

# HEFC

# Heron

# Emergency Food Centre



1480 Heron Road 1st floor

Ottawa ON K1V 6A5

613-737-9090

## FREQUENTLY ASKED QUESTIONS

**I thought the Ottawa Food Bank was run by the City. What is the Heron Emergency Food Centre for?**

The Ottawa Food Bank distributes food to 141 agencies in the Ottawa area including our food centre. HEFC is a separate agency with its own Board of Directors and budget. We receive food in bulk from the Ottawa Food Bank, but must also purchase supplemental supplies to ensure that our folks receive sufficient food. The local south Ottawa community, notably the community churches, also contributes both food and cash to ensure that our supplies of food can meet the need. We have been serving the South-East Ottawa Area from our location in the Heron Road Community Centre, on Heron Road just east of Alta Vista Drive, since 1987.

**Do people really go hungry in this day and age?**

Many people are only one pay cheque away from financial disaster; an accident, illness, job loss or other unforeseen event can overwhelm low income families. A single person on Ontario Works, for example, received at maximum \$810 a month in 2018 according to the government website. A furnished room costs at least \$600.00 a month in Ottawa. Families struggling on a permanent disability or old age pension or managing unexpected expenses often find they do not have enough food to last a month.

**How often can you get food? How much food can you get?**

Folks in need qualify for 3 days' supply of food, once a month.

**I want my donation to go directly to those who need it. How much of the budget goes for administration?**

The city provides us with a rent-free space and a monetary grant which meets our administrative costs. All community donations are used to purchase food. About 5% of our funding goes towards administrative costs. We have had 99 volunteers this past year, including our volunteer board, who have contributed 6021 hours of their time all together.

**How many families do you serve?**

In 2017 we served 1298 different households representing 3997 people who were served at least once. Including repeated requests for food, we served 20,912 individuals. We are open Tuesdays and Thursdays from 1:30 to 3:30 PM; Wednesdays from 6 - 8 PM and Fridays from 9:30 to 11:30 AM.

**How Can I Help?**

The demand for food continues to increase; every donation assists someone in our community in real need. You can help through cash and/or food donations. Together we can make a difference in the lives of our neighbours in our community.

~ [www.hefc.ca](http://www.hefc.ca) ~ P.O. Box 39110, Ottawa, ON K1H 1A1~ Charity No. 89004 3540 RR0001