

# *ANNUAL IMPACT REPORT 2020*





## OUR 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*

## OUR SUPPORTING CHURCHES

*Cawthra Park United Church*

*Church of St. Mark Lutheran*

*Park Royal Bible Church*

### OUR MISSION:

Together, we provide help for today and hope for tomorrow.

### OUR VISION:

As a Christian community-based volunteer organization, we will serve all persons in our South Mississauga area to meet immediate needs for nutritious food, encourage the enhancement of life skills, and foster a caring community.

## MESSAGE FROM OUR BOARD CHAIR

**2020 – a year of transformation.** The pandemic altered life for all people and organizations. While the effect of COVID-19 has been universal, we are not all in the same boat. The negative impact of the curtailment of economic activity is felt more intensely by the vulnerable in our community. The Compass exists to serve the vulnerable. We did not skip a beat in our mission to serve during this crisis although we faced many obstacles. We were compelled to focus almost exclusively on the “help for today” aspect of our mission and defer initiatives that lean towards “hope for tomorrow”.

From the outset of the pandemic, our actions have been grounded in these three principles:

- Safeguard the health of our clients, volunteers and staff;
- Continue as best we can to meet the needs of our clients for food supplies; and
- Contribute to the broader efforts to reduce the spread of the virus.

The primary need of our clients, we perceived, was assuring continuity of food supply. Safeguarding our staff, volunteers and clients, through social distancing, led to our current model of distribution which involves clients pre-ordering online and scheduling pick-up times for their food orders. Within a matter of a few weeks, our amazing staff team was able to implement an online ordering system to give our clients what they have come to love about The Compass from the outset – the dignity of choice. For those without access to a computer, volunteers reach out to take custom orders by telephone. Our team of dedicated staff and volunteers worked tirelessly from the start of the pandemic and throughout the balance of the year to constantly review and update our processes to keep things moving smoothly and safely for all. The outpouring of generosity from the community and many local businesses made it possible for us to serve through this crisis. Our demand has increased by almost 25% over 2019 service levels, and we have seen record numbers of new clients.

Sadly, we have had to curtail all on-site activities for clients since mid-March. We all miss the camaraderie of in-person shopping, hospitality, dinners, programs, and a host of other opportunities for personal interaction. However, we have endeavoured to resurrect some programming in a virtual format and hope to achieve a greater degree of success with this through 2021. We were able to run tax clinics at a local church located near The Compass. We expect our operations will remain as they are now, with no on-site client services through to the end of 2021.

We look forward to our new location where we expect to move in early 2022 – there is more on this exciting news later in this report. We anticipate a return to on-site hospitality and programs as well as shopping once we move to our new “purpose-built” home, subject to adhering to all public health guidelines. We intend to retain some of the enhancements we developed to respond to the demands of COVID-19 restrictions, such as online orders and curbside pick up for those who prefer the convenience of this approach.

We were so pleased to be included as one of the top 100 rated charities in 2020 by Charity Intelligence Canada. After studying our results, costs and impact, they gave The Compass an 'A' rating!

We are grateful beyond measure for the commitment of our core staff team, the dedication of our volunteers and the generosity of our community that enable us, as a grassroots community organization, to continue serving. Together, we share God's great love for people.

**Mike Giguere**

Chair, Board of Directors

April 2021



# Together, we provide help for today...



745 children served

233 seniors served



17,742 visits to The Compass



47% increase in new households

*In 2020, we distributed **612,465** pounds of food, an increase of **26%** from 2019.*

- We served 1,131 households, of which 471 were new to The Compass, for a total of 2,573 individuals
- 50% of our clients were single, 29% were children and 9% were seniors
- Our clients made 17,742 visits to our Market
- Sources of food:
  - Donations - 33%
  - The Mississauga Food Bank - 45%
  - Purchases by The Compass - 22%



212,449 lbs of food donated by our local community

*The Compass is focused on distributing fresh and healthy food.*

Thanks to our many generous donors, we are able to source a wide variety of fresh food and healthy choices. This year, we distributed:

