



Annual Impact Report 2021



THE COMPASS
Help for Today ♥ Hope for Tomorrow

Message From Our Board Chair

Who would have thought that the COVID-19 pandemic would be with us for the full 12 months of 2021? The changes we made to our food bank distribution system in 2020 – pivoting from in-person shopping to custom on-line orders with curbside pickup – continued to work very well for our clients. We were able to enhance our online order system to a much more robust and user-friendly system in mid-2021. Together, our staff and volunteers were able to distribute 627,000 pounds of food to support our clients – a small increase from 2020, which saw a very significant increase due to the start of the pandemic.

While meeting restrictions continued for much of 2021, we were able to provide some programming activities for our clients. Using Zoom, we were able to hold regular sessions of our Refresh Bible study group, as well as our Compass Community virtual gatherings. Tax clinics were held in person. We launched a new “Spread the Joy” Christmas gift card program in 2021 with tremendous success thanks to the generous support of our many donors. Clients were very moved by this program and were most appreciative, enjoying the dignity of looking after their families at Christmas in a manner suitable to their own needs and traditions.

Throughout 2021, we were very focussed on planning for our much-anticipated move to our new facility at 427 Lakeshore Road East, after nearly 20 years at our original location. We are so thankful for the skillful leadership of the Property Task-force, the creative planning by our Market and Inventory Management team, and so many willing volunteers. Together, we completed the move in only three days at the beginning of March, and on March 7, 2022, we were ready to serve our clients from our wonderful new location.

With the generosity of our many supporters in 2020, and again in 2021, we were able to steward sufficient financial resources to be able to equip our new location with all of the equipment and furnishings to be able to serve our Compass community for many years to come. We installed heavy-duty racking in our warehouse, along with a walk-in fridge and freezer. We upgraded our market facilities, and fully equipped a commercial grade kitchen from which we soon hope to be providing nutritious meals and snacks for our clients. Our offices are well equipped for staff and volunteers, and to facilitate meetings with clients by our intake team and other social service providers. Our multipurpose room is bright and welcoming, and as pandemic restrictions ease, we look forward to providing fellowship and social opportunities so vital to all members of our Compass community. For the prudent financial management and fundraising efforts that helped to make all of this possible, we thank our Treasurer, Finance Team and Communications and Fundraising Manager.

The Compass is a grass-roots, community focused and volunteer driven organization. We could not be who we are without our hundreds of dedicated volunteers who truly care for the needs of others. We are thankful for every one of them, and also most grateful to our ever-resourceful Volunteer Manager.

The Compass is firmly rooted in our Christian conviction that we are called to love and serve our neighbours. We are committed to fulfilling that mission in a stewardly way, and we are thankful that again in 2021 we were able to direct over 90% of every dollar we spent directly to providing “Help for Today and Hope for Tomorrow”. We were humbled to learn that The Compass was named as one of the top 10 impact food banks in Canada in 2021 by Charity Intelligence Canada. A dedicated staff team, a committed cadre of volunteers and a generous and supportive community – together, we are making a difference in meeting many of the needs of our community in south Mississauga. This is a vital outreach ministry, which we get to do together. We are so grateful to share this third Annual Impact Report with you.



Mike Giguere

Chair, Board of Directors
April 2022

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

- Church of St. Mark Lutheran
- Park Royal Bible Church

What Makes The Compass Unique?

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, encouraging the enhancement of life skills, and foster a caring community.



THE COMPASS
Help for Today ♥ Hope for Tomorrow

OUR NEW LOGO

Our Communications & Development team assisted us in refreshing our logo/brand identity, which we launched in late 2021. Our new logo is much more than a superficial image change. With a heart and an outstretched hand, our new logo embodies the central teaching of the Christian gospels: "Love the Lord with all your heart ... and love your neighbour as yourself". Our mission statement is included in our new logo, expressing our ongoing commitment to serve and care for those in need in our community.

WHAT MAKES THE COMPASS UNIQUE FROM OTHER FOOD BANKS?

