

2020 ANNUAL IMPACT REPORT



HAND UP TORONTO
Registered Charity #834396392RR0001



LAND ACKNOWLEDGEMENT

Hand Up Toronto acknowledges that we are operating on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and that this territory is covered by Treaty 13 with the Mississaugas of the Credit.

This territory is also within the lands protected by the Dish With One Spoon Wampum Belt Covenant, an agreement between the Haudenosaunee and Anishinaabe and allied nations to peaceably share and care for the resources around the Great Lakes.

Today, the meeting place of Toronto (also known as Tkaronto) is home to many Indigenous peoples from across the continent, and we are grateful to work on this land.



A YEAR IN REVIEW

Dear Hand Up Toronto supporters,

2020 has been an unimaginable year where we faced tremendous challenges. The global pandemic compounded the level of food insecurity across the world and highlighted these issues in our own communities. In the face of this hardship, we came together during times of crisis to help one another; our organization saw the highest growth in community service this year. This crisis has demonstrated that we are all vulnerable and may sometimes need a helping hand. It is important that, when we look back on this year, we remember what we are able to achieve when we all rise together for our community.

When the lockdown started at the end of March, Hand Up Toronto had to make the difficult decision to suspend our Sandwich Run program to protect both our clients and our volunteers. With the shut down of school programs and the loss of employment looming, we learned that many families were struggling to put food on the table so we diverted our efforts to lend a helping hand to some of these families instead. Our team set a humble goal of raising money to purchase and deliver

grocery care packages to 400 families. Surprisingly, by reaching out to the Children's Aid Society of Toronto, we received an overwhelming 10,000 families signing up within the first week.

As a small volunteer-run charity, we were faced with a daunting task and the realization that the lockdown had such far reaching impacts to the community. Leveraging our own networks of friends, families, volunteers and generous donors, we secured resources that would allow us to extend our support to the community - for your generosity, we are so very grateful. The help of our supporters translated into volunteer hours, in-kind donations of healthy food, and funding that made our work this year a possibility. Our collaboration with other organizations in the community were pivotal to our success; we have made incredible partnerships with GlobalMedic, Eastroom, Ivanhoe Cambridge, and Raptors 905, who were all instrumental in supporting our supply chain and facilities for packing and distribution. In leveraging best-in-class logistics technology from Routific, their app allowed our delivery team to be highly efficient to reach as many families as possible

Our administrative team grew from 10 members to 30 overnight. On our very first delivery run we were able to reach 220 families and, at our peak, we reached over 1000 families in a single day. As of August 2020, we delivered to over 15,500 families across the Greater Toronto Area via 12,800 deliveries and 2,700 pick-ups with over 500 volunteers in our network. We are incredibly grateful to all of our supporters that helped us reach our goal. This rapid growth was a learning process for our organization, pushing us for constant learning and adapting, improvising to meet these unique challenges.

As we reflect back on 2020, we hope you will remember this as the year where incredible people rose up during an extremely challenging time to help our community. Looking to the year ahead, we want to continue to build on the momentum of the work Hand Up Toronto has accomplished so far. In 2021, we will continue to be thankful for the contributions from our supporters and the efforts of our incredible volunteers.

“Just wanted to say thank you for the package today. We really appreciated it. Being stuck at home since March 4 is extremely tough for us. **You brightened our day with the gift box. Thanks again.**”

- HAND UP FOR KIDS RECIPIENT

THE TEAM THAT MAKES IT ALL POSSIBLE:

Akshay Shirodker	Kevin Hoang	Sam Odell
Carmen Leung	Kingsley Ngadi	Tatiana Kotova
Celine Ip	Kirima Isler	Tavneet Khera
Fiona Liang	Leeviana Dsouza	Terry Chen
Galina Kashkina	Leigh Sherkin	Thomas Di Michele
Gina Lee	Lindsay Quinn	Tiffany Tran
Jaymie Varenbut	Mag Song	Valerie Mascarenhas
Jefferson Huang	Matthew Zaffino	Vivian Chow
Jennifer Chen	Nathan Langen	Vivien Li
Jeremy Trollope	Nicolas Wicart	William Oestreich
Jessica Wuthmann	Paul Kim	
Julie Tran	Peter Gong	
Karen Tran	Peter Leith	
Katherine Ross	Priya Gupta	
Katie Wang	Raza Rafiq	
Katrina Rozal	Rob Dias	



