



**CALGARY
FOOD BANK**

**ANNUAL REPORT
2024 – 2025**

Table of Contents

About	
The Calgary Food Bank Intro	1
Message from the Board Chair and CEO	3
Our Programs	4–5
Research	
Inflation's Impact on Food Insecurity	7
Work That Isn't Working Report	8–9
Client	
Patricia	11
Volunteers	
Impact	13
Betty Robinson	14
Youth Central	15
Community Partnership	
YES Centre	17
Partner Programs	18–19
Donor Story	
Suniel	21
Sobeys	22
Food Distributed	23
The Board	24
Financials	25

The Calgary Food Bank

MAKING FOOD ACCESSIBLE TO EVERYONE IN OUR CITY

At the Calgary Food Bank, we know that food is a basic human need. Every day, we work to remove barriers so that individuals and families across our city can access the support they need with dignity and ease. In 2025, we made significant strides toward this vision by expanding our reach, investing in new systems, and laying the groundwork for future growth.

A key highlight this year was the beginning of construction on **Neoma**, our new downtown branch developed in partnership with HomeSpace Society. Located in a former office tower that now houses women and children by Inn from the Cold, Neoma will serve as a hub for accessible, client-centered food distribution. This facility marks the start of our branch expansion strategy, designed to bring services closer to where people live, learn, and work. By reducing travel time, increasing service space, and embedding food support in community, Neoma will make it easier for Calgarians to get the help they need when they need it.

Beyond Neoma, we also advanced initiatives that strengthened the client experience. This included a food choice system for our emergency food hamper clients at our main distribution centre, increased satellite locations throughout the city, and increasing our capacity to reduce wait times.

As construction crews transform Neoma into a welcoming new space, we are reminded that accessibility is about more than bricks and mortar—it is about building a system that meets people where they are. With Neoma underway, we are one step closer to that vision.





Jay Gohill
Board Chair

Melissa From
President & CEO

Message from our Board Chair and CEO

This past year has been one of both challenge and hope. From September 2024 to August 2025, the Calgary Food Bank provided over 200,000 emergency food hampers - nearly 800 every day - to families and individuals in need across our city. While these numbers speak to the urgency of food insecurity in Calgary, they also carry a weight: we do not want to see so many of our neighbours in need. No one in our community should have to go without.

Alongside that sadness there is also gratitude. Each hamper represents the care of thousands of Calgarians - volunteers giving their time, donors sharing their resources, and partners working shoulder to shoulder with us. It is

through this remarkable collective effort that we are able to be part of the solution. At the Calgary Food Bank, our service is defined by a simple but powerful truth: *by community, for community.*

This year also brought important steps forward, including the start of construction on Neoma, our new downtown branch. While Neoma will make food more accessible, what truly sustains this work is the spirit of collaboration that flows through this project and through our city.

As we look to the future, we remain committed to serving with compassion, accountability, and innovation. The challenges are real, but so is the strength of this community. Together, we will continue to build a Calgary where food is accessible to everyone.

— Jay and Melissa



Our Programs

The Calgary Food Bank has a variety of different programs, each working towards our mission of making food accessible to everyone in our city.



202,926

**EMERGENCY FOOD HAMPERS
DISTRIBUTED**

The Emergency Food Hamper Program is at the core of the Calgary Food Bank's mission. The food hampers contain ten days' worth of nutritious food for each person in a household.

11,744

BIRTHDAY HAMPERS

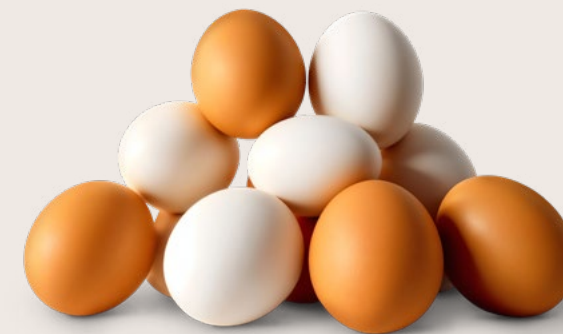


Birthday party kits are available to clients aged one to twelve. They contain a card, party supplies, a couple of treats such as books, art, and school supplies, games, or toys. Each bag also contains a birthday cake mix & icing, so every child gets to feel special on their big day.