- 44,186 litres of milk
- 7,287 dozen eggs
- 21,701 lbs of chicken
- 6,900 lbs of fish
- 3,564 lbs of pork
- 6,131 lbs of apples
- 5,865 lbs of carrots
- 15,100 lbs of potatoes
- 4,940 lbs of onions
- 3,180 lbs of produce from farmers' markets
- 766 lbs of produce from community garden



*We served **21,875** delicious takeaway meals.*

In past years, healthy meals and snacks served at The Compass were an important way to build community. Unfortunately, COVID-19 put an abrupt end to all of that in 2020. But with the incredible generosity of local restaurants and caterers, despite being so hard hit by the pandemic, we were able to serve thousands of healthy takeaway meals every Market day (Monday, Wednesday and Friday). On top of that, we transformed our Tuesday lunch and Thursday breakfast programs into "Hope to Go", distributing lunches prepared by our volunteers. And we distributed hundreds of full dinners with all the trimmings for Christmas. When safe to do so once more, The Compass will bring back gatherings around a table to enjoy a healthy meal and the socialization that comes with it.

## *Other noteworthy client services:*

- *We distributed **20 reconditioned laptops.***

With the help of The Lakeshore Corridor Community Team, in collaboration with the Port Credit Community Foundation and Tech Support: Josh Hornick, we were fortunate enough to donate 20 laptops to clients in 2020. Access to reliable technology during a pandemic is essential, and The Compass will continue to make technology and the internet as accessible as possible to those who need it the most.

- *We distributed **Christmas gifts to 400 families.***

Thanks to our amazing community and the outpouring of donations, we made this Christmas a bright and joyous one for many of our clients.



# ... and hope for tomorrow

## Walk the Walk for The Compass



Our 2020 Walk the Walk for The Compass annual fundraiser was a truly magical virtual event. Over 130 people participated in Walk the Walk for The Compass 2020, despite it being a challenging year and a virtual event. Together we raised over \$76,000. The funds raised will directly benefit the most vulnerable in our community and support our programs as well as market operations throughout the coming year.



We had over 130 participants walk, bike, swim and run for The Compass!



Avery and Peyton donating full backpacks for kids their age

# 235

backpacks distributed



Owen and Ian donating full backpacks for kids their age

# 26%

more backpacks than last year

## Backpacks and school supplies for children returning to school in the fall

Our two on-site summer interns, Emily and Derin, sourced and distributed backpacks and school supplies to support our families in setting up their children for success in the new school year. With an aggressive effort across our social media platforms, donated items were supplied as well as many financial donations made to purchase school items needed. In August, we were able to provide 235 full backpacks, a 26% increase over 2019. Thank you to our community for making the beginning of an already confusing and stressful school year a bit easier for our clients!

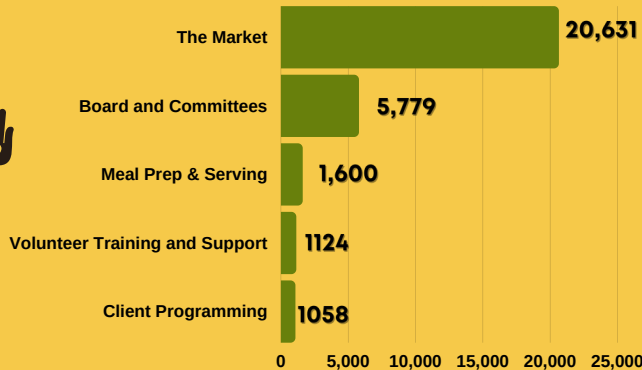
## We look forward to safely resuming our Compass Programs in 2021 as we have with *Refresh* in 2020



The Compass client programs represent the key role we play as an outreach centre in South Mississauga. COVID-19 necessitated that we suspend all programming in March 2020 as programs were delivered in person and mostly in groups. Despite setbacks, we were able to restart our Refresh program virtually in 2020 and hope to do so with many other programs in 2021. The Refresh program provides a space for clients to feel safe and comfortable in discussing religion and worship. It allows people to become more knowledgeable about the Word and strengthen their faith and relationship with God. Due to COVID-19, Refresh was reintroduced online in June using Zoom. We understand that technology is not accessible to everyone, and therefore provide options to borrow devices with internet for this program.