The Compass is wonderfully unique, as we provide food to our clients on a weekly, rather than monthly basis. Acquiring groceries weekly means better access to fresher fruits and vegetables and improved food security. When clients have consistent weekly interaction with us, it builds trust and a sense of community. Having a relationship with our clients enables us to help them at a much deeper level.

"For my family, being a client of The Compass, means security in certain food items and allows some flexibility with your grocery budget. I truly don't know how my family would survive without The Compass."

- Anonymous (Client)

Host A
Food Drive



THE COMPASS
Help for Today ♥ Hope for Tomorrow

Help For Today

In **2021**, we distributed

626,880

pounds of food

We helped an average of

1,249

people each month

Our clients made

20,605

visits to our market

We served **1,033** households of which **362** were new to The Compass,
for a total of **2,451** individuals

HEALTHY FOOD CHOICES INCLUDE:

54,365 litres of milk
11,280 dozens of eggs
35,006 pounds of frozen protein (chicken, fish, pork)
19,310 pounds of fruit and vegetables

SOURCES OF FOOD:

Donations - 31%
The Mississauga Food Bank - 50%
Purchases by The Compass - 19%

In 2021, we received

863 pounds

of produce from our
Community Garden and

5,973 pounds

of fresh produce from local
Farmer's Markets.

61% of our clients
were adults,

29% were children

and **10%** were seniors

With generous meal donations from
several community restaurants and
caterers, we were able to serve 36,056
delicious take-away meals to our clients,
including 8,000 healthy lunches which
were prepared by The Compass
volunteers through our
“Hope-To-Go” program.

Hope For Tomorrow

The Compass is much more than a food bank as we also provide support and nurturing within the community. The impact of our work was evident through the results of the community support programs and events we were able to offer in 2021, despite a continuing pandemic.



522 families received gift cards to President's Choice and Walmart through our Christmas Gift Card campaign enabling them to enjoy the dignity of looking after their families at Christmas in a manner suitable to their own needs and traditions.

THANKS TO YOU WE EXCEEDED OUR \$70,000 CHRISTMAS GIFT CARD GOAL

265 students were helped through our annual **Back to School** campaign. Each received a backpack full of supplies relevant to their grade.

63 people received reconditioned laptops in collaboration with the Port Credit Community Foundation and the Lakeshore Corridor Community Team

23 people experiencing homelessness were helped through our **Winter Survival Program**. Each person received brand new winter clothes, cold-weather sleeping bags, winter boots and more to help them get through the winter.

Through Canada Summer Jobs, The Compass had four amazing interns who helped provide support for our clients through building face-to-face relationships with them and helping with our campaigns. Thank you to Derin, Emily, Hope and Jaclyn.

"The Compass is about much more than food. It's about relationships. The relationships we build with our clients through the staff and fellow volunteers. The Compass is ... "the place where everybody knows your name, and they're always glad you came."

Jyll (Volunteer)



Community Support

Fundraising events are important to The Compass. Donations of food and funds help us to meet the needs of our clients, but these activities also help us to build and celebrate a true sense of community.

The community donated 207,694 pounds of food to The Compass in 2021.

Walk The Walk for The Compass is our major fundraising event each year. In 2021, we celebrated our 15th annual walk, raising an impressive \$65,000. We held it as a hybrid event, both in-person and virtually, with the 175 participants choosing to walk, run, cycle, swim, skateboard or participate however and wherever they chose. New relationships were formed and old ones re-kindled. The Walk is an annual melting pot of clients, volunteers, Board members, local businesses, politicians, first responders and more.



Dancing For The Compass is another annual fundraiser for The Compass which is in its 15th year. The event was held virtually in 2021 and raised \$3,800. The big attraction is always "Little Peter and The Elegants" who perform their collection of great music year after year.

DANCING FOR THE COMPASS

Thank You Compass Volunteers!



Volunteering for the past 10 years, I have made new friends, both volunteers and clients, and have discovered the absolute joy in giving of myself and my time.

- Kairy (Volunteer)

In 2021, more than 250 volunteers donated 32,521 hours of their time, wanting to make a difference in their community and in the lives of people experiencing food insecurity and homelessness in south Mississauga. Volunteers are the heart of The Compass.