**BREAKFAST CLUB
OF CANADA**



The Calgary Food Bank partnership with Breakfast Club of Canada ensures that schools across Calgary receive nutritious, easy-to-prepare breakfast and snack items for students to access before school starts.



2,490,803

**FOOD LINK
POUNDS DISTRIBUTED**

Food Link provides food and supplies to 81 qualified organizations so they can focus their resources on important program delivery dealing with root causes of food insecurity.

298,620

**OUTREACH FOOD SUPPORT
POUNDS DISTRIBUTED**



Provides partner organizations with bulk quantities of food items that are appropriate for street outreach.

313

**HOUSEWARMING
HAMPERS**



The Housewarming Program provides food hampers and essential supplies including cleaning, kitchen, and hygiene items to individuals and families transitioning into stable housing.

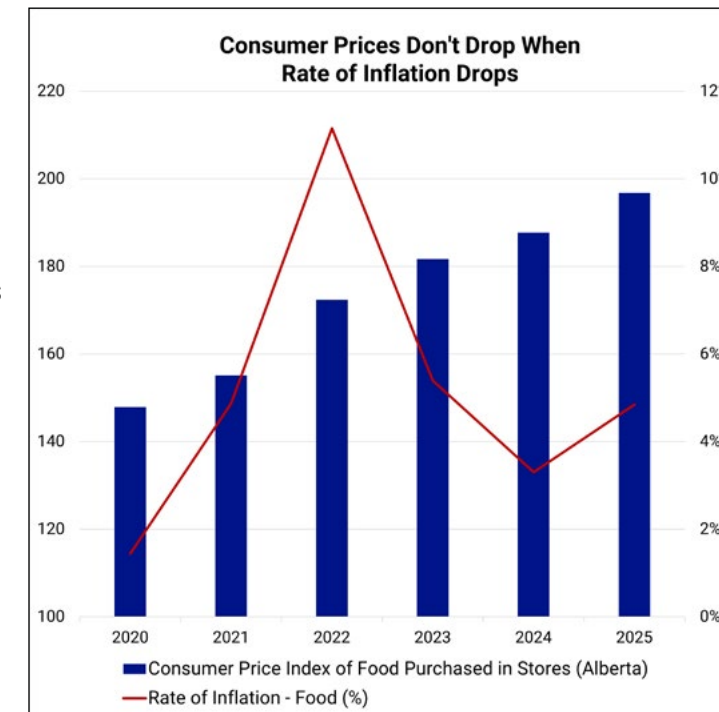


Research

UNDERSTANDING INFLATION'S PERSISTENT IMPACT ON FOOD INSECURITY

Alberta's food inflation rate has declined from its 2022 peak of over 11% to approximately 4.9% as of September 2025. While this represents a significant slowdown in the rate of price increases, it is important to understand what this change means. A lower inflation rate indicates that prices are rising more slowly than before, not that prices are decreasing or returning to previous levels.

Since 2020, food prices in Alberta have increased by approximately 33 percent cumulatively. In other words, groceries purchased for \$100 five years ago now cost \$133. This increase in a short time has dramatically shifted the sentiment and conversations about food. Current projections indicate that food prices will continue to rise by 3-5 percent annually, even though the rate of inflation has slowed.



Wage growth has not kept pace with the overall rise in costs. Alberta's \$15 per hour minimum wage has remained unchanged since 2018. For workers at this wage level, real income has declined significantly. Especially in Calgary, considering it has the fifth highest average rent in Alberta which creates additional pressure on household budgets.

These conditions are reflected in the Calgary Food Bank's usage data. We distributed 202,000 hampers in the 24/25 fiscal year, representing a 17.1% percent increase from the previous year and a 199% increase compared to 2020. The demographics of client's has also shifted. We're no longer serving primarily those who've lost their job. We're seeing people with full-time employment who are still unable to afford groceries after paying rent, utilities, and transportation.

The combination of elevated baseline prices, ongoing price increases, constrained wage growth, and increased housing costs creates sustained pressure on household budgets. The effects of inflation since 2020 have fundamentally altered what is affordable. Addressing this challenge requires recognition that slower inflation does not solve the problem, families cannot simply wait for conditions to improve when the elevated cost of living has already become the new normal. Supporting food security in Calgary means acknowledging this reality and responding with sustained, meaningful action that matches the scale and persistence of the need our community faces.

