



# THE COMPASS

Help for Today ♥ Hope for Tomorrow

2022



## Annual Impact Report

# Message From Our Board Chair

## Challenges, milestones and joys!

2022 will be a year we won't soon forget at The Compass Food Bank and Outreach Centre! We began the year with many COVID-19 restrictions still in place, serving our clients as best we could from the sidewalk in front of our old location. **After years of searching and planning, we were able to complete the move to our bright new "forever home" at 427 Lakeshore Road East.** There was a lot of joy as we accomplished this huge challenge in just three days! Our first day of operations at the new location was March 7, 2022.

As restrictions began to ease, we were able to gradually resume many in-person activities. **Clients are enjoying our options, including on-line orders and in-person shopping.** Our much-expanded Community Room is very well utilized. By mid-year, our kitchen was bustling with activity as we routinely served 1,000 to 1,200 meals every week, including our weekly summer barbecues. **We resumed many of our in-person programs, including: haircuts, tax clinics, Men's group, Women's group, Refresh and Saturday's Films & Fellowship.**

We were also able to resume in-person client meetings with our Client Services staff and volunteers. We encouraged the return of several other community agencies to provide a broader range of services for our clients. **We work together to support our neighbours who are experiencing challenges and vulnerabilities.**



In 2022, we were able to celebrate a significant milestone of 20 years of service to the south Mississauga community. We also kicked off a strategic planning process to revisit how best we can meet the challenges before us over the next few years.

As you will see in the statistics included in this fourth Annual Impact Report, we have been challenged with a significant increase in demand for our food bank services throughout 2022. This growth was even more significant in the last few months of 2022. **Our clients are facing serious economic pressures, with increasing food costs and rent.** The growth trend continues in the early months of 2023, with the number of individual shopping trips nearly doubling from 1,790 in March 2022 to over 3,400 in March 2023. We are so grateful that our entire community has rallied together so that we can meet this increase in demand – our dedicated staff, our amazing volunteers and our generous donors.

**Yes, it has been a full year for The Compass!** We celebrate with joy that we continue to live out our Christian conviction to love and serve our neighbours.

### Member Churches

- Christ First United Church
- Church of St. Bride Anglican
- Clarkson Community Church
- Clarkson Road Presbyterian Church
- ClearView Christian Reformed Church
- Lorne Park Baptist Church
- Sheridan United Church
- St. Andrew's Memorial Presbyterian Church
- St. Christopher's Catholic Church
- St. Dominic's Catholic Church
- St. Mary Star of the Sea Catholic Church
- St. Stephen's On-the-Hill United Church
- Trinity-St. Paul, Port Credit Anglican Church
- WestEdge Community Church

### Supporting Church

- Church of St. Bride Anglican



# What makes The Compass unique?

We celebrated a special milestone in 2022, marking 20 years since a group of churches in south Mississauga committed themselves to doing so much more together for our neighbours in need than any one church could do on their own. The central thrust of this effort was as a food bank, but from the beginning, the vision was always more than that.

So, what does make The Compass unique? Here we go:

- **Unlike most food banks, our clients can shop weekly instead of monthly.** Not only does this help our clients to better cope with food insecurity, it also helps our staff and volunteers build relationships with our clients.
- **We provide a community experience for our clients,** whether that is through offering a nourishing meal or a cup of coffee with others while waiting for their weekly food order, or through our various programs such as the Men's group, Women's group, Refresh and Films & Fellowship.
- We were founded as a volunteer-centric organization, adding mostly part-time staff slowly over the years. **As the volume of our food bank operations more than doubled in the last five years, the number of active volunteers also more than doubled over that time period to over 300 at the end of 2022.** Staff salaries make up a much smaller share of our total expenditures, compared with most of our peer organizations.
- **We aim to provide a stable market supply** for our clients by supplementing our food donations with purchases of key commodities like milk, eggs, meat, fresh vegetables, baby products and hygiene products. We believe that when we serve those experiencing food insecurity, it is best not to add to that insecurity by ensuring that our clients can count on us to consistently keep a well stocked market. We are grateful for the support of our donors that makes that all possible – in 2022, we spent \$591,000 on food and supplies for clients, up significantly from \$400,000 in 2021.
- **We facilitate the provision of various community services for our clients.** In addition to the regular consultations provided by our Client Services staff and volunteers, we provide assistance to our clients with tax returns, haircuts, showers and laundry service for those experiencing homelessness. We also act as a community hub by providing office space for other community agencies so that our clients can conveniently access assistance with other needs, including housing, nursing care, employment, addiction challenges and other social services.



