

# 2024 Annual Impact Report



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

“

*The Compass has been very helpful and supportive. They provide us with basic necessities like food, shower, winter clothing and they have been very kind with me. I have made a lot of progress in life. Thank you, Compass!!! – Rachel (Client)*

## A MESSAGE FROM THE CHAIR OF OUR BOARD

**In November 2024, the City of Mississauga took the unprecedented step to declare food insecurity an emergency.** They weren't wrong. Over the last five years, the number of households in Mississauga using food banks tripled to over 421,000. **One in 13 households now use a food bank,** tripled from 1 in 37 five years ago. At The Compass Food Bank & Outreach Centre, we are seeing the same disturbing trend in the area we serve in south Mississauga. **The number of households we serve and the number of food bank visits both tripled over the last five years.** Food insecurity in our community is real.

And yet, there is hope! Founded on Christian values 23 years ago, we at The Compass know something about hope. Our mission statement makes that clear: **“Help for today, hope for tomorrow”**. Hope gives us a measure of resiliency, even in the face of an emergency.

I'm so very grateful for our many supporters who have provided us with the resources to meet the challenges we face. As you will see in our financial report, our revenues were up again in 2024, and we managed to generate a small surplus. Our amazing staff steward those resources so well, all to the benefit of the people we serve. Our volunteers show up every day with smiles, committed to making a difference.

**Thanks to all of you who make The Compass what it is today.** Help – for sure! Hope – absolutely!

*John W. Nyholt*  
Chair, Board of Directors  
April 2025



# HELP FOR TODAY, HOPE FOR TOMORROW



## 2024 AT A GLANCE:

The numbers are in, and they tell a powerful story. The Compass Food Bank & Outreach Centre continues to be a vital support system for our community.

**INDIVIDUALS  
SERVED**

**6,321**

**FIRST TIME  
VISITORS**

**2,625**

**TOTAL FOOD  
BANK VISITS**

**46,111**

**These numbers aren't just stats—they represent real people facing real challenges.** Your support means full plates, warm meals, and a stronger community. Together, we're making an impact!

**MEALS  
SERVED**

**71,624**

**FOOD  
DISTRIBUTED**

**972,035 LBS**

## COMMUNITY SUPPORT

**Our 18th Annual Walk The Walk raised an incredible \$176,000**, surpassing our goal by \$36,000! This wouldn't be possible without our amazing community, generous donors, and dedicated sponsors—thank you!

These funds gave us 7.5 weeks of helping 2,200 individuals, including 725+ children, with food, hygiene items, and hot meals. Together, we're making a real difference—one step at a time!



**The Walk Raised**

**\$176,000**

**# of Walkers**

**300+**

# MEET OUR CLIENTS



## MEET DAMIEN – HOMELESS TO REHOUSED!

At 59, nearing retirement, I was evicted after my landlord sold the property. Finding new housing was tough, and I ended up at Renforth Station, struggling for stability.

Through others, I learned about The Compass. Despite initial hesitation, I turned to their support. Over the past year and a half, their teamwork and community spirit have been a lifeline.

Thanks to The Compass's referral, I secured affordable housing with Indwell and embraced a better lifestyle. Their support changed my life—thank you, Compass!

*To a certain degree, The Compass actually saved my life. It changed the trajectory of it; such as my mental health and the outlook.*

## MEET ANDY – SINGLE PARENT

This place does so much for me, especially when I struggle with my son. When I have legal forms to complete I know I can get the guidance and support I need. I shop here weekly for food supplies. The food is great too!



## MEET BRIAN – HOMELESS TO GRATEFUL

Struggling with anger issues, I lost my family and became homeless, sleeping at Clarkson GO Station after my mother's passing.

The Compass became my lifeline, providing meals, groceries, and housing support. With their help, I found a place to stay and now live at Hotel 6 seasonally until April, sharing a room with a friend who was also unhoused.

I'm grateful for The Compass and excited for the journey ahead.



# MEET OUR CLIENTS

## MEET WILLIAM & JAN – FOOD INSECURITY

The Compass has become my community. It's a place to meet with others, creating a family-like atmosphere. It provides me and my partner with essential food on a daily basis. Things are coming together for me as a direct result of the services I can access here at The Compass. My life isn't perfect yet, but I see the light at the end of the tunnel.