FOOD INSECURITY AND TORONTO

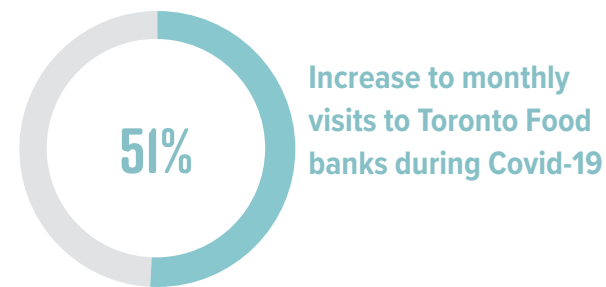
OUR MISSION STATEMENT

We are not here to offer handouts; we are here providing a hand up to those in need within the Greater Toronto area.

As an organization, we focus on areas where individuals lack the capability to acquire proper nutrition and other basic necessities. We will go to those areas that require a hand up, providing ready-made meals, nutritional supplements and hygiene necessities. We will work with communities to nurture those in need of support. Our ultimate goal is to create a society without hunger.

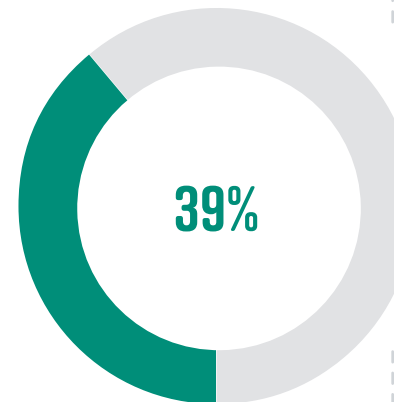


Toronto households experience food insecurity - about 6% higher than the national average .



Increase to monthly visits to Toronto Food banks during Covid-19

Surge in food insecurity amongst Canadians during the first wave of Covid-19



All information sourced from:
Statistics Canada. <https://www.statcan.gc.ca/eng/start>
City of Toronto. <https://www.toronto.ca/>
Daily Bread : Who's Hungry 2020 Report. <https://www.dailybread.ca/>