# Help For Today



**We served 1,794 households** of which 1,005 were new to The Compass **for a total of 4,033 individuals**

## Sources of Food:

- Community Donations - 18%
- The Mississauga Food Bank - 53%
- Purchases by The Compass - 29%

- In 2022, we distributed **705,278 lbs. of food**
- We helped an average of **1,749 people** each month
- Our clients made **27,469 visits** to our market

## Healthy Food Choices include:

- 54,912 litres of milk
- 15,145 dozens of eggs
- 59,127 pounds of frozen protein (chicken, fish, pork)
- 26,800 pounds of fruit and vegetables

We received 685 pounds of fresh produce from our Community Gardens and 7,976 pounds of fresh produce from local Farmers Markets



# Hope For Tomorrow

We were blessed and overjoyed to once again open The Compass doors to those in need after two years of interruption to our services and programs due to COVID-19. We welcomed community agencies into our space to compliment our own Client Services team to provide clients with the help they needed beyond the healthy and nutritious food they shopped for in our market.

By the latter half of 2022, The Compass was able to bring the following agencies to our space, for easy access by our clients:

## **Family Services of Peel**

General employment information, job search strategies and interview techniques

## **PAARC**

Peel Addiction Assessment and Referral Centre

## **SHIP**

Services and Housing In the Province

## **Bloom Clinic**

A harm reduction clinic offering education and testing for Hepatitis C

## **Homeless Health Peel**

Healthcare/nursing services for people experiencing homelessness

## **The Region of Peel**

Housing Support Services

## **MOYO**

Harm reduction support and social services for people living with, affected by and at systemic risk of HIV/Aids

By mid-November 2022, all of our programs had resumed and volunteers were in place to run them. Programs offered at The Compass included:

## **Refresh**

A safe place to explore God, faith and life

## **Community Lunch**

Eat-in lunch and an opportunity for social interaction

## **Community BBQ**

Weekly BBQ dinner from June to September

## **Women's Group**

Individuals that identify as female enjoy a sit down dinner and discussion

## **Men's Group**

Individuals that identify as male enjoy a sit down dinner and discussion

## **Films & Fellowship**

Dinner and a movie on Saturday nights





# Community Support

Food is relatable for all of us. It's something we all need to survive and thrive daily. **At The Compass, we are much more than a food bank.** Besides feeding the body, we also feed the soul. While we continue to build a community inside our doors, we are blessed with a community who wants to work together to provide for those in need.

In 2022, our **16th Annual Walk The Walk for The Compass** fundraiser brought in more than \$85,000 when the community came together and supported us. Over 200 people registered and Walked The Walk for The Compass on Saturday September 17th. Community members from our churches, schools, local businesses and restaurants, community organizations, families and friends enjoyed a beautiful day. New relationships were formed and old ones rekindled. The Walk is an annual melting pot of clients, volunteers, staff, Board members, community and politicians.

**“When we were dreaming about having a food bank on Lakeshore Road in Port Credit, we knew from the start that it needed to be different - we wanted a place that offered not only food for the body, but also nourishment for the whole person. We wanted to be able to meet people where they were on their journey, and help in whatever way we could. I don't think any of us could have imagined the amazing place The Compass is today.”**

**(Jyll - Volunteer)**



**With the support of the South Mississauga community, The Compass:**

- Distributed 153,101 lbs. of food that came in our doors from food drives
- Prepared 201 tax returns for our low-income earners in the community
- Provided 37 reconditioned laptops to people in need
- Distributed \$115,305 in Walmart gift cards to 754 households through our Spread The Joy Christmas program
- Provided 310 children under 18 with knapsacks full of Back To School supplies
- Provided new winter clothing and other items needed for winter survival to 40 of our people experiencing homelessness
- Sent 53 children to camp during the summer totalling 148 weeks

# Who We Are

To mark the 20<sup>th</sup> anniversary of The Compass Food Bank and Outreach Centre, we collaborated with local photographer, Stephen Uhraney, to host a photo exhibit of The Compass community entitled “Who We Are”. In November, this exhibit was enjoyed by more than 200 clients, volunteers and supporters. The photographs continue to be displayed at The Compass. We interviewed Stephen about this memorable exhibit.