## MEET JAMES – LOST TO HOPEFUL

Originally from Thunder Bay, I sought a fresh start after serving a 3-year sentence. After leaving prison, I moved to Toronto but left due to shelter conditions. Stranded in Brampton, a kind officer paid for a taxi and directed me to The Compass Food Bank.

At The Compass, I found more than just meals and showers – I built friendships and a sense of community. They've helped me with food, transportation, and IDs. While I still face anxiety and job struggles, I remain hopeful. Without The Compass, I might still be sleeping in the park.

*“This place is a complete blessing. This is the best food bank I've ever been to.”*

## MEET JOANNE – FOOD INSECURITY

I've been a regular visitor since early 2023 due to food insecurity. What keeps me coming back is the supportive community, friendships, staff, resources, and comfort. I enjoy participating in events like Summer BBQs, Refresh, Women's group, and workshops. The best part is socializing and inspiring each other. Thank you for everything!



## WHO WE ARE



*A food bank with more*  
- Tracey  
(Client Services Manager)

### MEET TRACEY, OUR CLIENT SERVICES MANAGER

With over 31 years of service at the Region of Peel, **Tracey Harms has spent her career supporting individuals in need.** Her work frequently intersected with The Compass, giving her deep respect for its mission and community impact.

Joining The Compass allowed Tracey to continue making a front-line difference. She describes it as **“a food bank with more,”** with Client Services at its heart—offering system navigation, partner connections, and wraparound support beyond food assistance.

Her goal is to equip staff and volunteers with the knowledge and confidence to assist vulnerable guests, ensuring The Compass remains a trusted place of **Help for Today and Hope for Tomorrow.**

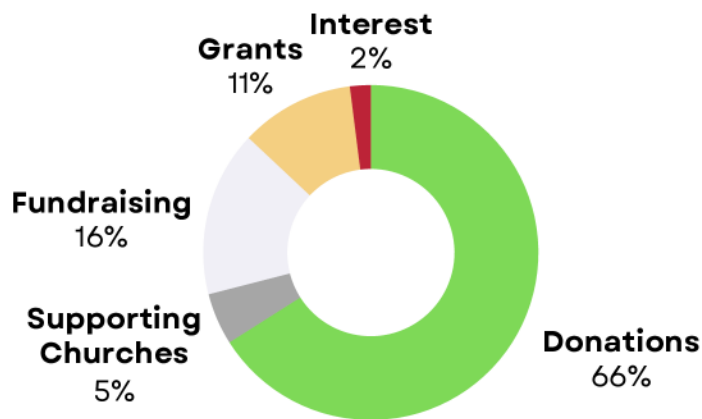
## LOOKING AHEAD

Our 2023 strategic plan, **Compass 2.0: Every Client, Every Need**, continues to guide our organization. We have made some great progress across all four themes: enhance client services, amplify advocacy, grow organizational capacity and generate sustainable funding. But there's more for us to work on as we strive to meet all the needs of our clients. Our **Client Services team** continues to seek out community partnerships to better respond to client needs, with a strong focus on finding housing solutions for those

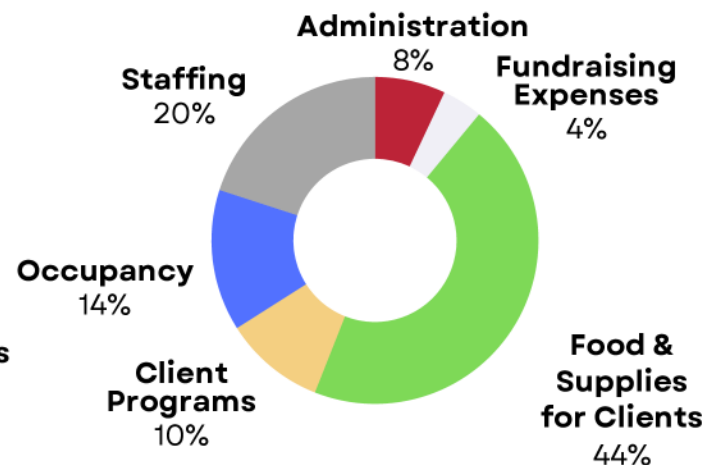
experiencing homelessness. With the state of food insecurity and homelessness in our community, we must continue our **advocacy work.** We look forward to again celebrating the work of our volunteers. We are implementing a **new Board structure** to better meet the governance needs of our growing organization. And our **Sustainable Funding team** will be building on their progress in accessing more grant funding to enable The Compass to do more for the people we serve.