FOOD INSECURITY REFERS TO INADEQUATE OR INSECURE ACCESS TO FOOD DUE TO LACK OF MONEY

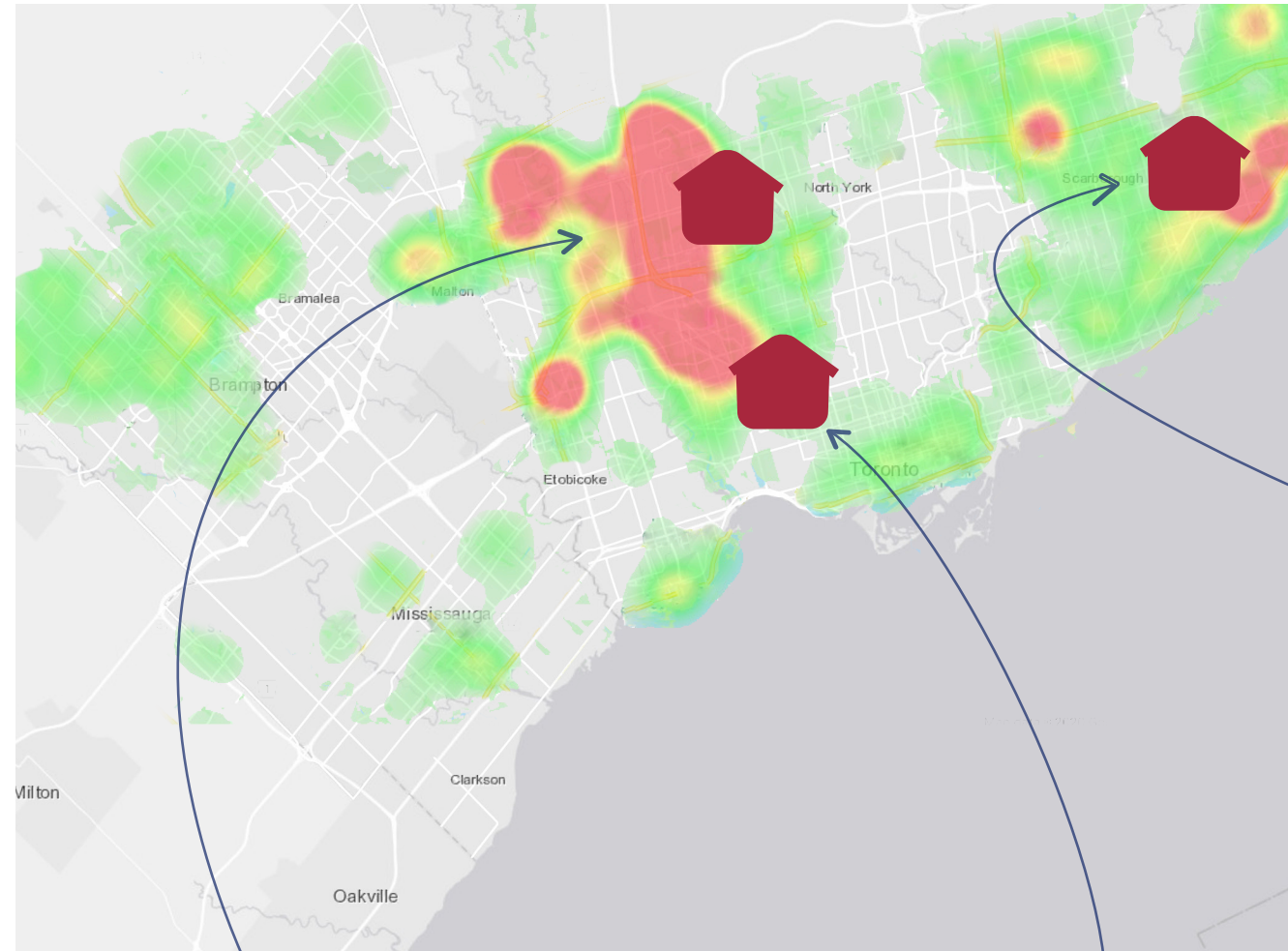
- **Low income, precarious employment and lack of affordable housing are the driving factors behind food insecurity.**
- **During the pandemic, the demand for food has increased enormously as a result of layoffs and economic downturn. In the first two months of the global outbreak, the number of Canadians experiencing food insecurity has grown 39%. Canadians living in households with children are more likely to experience food insecurity.**
- **Food insecure households may be forced to use their food budget to pay for other expenses. This may cause one to resort to nutrient-poor foods, skipping meals, and emergency food services .**
- **Food insecure households are at an increased risk of poor mental and physical health, and can have health care costs up to 121% higher when compared to those who are food secure.**



WHO WE SERVE AND WHERE THEY LIVE

Hand Up for Kids is an initiative created in response to the COVID – 19 impacts on the Toronto community, particularly towards alleviating food insecurity.

This initiative aimed to provide healthy meals to low income households with children and vulnerable youths that rely on school programs for a majority of their meals. With this program, we were able to serve over 15,000 families from April to August 2020 with an emergency food hamper via a last-mile delivery service.



15,500

Total families served

* rounded figures for families served via delivery and pick-up events

22.58% of total households served are in Scarborough.

25.80% of total households served are in North York.