**Compass:** Can you tell us about your association with The Compass?

**Stephen:** For more than a year now, I have been volunteering my photography services to help with social media posts and whatever else was needed photographically. I have come to love this place and the people that use it, and the volunteers and staff that help run it.

**Compass:** What was the idea behind the “Who We Are” project?

**Stephen:** I wanted to make clients (and staff and volunteers, but mostly clients) feel special, that they truly mattered and in so doing, to give them back a little dignity.

**Compass:** How did the project come together?

**Stephen:** The Compass hosts a BBQ every Thursday evening during the summer, so on several of those evenings, I set up my backdrop and lights and went about trying to convince them to have a portrait done. At first it was a tough go. I would get asked “Why me?” or “What’s so special about me?” Or I would be told “No one will look at me. Nobody does.” That last one broke my heart. I managed to convince a few and then the flood gates opened. I ended up with 64 black-and-white portraits of the clients, volunteers and staff, from which we selected 25 for the “Who We Are” exhibit.

**Compass:** Can you share a particularly meaningful encounter during this project?

**Stephen:** For sure! I had one young man come back to the camera and take a look at his portrait, and he started to cry. I asked if he was happy with it and his reply was “No one has ever taken an interest in me like this. Thank you.” And then I cried a little too.



**“No one has ever taken an interest in me like this. Thank you.”**



# Thank You Compass Volunteers

**Volunteers are the backbone of The Compass.** It is because of their dedication and generous hearts that we are able to deliver the services and programs we do for people in south Mississauga experiencing food insecurity and homelessness. With the small part-time staff we have in place, it's the volunteers who donate their time who had the biggest impact in feeding and supporting our 4,033 clients in 2022. "Thank you" just doesn't seem adequate to express our gratitude.

**We had 329 active volunteers at the end of 2022 who donated 38,054 hours of their time.**

**In 2022, the Compass' Advocacy Team** focused its work on the provincial election in June, the municipal election in October, and the federal by-election for Mississauga-Lakeshore in December. In conjunction with various groups and ratepayer associations, they co-hosted debates, moderated Q&A from the public, and asked questions of the various candidates regarding homelessness, universal basic income, affordable housing, NIMBYISM, exclusionary zoning, and more. As a result, they raised awareness about The Compass and its services, and also put these crucial topics at issue in candidates' campaigns and in the hearts and minds of the Mississauga electorate.

**The breakdown of where those volunteer hours were spent:**

**The Market** - 21,041 hours

**Board & Committees** - 5,733 hours

**Kitchen** - 6,495 hours

**Training** - 1,367 hours

**Client Services** - 686 hours

**Fundraising Events** - 538 hours

**Programs** - 2,194 hours

**"At the end of a shift I'm tired but always grateful that I contributed to the well-being of people who are in need, and live in my community."**  
(Lucie - Volunteer)



**"With kindness, compassion, and dignity, The Compass makes a big difference for the ever-increasing number of clients experiencing food insecurity."**  
(Sandie - Volunteer)



**"Don't know where I'd be without them."**  
(L. - Client)

**"To witness the smiles on the faces of thankful clients as they come in from the cold and get some needed food and services fills my soul with hope."**  
(Andrew - Volunteer)



**"Every time I volunteer at The Compass, I see the difference The Compass makes in so many lives each and every day."**  
(Anne - Volunteer)





# Aspiration. Inspiration. Imagination. Dedication.

These four words only begin to describe the journey of the Compass Kitchen from an untouched, shiny new space, to the bustling, dynamic engine that it has become. We all saw the potential. Shiny new equipment, lots of space (so we thought), and capacity to fill our clients needs in a way we could not before. Little did we anticipate how these needs would grow so dramatically over our first year. **Our aspiration was simple: To serve high quality, flavourful, varied, and exciting meals to anyone who came through our doors.** Let's think outside of the box, of what community kitchen meals were perceived to be, and raise the bar. We had a legacy to fulfill. Years where dedicated cooks lovingly preparing meals at home and transporting them through all extremes of weather to a humble storefront location. These volunteers paved the way for what was to come.

We were supposed to open quietly and with modest ambitions. That lasted about a week. As our space began to flood with existing and new clients, our team started cooking to match the ever-increasing demand. Ah yes, the team. Cooks from all different traditions and perspectives joined together in fellowship and joy. **Our kitchen became a cauldron of ideas and excitement, dedicated to providing our clients with the best we could muster.** We now have a team that could step into any professional kitchen and shine. 50 meals a day. 100, 200, 300 and more. BBQ's. Cooking for our programs. Exponential growth. **We outstripped our ability to make do with donations as our base, those donations were needed to fulfill the needs of our market. We now utilize food service suppliers and wholesalers to meet the demand.**

## Why?

The smiles we see on people's faces. The comfort and the solace that we can give with a good plate of food. The respect and love that we can express to our fellow souls. **Sharing food is community. We are all equal at the table.** This is integral to recognizing everyone's humanity, and restoring dignity.

