Services is a governance board. The directors are elected annually. Directors work collaboratively with the Chief Executive Officer (CEO) and management team to ensure that GBF delivers on its fiduciary and Strategic plan responsibilities. Directors participate in Board deliberations and decision making in matters of policy, finance, programs, personnel and advocacy.

*A huge thank you is extended to the Board of Directors for caring for our community.*



Irene Podolak, *President*



Robert Paul, *Treasurer*



Justin Cruse, *Secretary*



Frank Barretto, *Director*



Linda Rowilson,  
*Director*



Leanne Sidorkewicz,  
*Director*



James Stevens, *Director*

### GBF's Amazing Staff

Stacy Elia, *Chief Executive Officer*  
Ashley Marr, *Director of Programs*  
Duane Arnold,  
*Director of Operations*  
Misty Duggan, *Finance/  
Administration Coordinator*  
Ala Benish, *Food Program Manager*  
Eleana Aleman,  
*Food Program Coordinator*  
Melanie Green,  
*Retail Store Manager*  
Kam Malhi, *Retail Assistant*  
John Phillips, *Receiver/Truck Driver*  
Bill MacLean, *Receiver/Truck Driver*

GBF extends its appreciation to the student employees that participated in the Summer Employment program.

### GBF is a proud member of:

- Feed Ontario (OAFB)
- Food Banks Canada
- Grimsby & District Chamber of Commerce
- Niagara Connects



## HEALTH AND SAFETY

GBF Community Services is committed to take reasonable care to ensure a safe environment for its volunteers, customers and staff. We continue to provide information, instruction, monthly inspections and supervision to maintain an environment in which all may work and or visit the facility free from injury.

It is the culture of this organization and the conscientiousness of each person that ensures the GBF is a safe place to work, volunteer and shop.



## COMMITTED TO IMPROVING PEOPLE'S MENTAL HEALTH

GBF Community Services is proud to support Mental Health Initiatives in our community. A number of initiatives took place to celebrate and bring awareness to Mental Health Month in May. This included the distribution of food wellness boxes to clients and the community. The boxes contained food staples and healthy options.

Several silent auction items were promoted during the month of May to raise monetary donations. Local photographer, Mitchell Brown, partnered with GBF and the Grimsby Fire Fighters to produce a calendar with proceeds directed to GBF Community Services.

West Niagara Mental health Team and GBF Community Services partnered to develop a Mental Health Wellness Bingo. This was distributed through our Wellness Care Kits and Food Bank Intake.

The establishment of a new Wellness Intake form was established for those seeking services at GBF. This tool has helped our front-line staff have a better understanding of each household's and individual's needs especially in crisis situations.

Front-line staff were certified in mental health first aid to be better equipped to deal with client crisis in a professional manner.

It shows a lot of strength and courage to reach out for help. This is one of the many reasons the GBF team is committed to continue to learn best practices.

This year, GBF Community Services also contributed financially to Grimsby Life Centre and FORT. These funds were designated for Counselling Services in Grimsby.

Supporting mental health means that you understand both that it's fundamental to living a meaningful life and that it requires investment. Contact us! We look forward to discussing how your gift today can improve mental health for all. Call (905) 309 5664 ext. 33 or email [stacy@gbfgrimsby.com](mailto:stacy@gbfgrimsby.com)

*We are thankful for Mitchell Brown's stunning photography*



## GBF Community Services

40 Elm Street, P.O. Box 231, Grimsby, ON L3M 4G3  
gbfgrimsby.com/donate-now • (905) 309-5664 x33

Charitable Registration #82122 7147 RR0001