Research

Work That Isn't Working Research Report: Food insecurity among employed Calgarians

The number of people who are accessing the Calgary Food Bank while working has been on the rise since 2021. Our research team interviewed 30 employed clients and surveyed an additional 1525 users. Insufficient wages, inconsistent and limited hours as well as lack of job security are some of the reasons that *work isn't working* for many clients. The study also found that the majority of working clients experience severe food insecurity meaning they often skip meals and even go days without eating.

View the full report at calgaryfoodbank.com.

About the Lead Researcher

Dr Lucy Harry is Head of Research at the Calgary Food Bank. She holds a Masters and Doctorate from the Law Faculty of the University of Oxford, UK. After finishing her PhD, she worked as a researcher at the University of Oxford, as well as a lecturer, and research consultant for international non-profits.

Methodology

30 in-depth, semi-structured interviews with employed clients and 1525 survey respondents.

Findings

64% of households receive an employment income.

The most selected main source of income was full-time employment at 27%, followed by part-time employment at 19%.

65% of the working sample experienced severe food insecurity, compared to 73% of those who are not working.



INSUFFICIENT WAGES

Average hourly wage: \$19.30 (median: \$19.00).

"I make around \$2500 per month as an office clerk, but my rent and utilities are \$2200 per month so I can't make ends meet."

LIMITED AND INCONSISTENT HOURS

Average number of hours worked per week was 38 for full-time employees, while part-time employees worked an average of 26 hours a week. Overall, 81% of workers would have liked to have worked additional hours per week.

"The biggest problem for us right now is not having full-time jobs."

LACK OF JOB SECURITY

Average amount worked was roughly 7 months of the past year. 79% wish they could have worked more.

"This is his fourth or fifth job in the last two years. It's not issues of his own, he has just been let go because the company is shrinking, or two of the companies shut down after hiring him for a couple of months."

JOB INDUSTRY

29% work in sales and service occupations (e.g., cleaning, retail, food service).

29% work in trades, transport, and equipment operation (e.g., construction, warehouse jobs, delivery).

62% of non-Canadian citizens utilizing the Calgary Food Bank hold a diploma or university degree, compared to 38% of Canadian citizens.

DEMOGRAPHIC GROUPS AT HIGHER RISK OF IN-WORK SEVERE FOOD INSECURITY

- Female-led single parent households – 73%
- Indigenous individuals – 77%
- Individuals living with disability – 81%





Client Story

PATRICIA

Like many retired folks living in Calgary, Patricia* has worked incredibly hard. She held down full-time jobs in several different industries while caring for two children on her own, all the while priding herself on her independence and her ability to help others.

While working, she struggled to save; there was always a bill or an expense that got in the way. Then, a health crisis forced her to retire earlier than expected. Patricia had always known retirement would be tight, but no one predicted the last 5 years of high inflation and a countrywide cost-of-living crisis.

Now Patricia is without an income in some of the most challenging economic times the country has seen in decades. Her kids, who now have families and children of their own, are feeling the pinch too, and the last thing Patricia wants to do is cause them to worry. She used to love taking her grandkids out for lunch or covering the cost of something for school, but now that is no longer an option.

Patricia waits on a list for affordable housing that could take years. To fill the gaps in her budget in the meantime, she accesses the Calgary Food Bank for groceries. Nutritious food has been hit the hardest pricewise. Patricia says she can eat healthier through accessing an Emergency Food Hamper than she does through grocery shopping.

When you're accustomed to putting others' needs before your own, it can be challenging to ask for and accept help. It's made a little easier by a welcoming volunteer base and a non-judgmental atmosphere.

"I had a couple bad weeks in a row where I lost three very close friends... and one of the volunteers came and said 'hey, how are you doing today?' I broke down, and – what a nice man, you know? He found the time to chat with me for 10 minutes and when he brought my food out, he said maybe this will help, and he gave me two very large chocolate bars. I'm getting emotional just talking about it. And if you know me – and he didn't – he couldn't give me anything better than two large chocolate bars, and oh my goodness, you know? It's not just food."





Volunteers

Even in a year filled with change and the challenges that come along with it, our incredible volunteer base never wavered. They stepped into new roles, embraced systems overhaul, and showed up for their shifts with a smile.