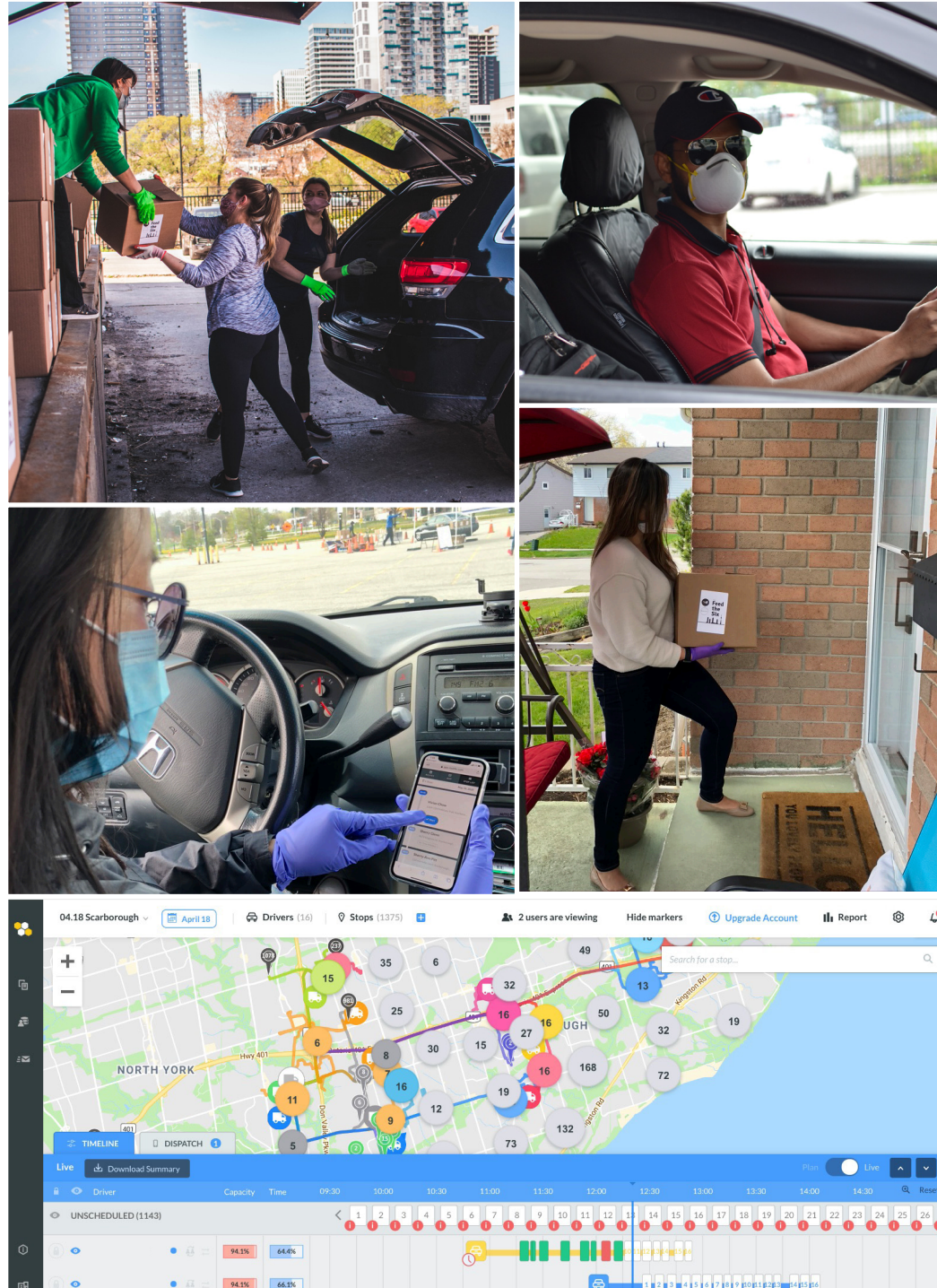
19.35% of total households served are in Toronto.



HOW WE SERVE DELIVERIES

We deliver the majority of our boxes directly to the families' front doors. Serving up to 1,178 families on our busiest day, this required some coordination.

We partnered with Routific, a tech startup based in Vancouver that provided us with a route optimization platform that allowed us to dispatch large number of drives efficiently and rapidly scale our operations. This platform gave the team a bird's eye view of their routes, improving the planning, flexibility and efficacy of deliveries.