With only a small staff, it's the hundreds of people who donated their time that had the biggest impact in feeding and supporting over 2,400 clients last year.

Where our volunteers invest their time:

The Market - 21,185 hours

Boards and Committees - 8,731 hours

Client Programs & Meals - 1,905 hours

Volunteer Training and Support - 700 hours

Whether volunteers helped by taking food orders, unloading trucks, packing hampers, stocking shelves, or helping in the office, every hour donated meant more support for those who came to us for help.

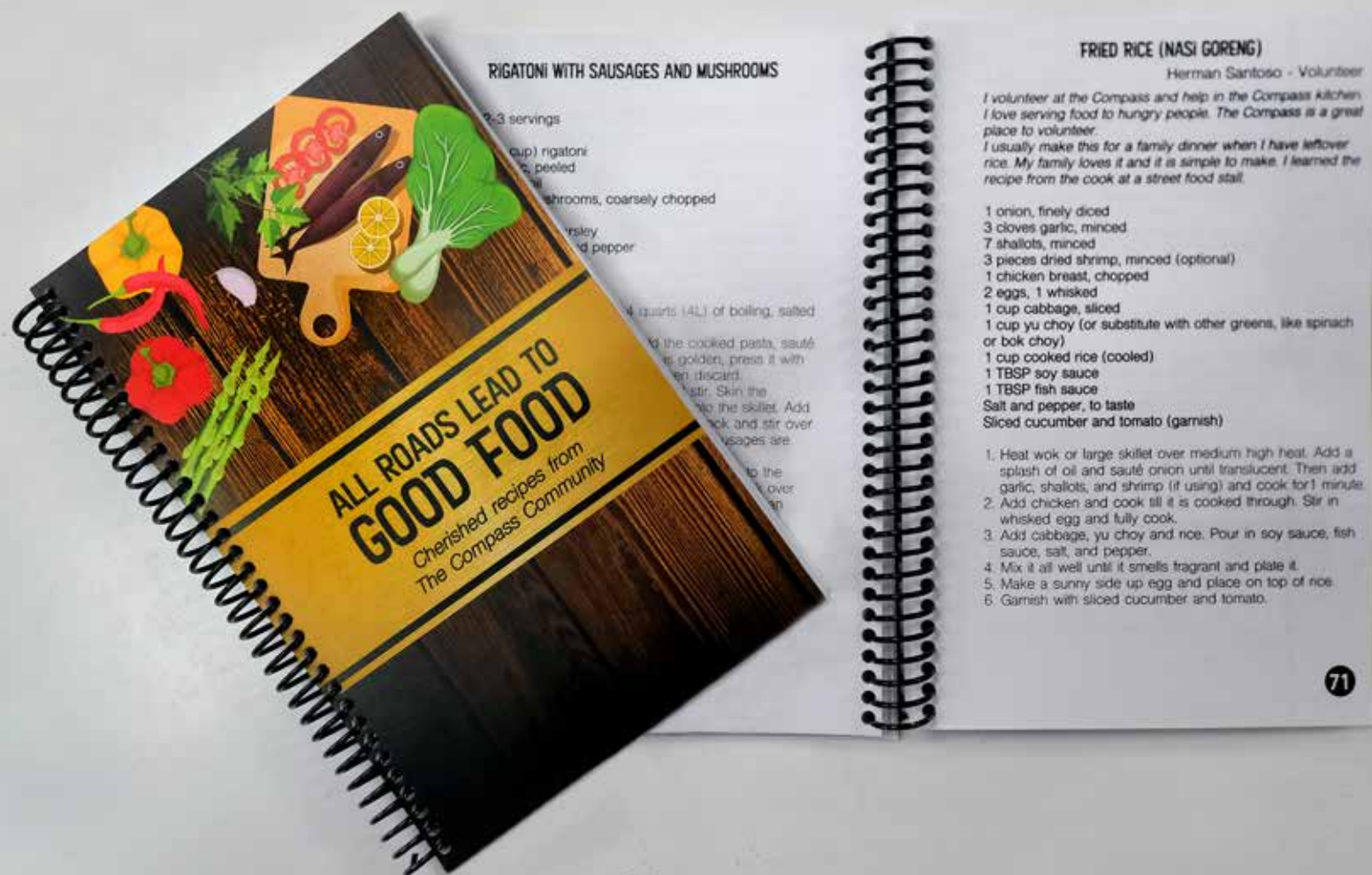
We have a group of volunteers serving as the Advocacy Team. Their aim is to give voice to the vulnerable in our community by using the considerable brand power of The Compass to advocate for policy and/or regulatory changes that address some inherent injustices in our system, such as a lack of affordable housing and a lack of support for persons experiencing homelessness.