Their dedication is what makes our mission possible. Whether it's through sorting fresh food or working directly with clients, our volunteers make our mission possible.

Our increased output translated into an increased need for volunteer manpower, and this year volunteers contributed almost 200,000 hours to the Calgary Food Bank.

47%
**OF THE CALGARY FOOD
 BANK WORKFORCE IS
 VOLUNTEERS**

196,701
VOLUNTEER HOURS

242
**VOLUNTEER SHIFTS
 FILLED A DAY**



Volunteers

BETTY ROBINSON

Betty Robinson is a pediatrician who has been volunteering with the Calgary Food Bank for a little over a year. While she has been taking a step back from her career and reducing her hours at the hospital, her dedication to serving people in need hasn't stopped. She says that volunteering with the Calgary Food Bank is just a different way to put the skills she has developed over a lifetime of caring to use. A big way she shows she cares is by doing her part to fight the stigma that sometimes accompanies accessing a food hamper.

"So many people I find, if it's their first time, they feel horrible about coming [to the Calgary Food Bank] and I try to normalize it," she says, "we have 800 people coming today, 800 yesterday, and we will have 800 tomorrow—you're welcome to be here. We have food, you might as well have it." As she puts it, "everyone has a story," and sometimes that story goes beyond just needing assistance with food.

"I can just think of a baby I treated [recently] in the hospital, the baby was fine but as I got to know the family, they said they didn't have any money to pay their rent. I asked them about food, explained what the food bank was about, and showed them how to apply for it. They left saying that they would apply and maybe see me there the following week."

"You can't make all the problems go away, but at least we can fill their bellies a little bit and help some of the problems."

Although Betty wishes the need for food support wasn't so great, she enjoys being able to do her part in making food accessible to her fellow Calgarians. She enjoys the sense of community that comes from being a part of this kind of work and working alongside staff and her fellow volunteers.



YOUTH CENTRAL

Volunteer groups like Youth Central are critical in supporting our day-to-day operations. This group volunteers in fresh food sorting, which is the quality control and pre-portioning of the bulk shipments of vegetables we receive from partners and local gardens.

Youth Central is an organization that empowers young people in middle school and high school to build community through volunteerism. This is achieved by reducing the barriers youth in these age groups can face when they are seeking to take on volunteer roles, like the common requirement to have an adult present for the duration of a shift.

Team Leads like Gaby Nunez organize groups and acts as the adult supervision. They will also guide the youth through reflection activities at the end of each shift. Issues like food insecurity can often be talked about in an abstract way but being hands-on in an organization addressing it can show young people that it is prevalent in their own communities and contextualize the impact of their volunteer work.

Another important role of a team lead is putting effort into building confidence and community among the youth participants. Gaby says she has had many participants start off being shy but blossom into someone with more confidence and social skills.

"They might initially start volunteering for their resume or for the hours, but over time you watch them grow as a person and eventually they come to love it and continue to volunteer frequently."





Community Partnerships

YES CENTRE

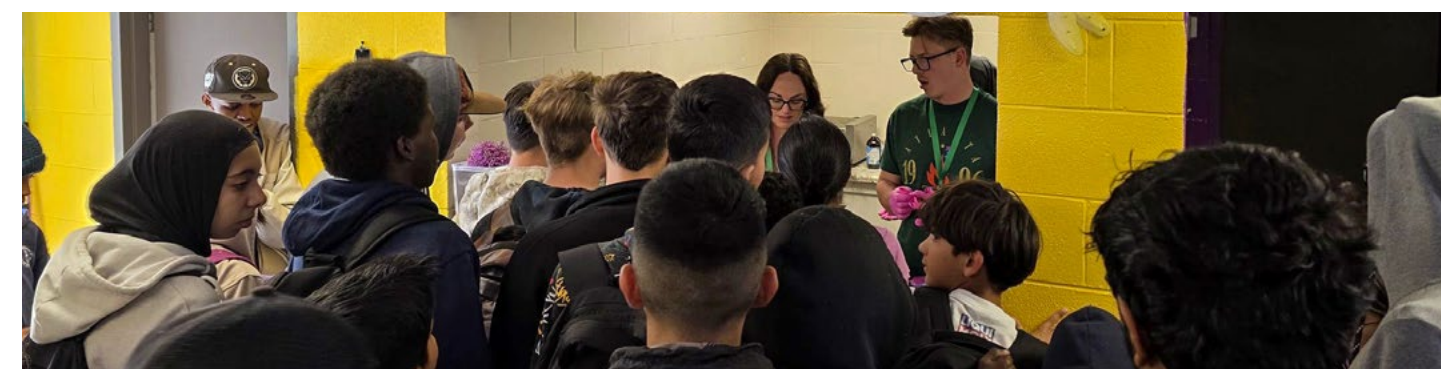
Calgary Food Bank's President and CEO, Melissa From, and our Community Food Partnerships Supervisor, Dustin Roberts, were invited to visit the YES Centre. The YES Centre operates a mid-day lunch program and an after-school program out of the Forest Lawn Community Association. Located just a short walk from multiple elementary and junior high schools, it is a hub for around 300 youth per week. Since February 2024, the Calgary Food Bank has been providing food to the YES Centre through the highly impactful Food Link program.