1000+
FAMILIES SERVED ON OUR BUSIEST WEEKS



34
DELIVERY PROGRAMS OVER A 20 WEEK PERIOD



12,820
SUCCESSFUL DELIVERIES

In response to Covid-19, 2020 saw us pivot our operation model. We began the year with weekly sandwich runs to Moss Park* and its surrounding neighbourhoods, and we went on to serve emergency food hampers to over 15,500 families across Toronto.

Through this new model, we conducted 34 delivery programs over a 20 weeks period, and on our busiest day had over 60 drivers out on the road, serving over 1000 families in a single day.

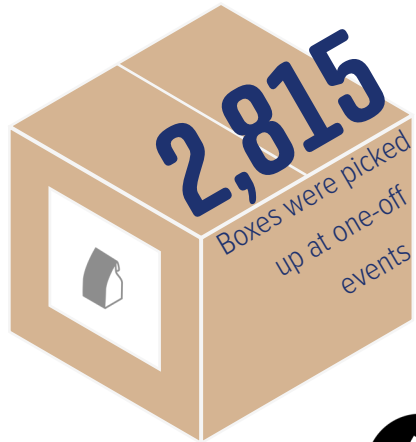
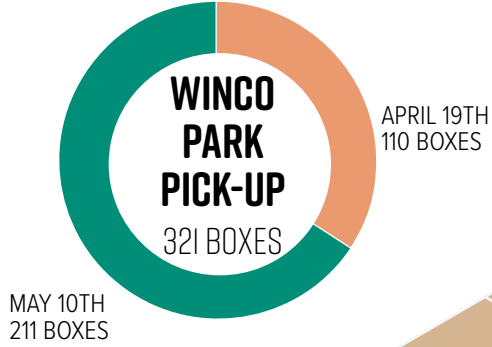
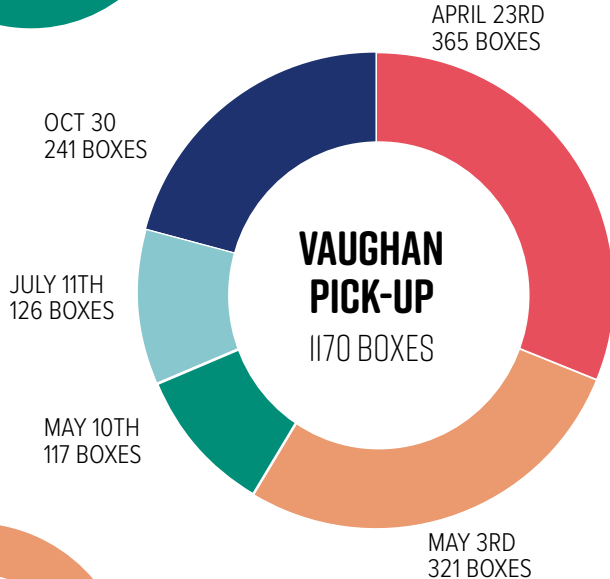
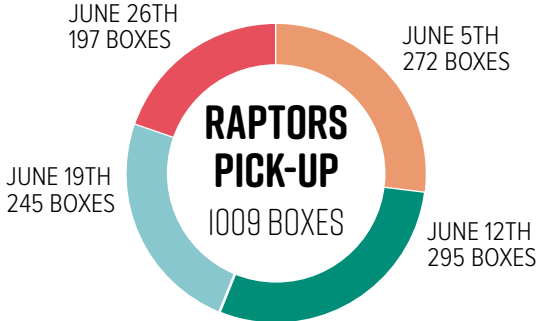
* See Appendix



HOW WE SERVE PICK-UP EVENTS

In order to efficiently reach a large number of families, we partnered with different organizations to set up drive-thru stations. Families that have indicated the ability to pick-up their food kits were directed to go through our contactless drive-thru stations; we piloted our first location in Scarborough. Hand Up Toronto developed a playbook that is easily repeatable by other organizations: they donate space and provide a team to run the program - and our team helps plan, setup and deliver the pallets of food kits to the site.