For me, a shift is like coming home to a huge family and making sure I do my best to ensure everyone is well looked after.

- Nika (Volunteer)

The Compass Cookbook



A dedicated team of volunteers got together to create a 168-page cookbook as a fundraising initiative for The Compass. They poured a year of their love and time into what became a best-seller: "All Roads Lead to Good Food. Cherished Recipes from The Compass Community." 500 copies of the book were printed and 500 copies sold out within weeks. It's incredible the impact a group of volunteers can have when they get together and have some fun. Thank you to our Volunteer Cookbook Team. We're in our second printing. The community purchased a total of 87 cookbooks to be donated for distribution to our clients.



Financial Results 2021

When the COVID-19 pandemic began in early 2020, The Compass began to experience an unprecedented outpouring of generosity from individual donors, our supporting churches, companies, community organizations, and various levels of government, as together we worked to respond to food insecurity challenges in difficult times. We continued to face these challenges throughout 2021, as the pandemic persisted. Again, our faithful and generous supporters stuck with us in 2021.

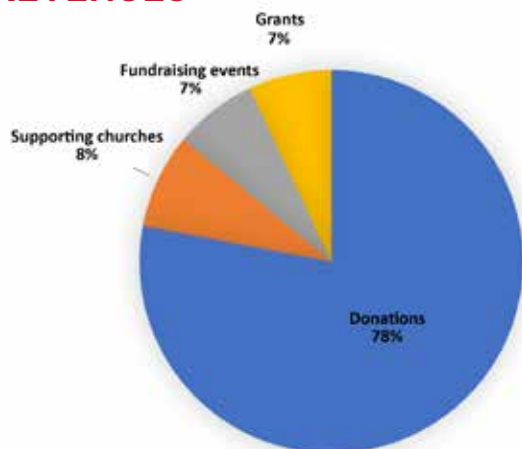
Our total revenues were \$1.3 million, compared to \$1.5 million in 2020. We received just over \$1 million in donations in 2021, or 91% of the incredible amount received in 2020. We received \$99,000 in grants in 2021, mostly from governments. This allowed us to increase the personal hygiene products we distributed, to provide for additional temporary staffing, and to enable us to procure a robust on-line food ordering system for our clients. We also received \$103,000 from our supporting churches in

2021. And our fundraising efforts brought in \$88,000 in revenues, led by another outstanding turnout for our annual Walk the Walk for The Compass, held both in-person and virtually. We remain profoundly grateful for all of this incredible support!

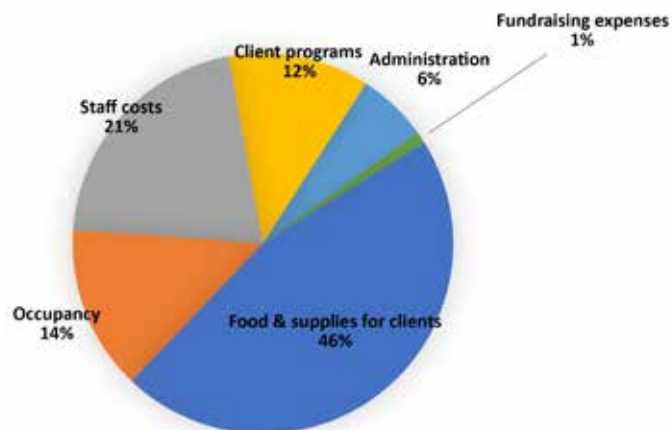
Our total expenditures increased by 30% to \$868,000 in 2021. We increased our expenditures on food and supplies for clients by 21% to \$400,000, spending more on basics like milk, eggs, proteins and personal hygiene products. Again, we were unable to have in-person programming for our clients in 2021. We implemented a new Christmas gift card program in 2021, and with the generous support of our many donors, we distributed over \$70,000 in gift cards to our clients in December. We continue to work hard at keeping our overheads low, with only 6% spent on administration and 1% on fundraising costs.