Upon arrival, Melissa and Dustin were immediately put to work serving lunch to the 75+ elementary school and middle school students from the neighboring schools who had arrived for the free meal service. Following lunch service, Melissa and Dustin toured the newly constructed playground and basketball court. There, Founder Gar Gar discussed more plans for developing the outdoor space into an enjoyable and safe place for youth.

Gar Gar, his wife Nancy, and the dedicated team of community volunteers shared the important work they are doing for youth and families in the surrounding neighborhoods, much of which centers around food as a means to bring people together.

YES founder, Gar Gar, presenting Calgary Food Bank CEO, Melissa From, with a traditional South Sudanese dress as a token of gratitude for our strong partnership in serving the community.



Partner Programs

Food Link Program

Alberta Adolescent Recovery Centre (AARC)
 Alberta Health Services
 Alberta Seventh Step
 Alcove Addiction Recovery for Women
 Aventa Treatment Foundation for Women
 Brenda Strafford Centre
 Calgary Alpha House Society
 Calgary Dream Centre
 Calgary Drop In Centre and Rehab Centre Society
 Calgary John Howard Society (CJHS)
 Canadian Mental Health Association
 Carya
 Children's Cottage Society
 Circle of Wisdom Elders Senior Society
 Closer to Home Community Services
 Cornerstone Youth Centre (CYC)
 CUPS
 Elizabeth Fry Society
 Enviros Wilderness School Association
 Families Matters
 Fear Is Not Love (previously CWES)
 Fresh Start Recovery Centre
 Hope Mission
 Hull Services
 Iksooksipaitapii Wellness Foundation (Iksook)
 Immigrant Service Calgary
 Inn from the Cold
 Kindred Connections Society (previously Catholic Family Services)
 Made By Momma
 McMan Youth and Family Services
 Mustard Seed
 Niitoyis Family Support Society (formerly Awo Taan Healing Lodge Society)
 Northeast Addiction and Mental Health Centre for Holistic Recovery (NAM Recovery)
 Oxford House
 Phoenix Education Foundation
 Recovery Acres (Calgary) Society 1835

RESET Society of Calgary
 Safe Haven
 Salvation Army
 SHARP Foundation
 Simon House Recovery Centre
 Sunrise Healing Lodge Society
 Teen Challenge
 The Alex
 The Doorway
 The Rehabilitation Society of Calgary
 Trellis
 Unison
 Victory Foundation
 Wings of Hope for Africa
 Women in Needs Society
 Woods Homes
 YES Centre



Satellite

Centre Street Church
 Childrens Cottage Society
 Eastside Victory Outreach
 First Alliance Church
 Fish Creek United Church
 Genesis Centre
 Grace Presbyterian Church
 Mustard Seed
 Salvation Army - Barbara Mitchell Family Resource Centre
 Salvation Army Community Resource Centre (Forest Lawn)
 Shepherd of the Hills
 Silvera for Seniors - Vista Apartments
 Skyview Community Church
 St. Andrew's Presbyterian Church
 Supernatural Life Centre
 Thornhill Baptist Church
 Victory Outreach Foundation
 Ogden
 Westminster Presbyterian Church
 Westview Baptist Church