# Thank you to all our volunteers!



We are extremely blessed to have an incredible group of committed volunteers who do so much to help The Compass make a difference in our South Mississauga community. Throughout COVID-19 volunteer safety has been an utmost priority for us. Those who come onsite to assist with office duties, hamper packing, shelf stocking, to mention a few, are met with high safety and sanitizing standards, along with an appropriate amount of social distancing between volunteer stations. We have had many new volunteers take on roles that could be completed remotely, such as joining our advocacy committee or helping with social media. We are extremely grateful for each and every volunteer. **Without our volunteers and their positive spirits, we would not have made it through 2020 and the pandemic.**



## Volunteer Stories

"The Compass serves South Mississauga, all from an unassuming building in Port Credit. I drove by that location for years without knowing what it was, and what a valuable community resource it is. And, how much they do with so little; the Compass makes the best use of every dollar." - Cathy Easton

"While volunteering at The Compass during the COVID-19 I have watched in awe as services have been adjusted to ensure that clients' needs continue to be met in new and ever-changing ways. Now more than ever The Compass is a lifeline for many people in our community and I am proud to be part of the team that helps make it happen." - Kathy Kenzora

"Immediately I was impressed with the unwavering generosity, kindness, and compassion that was shown by everyone I met and worked alongside at The Compass. The Compass is a caring community that seeks to support those in need in diverse ways; it is so much more than a Food Bank." - Cindy Grindley

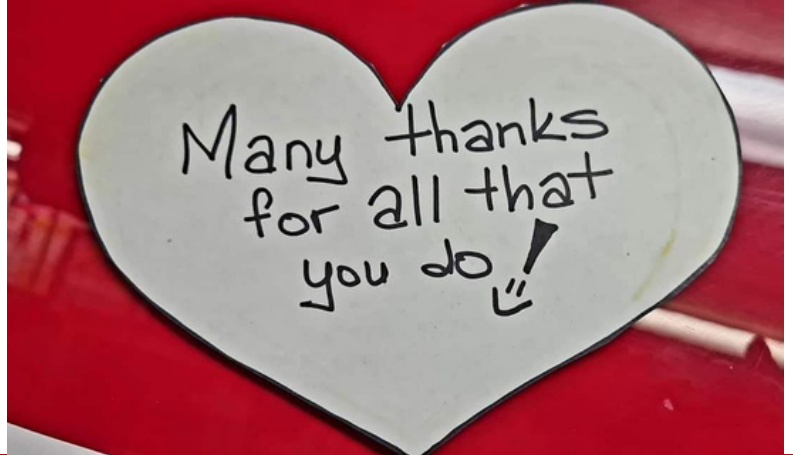
"Even during Covid-19, I felt the warm welcoming atmosphere of The Compass from the moment I stepped inside for my first shift. I have been fortunate enough to talk to clients over the phone. Conversating and getting to know many clients that you are assisting has been a surreal experience; one that I look forward to continuing." - Austin Wilkie

# And now a word from our clients...

Each and every client who uses the services at The Compass is an important member of our community.

"Excellent service, very generous and organized. You are very courteous. **The food is good.** I am very grateful." - Alla Bondar

"First I have to say thank you for treating me **nicely** and **respectfully**. Thank you for **not judging** me. Thank you for the **amazing service** you provide. Thank you really for helping me through the tough times of being a single mother with 2 children living at a shelter trying to provide good food to my kids." - Anonymous



"I was nervous and embarrassed that I needed assistance, but the staff and volunteers at The Compass immediately made me feel welcome. I am so happy that The Compass offers milk and eggs as well as ground pork which I use to make pasta with meat sauce. I was thrilled when a volunteer at The Compass helped me access a program through LensCrafters which offers free or low-cost glasses. I currently volunteer five days a week at The Compass helping to repack bulk groceries like laundry soap, dish detergent, flour and instant coffee. **I enjoy volunteering because The Compass has done so much for me. I can't donate, but I can give my time.**" - Diane Burgess

"I remember how emotionally difficult it was the first time I came to The Compass for food. When I came in I was bawling, how could this happen to me? Why is this happening to me? Initially, I felt quite depressed and thought I would never get over it, but after a few months, I started volunteering at The Compass which made me feel much better. I would come to The Compass 24/7 if I could. **I have also learned that it's okay to ask for help when you need it.**" -Isabell Wdowczyk