Our audited financial statements are available on our website, www.thecompass.ca.

REVENUES



EXPENDITURES



In 2020, the Board of Directors established a number of Internally Restricted Funds within our financial statements to properly steward the significant amount of funds entrusted to us. With a net surplus in 2021 of \$467,000, the Board of Directors was able to add to these Internally Restricted Funds, to help ensure that we will be able to continue to support the needs of our clients in the years to come. We made the following allocations in 2021:

OPERATIONS CONTINGENCY FUND

This fund is intended to serve as a contingency fund to sustain the delivery of goods and services to our clients. In accordance with our policy to maintain a fund capable of sustaining six months of operations, we have topped up this fund by \$150,000 to \$500,000.

CLIENT SERVICES RESERVE FUND

In response to the significant outpouring of generosity from our many supporters, we greatly increased our expenditures on food and supplies for clients in both 2020 and 2021 and we are budgeting to substantially increase this amount further in 2022. 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, we set aside an additional \$215,000 in the Client Services Reserve Fund in 2021, now totalling \$575,000. This fund will help The Compass to sustain an increased level of client support over future years.

FACILITIES RESERVE FUND

In 2020, we set aside \$350,000 in the Facilities Reserve Fund to cover the substantial cost of leasehold improvements, equipment and furnishings associated with the move to our new location. Our move was completed in early March 2022, and most of the \$350,000 will have been spent on the move, as planned. In 2021, we added \$100,000 to this fund to support ongoing significant capital expenditures.



THE COMPASS
Help for Today ♥ Hope for Tomorrow

What's Next for the Compass in 2022?

We are thankful for the things we could accomplish in serving the needs of our community in 2021. That said, we are really looking forward to the great things that will be happening at The Compass in 2022!

Here are three things we are excited about for 2022:



Here we are receiving the key to our new home!

A Return to “In Person”

For over two years we have not been able to gather in person, due to restrictions related to the COVID-19 pandemic. As restrictions ease, we look forward to welcoming our clients back into our new facility. While we will continue to offer our clients the convenience of on-line orders, we will again be offering in person shopping experiences. We will also be re-launching a number of our programs and services, that will help us to once again build community and relationships with our clients. We can't wait!



Our New Home

After many years of searching for a new permanent location for The Compass, we have moved into our new “forever home” in early March 2022, at 427 Lakeshore Road East. We are so pleased to partner with Indwell Community Homes, which has developed this property including 68 units of deeply affordable supported housing. Our new space has been purposely designed to best meet our needs, with much-improved warehouse and market space, a well-equipped kitchen, and expanded meeting and gathering spaces.



Our 20th Anniversary

Twenty years ago, several churches in south Mississauga took a bold step to come together to help meet the growing numbers of people in our community facing economic and social challenges. Together, they founded The Compass, and we first opened for business in October 2002. We look forward to celebrating this important milestone later in 2022.

Join Us in Building A Better Community

If you'd like to join The Compass Food Bank & Outreach Centre and make a difference in our south Mississauga community, here are some ways you can do so:

- **Volunteer on-site or remotely**
<https://thecompass.ca/new-volunteers/>
- **Host a Food Drive**
<https://thecompass.ca/host-a-food-drive/>
- **Donate Food**
<https://thecompass.ca/food-donations/>
- **Donate Funds**
<https://thecompass.ca/financial-donations/>
- **Corporate Involvement**
Email: fundraising@thecompass.ca
- **Subscribe to Our Newsletter**
<https://thecompass.ca/newsletters/>

Please remember us in your prayers.



OUR STAFF

Trish Trapani
Market Manager

Sheryl Darlington
Volunteer Manager

Karen Sears
Inventory Manager

Melinda Prain
Communications &
Fundraising Manager

OUR 2021 BOARD OF DIRECTORS

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