# FOOD BANK FINANCIALS

## REVENUES \$2,169,000



## EXPENDITURES \$2,125,000



We are so very grateful to **our many faithful supporters who contributed to our total revenues of \$2,169,000 in 2024**, reflecting an increase of 17% compared to 2023. Although donations decreased by \$51,000 from 2023 due to a mail strike late in the year, **we successfully increased grant revenues from foundations and governments to \$240,000**. Additionally, **our fundraising results grew by 66% over the previous year**, driven by another record for The Walk and a golf tournament generously hosted by The Mississaugua Golf and Country Club.

Our total expenditures rose by 14% to \$2,125,000 in 2024. **To provide context, it took The Compass 20 years to exceed \$1,000,000 in expenditures, but with the alarming growth in food bank demand, it has only taken two more years to surpass \$2,000,000.** With enhanced supplies from Food Banks Mississauga, we managed to reduce our costs for food and client supplies by 2% to \$933,000. We increased our expenditure on client programs by 16% to \$210,000. Despite our growth, we are pleased to report that we spent only 12% of our total costs on administration and fundraising costs, which includes a portion of the salary for our Communications & Fundraising Manager.

Overall, **we are pleased to report that we concluded the year with a surplus of \$44,000.** These funds will help to replenish our operating reserves. Our audited financial statements are available on our website.

# VOLUNTEER HIGHLIGHTS

With 438 active volunteers logging nearly 50,000 hours, their impact is undeniable. Whether stocking shelves, supporting clients, or offering a kind word, they bring hope and community to those in need.



**VOLUNTEERS AT  
THE COMPASS**

**438**

**VOLUNTEER  
HOURS LOGGED**

**49,543**



**Jacob**

*Volunteering at The Compass has impacted me personally because it has given me a greater sense of purpose and a place to go and make a difference, it is an important place in the community since there are many people who can't obtain their own food, and so this gives them a place to go and obtain whatever foods they may need.*

**Lorraine**

*One busy shopping day, a child had a meltdown. Trish, one of our staff, calmly sat outside with him until he was at ease. The care and compassion here amaze me every day!*

*Beyond providing food, The Compass helps people better their lives and creates a true sense of community for clients and volunteers alike.*

**Bernie**

*It's a great place to volunteer because of the staff, volunteers, and clients.*





# BEYOND THE FOOD: HOW WE SERVE

## CAMPAIGNS

### Back to School

Provided backpacks & supplies to **452** children (ages 4-17)

### Summer Camp

**52** children attended camp for **97** weeks

**Tax Returns Completed 313**

### Tax Refunds and Credits Generated

**\$1,091,629**

### Winter Support for Homeless Clients

Outfitted **69** homeless individuals with clothing and supplies to endure winter

### Spread The Joy

**1,443** households received Walmart gift cards totaling **\$104,225** for the holiday season



## 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

## PARTNERING AGENCIES IN 2024

**PAARC:** Peel Addiction Assessment & Referral Centre. **Helped 121 clients**

**SHIP:** Housing & services for **228 clients**

**Bloom/Wellfort:** Hepatitis C harm reduction for **159 clients.**

**Homeless Health Peel (HHP):** Healthcare for **121 unoused clients.**

**Region of Peel:** Housing support for **181 clients**

**Regeneration:** ID clinic **assisted 51 clients**

**MOYO:** HIV/AIDS harm reduction support. **Helped 127 clients**

**Family Services of Peel:** Employment & job search assistance. **Helped 160 clients**

*I love my time spent volunteering at The Compass. Walking through the building you see people picking up their groceries, but you also see the social atmosphere, the camaraderie, the delicious meals being served and you know that good things happen here. - Wanda (Volunteer)*

## HOW CAN YOU MAKE AN IMPACT?



- Volunteer
- Host A Food Drive
- Donate Food
- Donate Funds
- Corporate Involvement



### **The Compass Food Bank & Outreach Centre**

427 Lakeshore Rd East  
Mississauga ON L5G 1H8  
905-274-9309  
info@thecompass.ca

### **Food Bank Hours**

Monday 9:30am – 7pm  
Wednesday 9:30am – 5pm  
Friday 9:30am – 5pm



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Help for Today ♥ Hope for Tomorrow

CHARITY INTELLIGENCE 2024

**TOP 5 IMPACT:  
TORONTO CHARITIES**



CHARITY INTELLIGENCE 2024

**TOP 10 IMPACT:  
CANADIAN FOOD BANKS**