Partnering with other organizations to run these programs meant that we were able to give families additional items -like eggs- not included in our base offerings. Thank you to our partners who reached out and sourced additional donations.



“EVERYTHING WE DO IS ON A **100% VOLUNTEER BASIS**”

Spring 2020, we significantly expanded our volunteer base to meet the demand for our boxes. Starting with 10 volunteers in April, May saw a surge of 415 new volunteers in response to Covid programs, reaching a final pool of 523 volunteers by the end of August.

Volunteer activities included packing, driving, helping the truck, photography, and drive thru facilitation.

What does this look like?

We operate through a shift system, where volunteers sign up according to their availability. From our pool of 523 volunteers, over 150 shifts are filled on a weekly basis.

“.....”
-HUT Volunteer

“.....”
-HUT Volunteer

“.....”
-HUT Volunteer

“.....”
-HUT Volunteer



ON OUR BUSIEST WEEKS WE SAW...



Our single top driver drove **13** routes, to serve **222** families.

310 unique drivers helped out.



Many of our regular drivers drove routes **10 weeks or more**, personally delivering **150-200** boxes to families in need over the summer.

Our volunteers collectively drove over **700** individual delivery routes.



INTRODUCING.... THE FAMILY SUPPORT PROGRAM

As our Hand Up for Kids initiative came to a close in August 2020, we took a moment to reassess our model and consider how we could best continue to address food insecurity in Toronto, in the ever-evolving context of the pandemic.

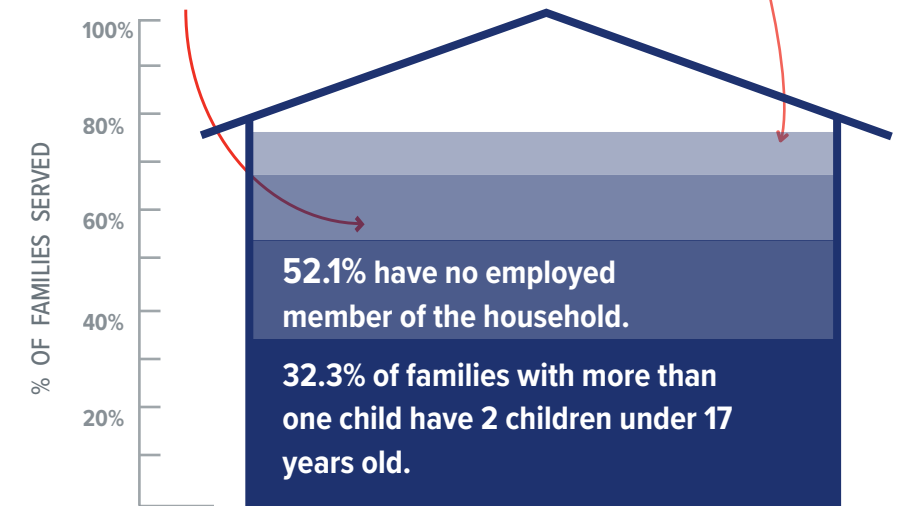
Beginning in Fall 2020, the Family Support program has committed to serving a group of 260 families that have been identified as severely Food Insecure, with two or more instances a month over the course of 6 months. These families will receive emergency food hampers which include pantry staple foods like dried beans, rice, barley, and lentils as well as other supplementary items.



OF THE FAMILIES WHO THE FAMILY SUPPORT PROGRAM SERVES...

The majority of families have more than 2 children in the home (73.8%).

65.1% are one parent/guardian households.