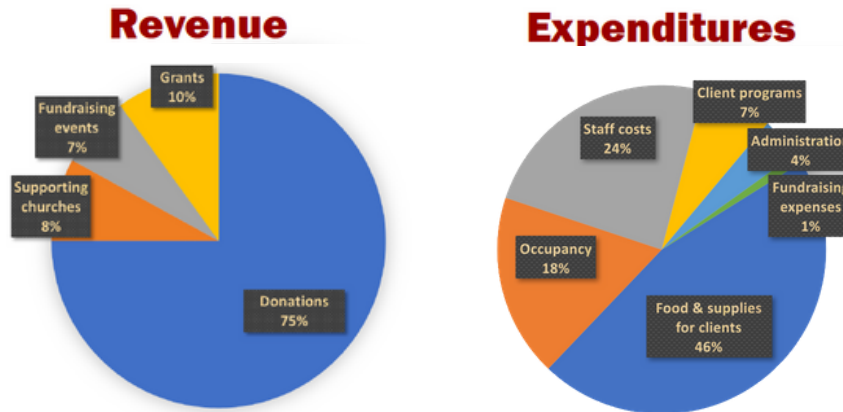
"I want to express my sincere gratitude for your excellent job in organizing and receiving food products for people who need help in a such difficult situation - COVID-19. **I admire your attention and care of everyone who turns to you for help.** I thank you for all that you do. I wish you health and well-being." - Dagmara Stroyilova

"The Compass is the best food bank I know of. The people there are wonderful. So amazing. **This foodbank has really help me and my family a lot and we are grateful.**" - Miriam Martins



# Financial Results of 2020

Due to the COVID-19 pandemic, The Compass has received an unprecedented outpouring of generosity from individual donors, our supporting churches, companies, community organizations, and various levels of government. Our revenues grew from just under \$600,000 in 2019 to over \$1.5 million in 2020. Donations from individuals and organizations led the way, at over \$1.1 million. We received gifts from over 3,000 individual donors! We received \$146,000 in government grants, which allowed us to procure additional supplies and gift cards for our clients and to support additional temporary staffing. Our member churches contributed \$122,000 in 2020, an increase of 33% over 2019. And when we thought our fundraising events would be curtailed due to the pandemic, we received \$112,000, up 44% over 2019. We are profoundly grateful for all of this incredible support.



Our expenditures increased to \$665,000 in 2020. We more than doubled our expenditures on food and supplies for clients in 2020 to \$306,000. And to help our clients with additional grocery purchases throughout the year, we distributed nearly \$63,600 in gift cards in 2020. Our spending on client programs dipped 10% to \$43,000 in 2020, since we were not able to meet in person during much of the year. We continue to work hard at keeping our overheads low, with only 4% spent on administration and 1% on fund-raising costs.

We are deeply committed to continuing our efforts to be good stewards with the funds entrusted to us so that we can continue to support our clients' needs as best we can today and into the future. We are so grateful that we have been able to significantly increase the level of support we have been able to provide our clients who struggle with food security issues while acknowledging that guidelines from Food Banks Canada generally indicate that food banks are intended to supplement our clients' food supplies in the range of 7 to 10 days of food per month.

The Board of Directors has carefully considered how to maintain our steadfast commitment to supporting the needs of our clients and our stewardship over the significant amount of funds entrusted to us. To that end, we have established a number of Internally Restricted Funds within our financial statements, as follows:

## ***Operations Contingency Fund***

We currently have a contingency fund to sustain the delivery of goods and services to our clients. We have redesignated this fund as our Operations Contingency Fund, and in accordance with our policy to maintain a fund capable of sustaining six months of operations, we have topped up this fund by \$110,000 to \$350,000.

## ***Client Services Reserve Fund***

In response to the significant outpouring of generosity from our many supporters in 2020, we greatly increased our expenditures on food and supplies for clients in 2020 and we are budgeting to increase this amount further in 2021. We have established the Client Services Reserve Fund in the amount of \$360,000 to be able to sustain this increased level of client support over the next few years.