## The Compass kitchen provided 38,984 meals to our clients in 2022.

I am honoured to be a part of this crusade. Having been a chef for 40 years in the GTA, I am grateful to be able to put my skills and knowledge to the service of our community and volunteer at The Compass. I am overjoyed to be a member of such an extraordinary group of volunteers, both in the kitchen and in all other aspects of The Compass. What we receive far outstrips what we give.

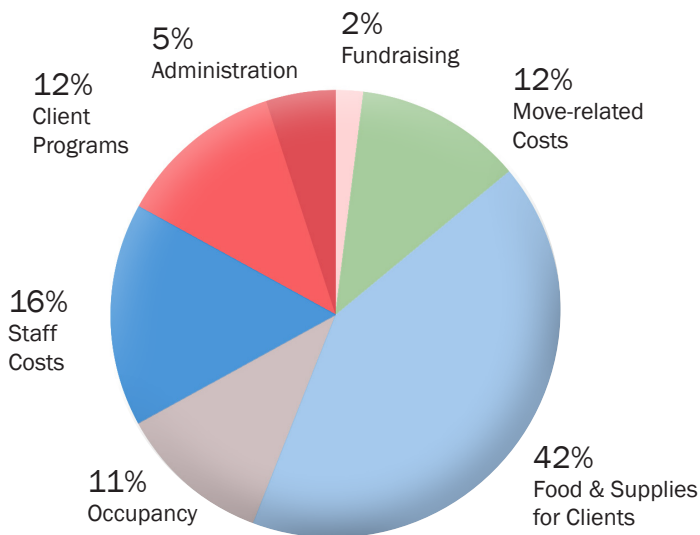
## Time to create our next menu!

Chef Brian R.  
(Volunteer)

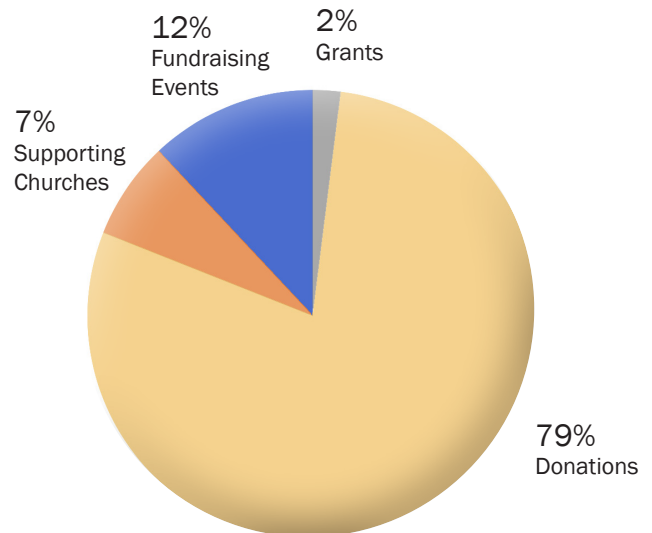


# Financials

## Expenditures



## Revenue



With the significant growth in the number of clients needing our help throughout the year, we are so very grateful for the continued faithful support from individual donors, our supporting churches, companies and community organizations. Our total revenues in 2022 reached \$1,359,000, an increase of 2% over 2021. Donations totalled \$1,075,000, accounting for 79% of total revenues. Fundraising results were up 88% to \$166,000, led by a record setting result for our annual Walk the Walk for The Compass. We also received \$93,000 from our supporting churches in 2022. Our hearts are full of gratitude!

