

Executive Coordinator's Report AGM 2019/2020

Yearly Total Summary

Year	Household Served	Of Households Number That Were New	HOUSEHOLD BREAKDOWN					Days Open
			Seniors	Adults	Children	Infants	Total	
2020	5178	339	766	9621	5976	916	17279	206
2019	6087	348	1034	11492	6839	1064	20429	204

2020 – 792 Households, 2506 Individuals, came at least once

2019 - 1210 Households, 3741 Individuals, came at least once

This is a report of gratitude written with great sincerity and appreciation to everyone who assisted HEFC in any way especially to the dedicated hard working HEFC volunteers.

In 2019 HEFC was blessed to have 90 HEFC volunteers completing over 6115 volunteer hours. The copious amounts of food supplied by the Ottawa Food Bank enabled HEFC to offer with respect and compassion healthy food. The City of Ottawa provided funds required to purchase additional food to sustain a high quality 3 day worth of nutritious food. Local churches, schools and kind- hearted individuals assisted with food donations and monetary donations also. One family with two small children held two food drives in their neighborhood collecting a total of \$6,000 worth of food.

In 2020 HEFC was reduced to 56 HEFC dedicated volunteers, largely due to Covid 19 which started 17 March 2020. HEFC volunteers numbers came down to 20 brave volunteers who actually attended the food bank and worked 3 and 4 shifts per week to keep the HEFC bubble small, including Harold Black who not only bought needed food traveling all over Ottawa to receive the best prices. Harold pitched in and helped wherever it was required. Many of these HEFC volunteers were students who were off school, completing the year with 5835 outstanding volunteer hours. The HEFC Board Members were extremely supportive at this time always available behind the scenes as the building was closed except for HEFC volunteers working and the Executive Coordinator. These times were met with smiling eyes as facemask were worn so a person's beautiful smile could not be seen. Our motto was "HEFC shall meet the demand and conquer any obstacles that we encountered". This definitely happened with outstanding teamwork.

The Ottawa Food Bank was highly supportive in providing gift cards and pre-made food boxes to speed up providing seervice to the HEFC clients. All HEFC clients were served outside the building from 17 March 2020 until end of December 2020. This was done with great care and compassion for the HEFC Clients fulfilling their wishes for certain food choices as best we could. This was appreciated by the HEFC clients tremendously.

My contact, Monique, at Canada Sews Ontario East provided much needed and requested facemask free of charge to HEFC volunteers when mask were hard to find to purchase.

My contact at the IDA Pharmacy in Embrun sold at a good price hand sanitizer as it was in short supply. They made it on site.

A few messages from the HEFC dedicated volunteers:

Sharon said “I appreciate being in a position where I can help give food to people in need. Their words of thanks is very satisfying and heartwarming”

Omar said “HEFC is always open with welcoming staff and volunteers who help people daily and provides many families with the care and support they need. At HEFC, the diversity of people and inclusivity outshines. HEFC is a family to the community”

Adam said “personally, I really appreciate the opportunity to see how food insecurity affects high need neighborhoods, and I am happy that I can do some small part to help”

I truly feel I work with the best volunteers on the Planet, never giving up, doing their best to assist even when putting themselves and their loved ones at risk. It truly takes a Village to come together to be of service.

Autumn Blessings,
Louisa Simms
Executive Coordinator Heron Emergency Food Centre