## ***Facilities Reserve Fund***

As noted elsewhere in this report, after a long search for a new location The Compass will be moving in late 2021 and early 2022. We have established the Facilities Reserve Fund in the amount of \$350,000 to cover the substantial cost of leasehold improvements, equipment and furnishings. Following our relocation, this fund will support ongoing significant capital expenditures.

# A New Home for The Compass



**We are expecting the building to be completed by late 2021, and The Compass plans to relocate in early 2022**

310 Lakeshore Road West has been our home since 2002, and over the years we have expanded our space to better serve the needs of our clients. However, with the rapid pace of development in the area, we grew increasingly concerned that our property could be sold and we may be forced to move. So since 2014, we have been searching for a possible new location. After unsuccessfully considering several options, we began discussions with Indwell Community Homes in 2017. Indwell is a Christian charity that creates affordable housing communities throughout Ontario to support people seeking health, wellness and belonging. In 2018, Indwell received approval for a 68 unit apartment building at 425 Lakeshore Road East, with substantial funding from the Region of Peel. In September 2020, The Compass signed a long-term lease with Indwell that, with renewals, will stretch out 25 years.

The Compass will become the main floor tenant in the Indwell building, which will be known as Lakeshore Lofts. Over many months, we worked with Indwell's development team to design our new space to best meet our needs. We reached out to our staff and volunteers to further refine our design. We are very excited about our new home:

- We remain in central, south Mississauga along the Lakeshore Road transit corridor, less than three km from our current location.
- The building will be fully accessible, and we will be on the main floor—no more basement for food storage!
- Our storage area will be complete with a walk-in fridge and freezer, directly adjacent to an expanded market.
- We will have ample space to continue to provide online ordering/curbside pick-up as well as in-person shopping when it is safe to resume. Curbside pick-up will be available at the back of the building, away from the busy Lakeshore Road frontage.
- We will have several on-site parking spots available to us.
- We will have a large, fully equipped kitchen, ready to serve nutritious meals and snacks to our clients.
- The multi-use common area will be able to seat 80-100, more than double our current space.
- We will have several offices for our intake volunteers to meet with clients, and also for other much-needed community services.

We are grateful to the Property Taskforce for their diligent work in leading this project: Pat Cullen (Taskforce Chair), Andrew Briggs, Todd Cullen, Earl Driver, and John Nyholt.

## A New Look for The Compass

Our Communications & Development team, including an outstanding group of skilled volunteers, took on the job of refreshing our logo/brand identity in 2020. Their goal was to modernize our brand while keeping the message contained within the brand consistent, clear and concise, in sync with our mission statement. The Board of Directors approved the new brand, and the rollout will come later in 2021 as we prepare for our move. But for now, here is a "sneak peak":



**THE COMPASS**  
Help for Today ❤️ Hope for Tomorrow



# Will you join us in building a better community?

Join The Compass community and make a difference in South Mississauga. Here are a few ways you can make immediate change:

- **Volunteer on-site or remotely**

→ [www.thecompass.ca/volunteer](http://www.thecompass.ca/volunteer)

- **Host a food drive in your neighbourhood**

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

- **Donate food** - Check out our website which is regularly updated for products we need most

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

- **Donate funds** - Your financial gifts make so much of what we do possible at The Compass.

The Compass is a registered charity: Charitable Registration Number 86235 2754 RR0001 (registered as Lakeshore Community Outreach Centre Inc).

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

- **Remember us in your prayers.**

## Our Staff

**Trish Trapani**  
Market Manager

**Sheryl Darlington**  
Volunteer Manager

**Karen Sears**  
Inventory Manager

## Our Interns

**Emily Love**  
Market Operations

**Derin Karaoglu**  
Market Operations

**Zelia Bukhari**  
Digital Communications Coordinator

## Our 2020 Board of Directors

**Mike Giguere** (Chair), **Earl Driver** (Vice-Chair), **Chris Corlett** (Treasurer), **John Nyholt** (Employer & Secretary), **Pat Cullen** (Employer), **Nick Barkman**, **Karen Bentham**, **Meredith Erochko**, **David Fuller**, **Don Hallman**, **Rory Keilty**, **Don Macaulay**, **Susan O'Dowd**, **David Onuoha**, **Rick Penton**



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