Outreach Food Support

Aboriginal Friendship Centre of Calgary
 Calgary Alpha House Society
 Calgary John Howard Society
 Centre for Newcomers
 City of Calgary
 Elizabeth Fry Society
 Journey Church
 Metis Calgary Family Services
 Recovery Alberta
 Safelink Alberta
 Siksika Family Services
 SORCe
 The Alex
 The Mustard Seed
 The Salvation Army
 Woods Homes

Breakfast Club of Canada

Calgary Board of Education
 Calgary Catholic School District
 Prairie Rose Public Schools
 FrancoSud





Donor Story

SUNIEL

Suniel is a longtime supporter of the Calgary Food Bank and has given a monthly donation for about 15 years now. He says that philanthropy is an important part of his life and so is making a positive impact on the city of Calgary.

He got the chance to see his monthly contributions in action when he and his wife were helping a family of newcomers from Peru settle into their new life in Canada. The family was struggling to afford groceries and had booked a hamper at the Calgary Food Bank. Suniel offered to drive them and help pick up their food as they did not have access to a car.

Suniel donates to a handful of charities and always does his research, but what he saw firsthand during the hamper pickup appointment exceeded his expectations.

“What really blew my mind was the quantity and quality of food, the different assortment of things they received. They had two baskets if I am remembering correctly... and then I was seeing all these people running around, getting things organized, so many people were coming and they were giving them food, it really impressed me.”

The food they received filled the trunk of the vehicle. Seeing a car full of groceries brought the family joy and relief. It was reassurance that his donation really did have an impact on people. Shortly after this experience, he called and doubled his monthly donation.

Suniel also gives through a Donor Advisory Fund. This is a charitable giving account that allows funds to grow and be distributed over time. He says that the fact that this fund will have an impact on Calgary even after he is gone, is comforting.

“It is said that the greatest achievement in life is to plant a tree under whose shade you will never sit.”



Donor Story

SOBEYS

The Empire Family of Brands has been a proud supporter of the Calgary Food Bank for more than 40 years. The first in-store grocery hamper donation program in Western Canada was started by their Safeway stores. In addition to the year-round hamper program and regular surplus food pickups across the city, more than 60 Safeway, Sobeys, IGA, Fresh Co, Chalo! Fresh Co, and Sobeys and Safeway Liquor stores raise funds for Calgary Food Bank through their annual Holiday Campaign. During this campaign, customers are invited to donate at the till during checkout. This campaign saw \$539,112 raised and donated to our food bank during the 2024

holiday season. Over \$2.1 million has been raised and donated to the Calgary Food Bank in the last five years!

“We are so proud to help our local neighbours through the Calgary Food Bank. The need is growing. We are always trying to step up our support and challenge each other to raise and donate more.”

– Kelsey Cole, Director
Operations Support, Southern Alberta & Saskatchewan



Donated and Purchased Food Distributed

FOOD DISTRIBUTION IN POUNDS

Grain	1,966,107
Meat	1,801,791
Dairy	2,579,670
Produce	5,822,807
Miscellaneous	6,953,079
Total	19,123,454

Miscellaneous including but not limited to items such as condiments, canned fruit, canned vegetables, Kraft Dinner, taco kits, drinks, snacks, etc.



The Board

BOARD

Jay Gohill
Board Chair

Farhana Janmohamed
Treasurer

Jennifer Forrest
Secretary

Tracey Martin
Chair, Compensation,
Governance and Nominating
Committee

Seema Parmar
Chair, Community &
Stakeholder Relations
Committee

Dean Setoguchi
Chair, Audit & Finance
Committee

Angelo Lambrinoudis
Director

Hejdi Carlsen
Director

Riley Georgsen
Director

Brad Hayden
Director

PRESIDENT & CEO

Melissa From



Finances

REVENUES

Food Donations	\$44,219,887
Contributions	\$26,727,996
Non-Food Donations	\$316,131
Casino Funds	\$213,501
Interest and Investment Income	\$2,376,431
Total	\$73,853,946

EXPENSES

Food Donations	\$44,219,887
Food Purchases	\$8,812,154
Non-Food Donations	\$316,131
Administration Costs	\$3,610,823
Program and Operating Costs	\$7,710,230
Resource Development and Communications	\$1,787,132
Total	\$66,456,357

To review full audited financial statements, please visit calgaryfoodbank.com/resources