**The generosity of our supporters enabled us to put more funds to work meeting the needs of our clients.** Our total expenditures grew by 66% to \$1,401,000 in 2022. Half of that increase, or \$272,000, related to expenses we incurred as we moved to our amazing new location in March 2022. We were able to increase our purchases of food and supplies for clients by 48% to \$591,000, to help meet the large growth in demand on the food bank. One-third of that increase in food supplies relates to being able to return to serving snacks, meals and summer barbecues, after pandemic restrictions started to

ease last spring. Our much-improved kitchen is doing a bustling business! In-person programming also resumed in the spring. The centerpiece of our spending on client programs was the \$115,000 of gift cards that we were able to distribute to over 750 families for Christmas. **We continue to work hard at keeping our overheads low, with only 7% spent on administration and fundraising costs** (including a portion of the salary costs for our Communications & Fundraising Manager). The Board of Directors completed a review at the end of 2022 of the funds we have established to properly steward the significant financial resources entrusted to us. Our Operating Fund was increased to \$575,000, sufficient to support six months of operations in accordance with our Board policy. Our Facilities Fund was drawn down in 2022 to fund our move-related expenses, and was re-set at \$100,000 to provide for future capital equipment purchases. Our Client Services Fund stands at \$1,009,000, and this fund will help The Compass to sustain an increased level of client support over future years.

Our audited financial statements are available on our website, [www.thecompass.ca](http://www.thecompass.ca).



# What's Next For The Compass in 2023

## Our New Strategic Plan – Compass 2.0: Every Client, Every Need

For the last few years, the strategic focus of The Compass was on all matters related to the move to our new location. Having successfully accomplished that important milestone, the Board of Directors initiated a new strategic planning process in late 2022. Working with external advisors, we assembled a strategic planning team of 14 individuals made up of representatives from our Board, staff, volunteers and community.

Our advisors conducted consultations with various stakeholder groups and we assisted them in reviewing and assessing past and current performances, strategies, challenges and opportunities. In January 2023 the strategic planning team met for three full days, guided by our advisors to formulate a comprehensive new strategic plan. We then held further consultations with representatives of our member churches and our volunteers, giving them an opportunity to comment on and strengthen the draft plan. The Board approved the final plan in March 2023.

With our new plan, our aspiration is to strive to meet 100% of client needs, onsite or through a trusted partner, 100% of the time. In five years, we will be a community that progressively meets the needs of our clients through food, advocacy, and seamless access to a broad network of social services.

The four pillars, or strategic themes, of our new plan that will guide The Compass over the next five years are as follows:

1. **Enhance client services** – We acknowledged that we have done a good job on the “help for today” part of our mission through our food bank operations. We want to do more to expand the scope and depth of our client services to better fulfil the “hope for tomorrow” part of our mission.
2. **Amplify advocacy** – We want to work with our clients and partners to advocate for change to overcome challenges faced by our clients.
3. **Grow organizational capacity** – We need to invest in recruitment, training, communications and systems that will allow our people to do what they do best as we serve clients together.
4. **Generate sustainable funding** – We need to enhance communications, marketing and fundraising capabilities so that we can effectively meet the demands that come with continued growth.



# Join Us in The Community

Here are a few ways you can help make a difference for our neighbours who really do need your help:

## Volunteer

[thecompass.ca/new-volunteers/](http://thecompass.ca/new-volunteers/)

## Host A Food Drive

[thecompass.ca/host-a-food-drive/](http://thecompass.ca/host-a-food-drive/)

## Donate Food

[thecompass.ca/food-donations/](http://thecompass.ca/food-donations/)

## Donate Funds

[thecompass.ca/financial-donations/](http://thecompass.ca/financial-donations/)

## Corporate Involvement

[thecompass.ca/group-volunteering/](http://thecompass.ca/group-volunteering/)

## Our Staff:

### Trish Trapani

Operations Manager

### Sheryl Darlington

Volunteer Manager

### Karen Sears

Inventory Manager

### Melinda Prain

Communications & Fundraising Manager

### Jaclyn McMullen

Client Services Coordinator

### Abigail Trapani

Kitchen Coordinator

## Our 2022 Board of Directors

Mike Giguere (Chair), John Nyholt (Vice-Chair & Employer), Chris Corlett (Treasurer), Don Macaulay (Secretary), Ken Martin (Employer), Nick Barkman, Karen Bentham, Pat Cullen, Eileen Di Cenzo, Earl Driver, David Fuller, Don Hallman, Rory Keilty, David Onuoha, Rick Penton, Margaret Ramsay



# THE COMPASS

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Please remember us in your prayers

Thank you to our 4 summer interns from last year:



**Partha P.** - currently in his 1st year of Medical School at the University of Ottawa



**Erin T.** - completed Humber College's International Development Graduate Certificate program



**Abigail T.** - completed high school, starting my 1st year at University



**Allison H.** - currently a 4th year student in the Criminal Justice and Public Policy program at the University of Guelph