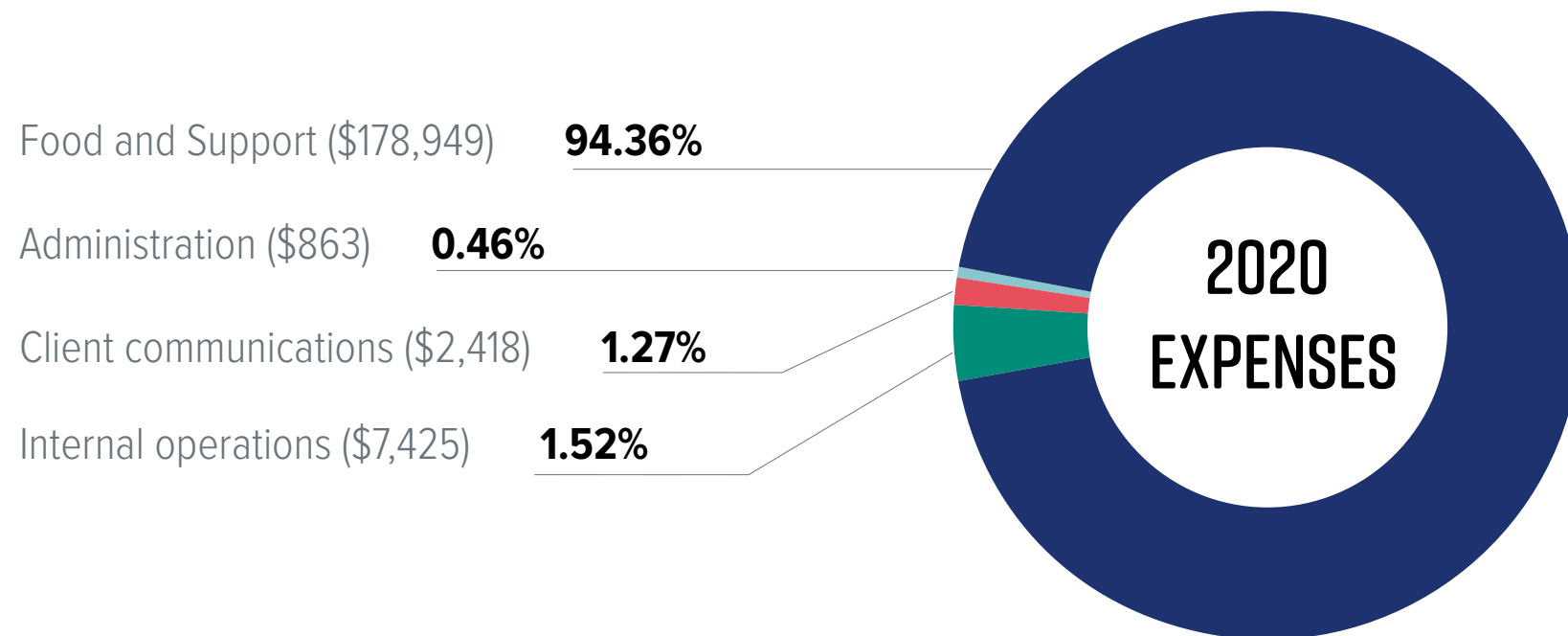
“Just wanted to let you know (the driver) is very nice to us. He is very approachable and friendly. **Even though I can't see his smile because of mask but I can see in his eyes how he is happy and willing to help.** Kudos to (driver) and to Hand Up Team.

-FSP RECIPIENT



FINANCIAL SNAPSHOT

	2020	2019
FUNDS CARRIED OVER FROM PREVIOUS YEAR	\$32,662	\$14,580
TOTAL FUNDS RAISED	\$235,439	\$33,384
TOTAL FUNDS DEPLOYED	\$189,656	\$15,302
REMAINING FUNDS AT END OF YEAR	\$78,445	\$32,662



WITH YOUR HELP, WE DELIVERED....

300,000+

lbs of food

The emergency food hampers contain highly nutritious grains, legumes, and pasta, as well as a variety of fun kids' snacks such as apple sauce, and pudding.

When available, we also included the following specialty items:

- tooth paste
- soap
- masks
- deodorant
- fruit cups
- applesauce



SPECIAL THANKS TO:

Ample Labs
 Beauty on the Grind
 Brampton Fire and Emergency Services
 Breakfast Club of Canada
 Bristol Trucks Association
 Burnbrae Farms
 Chattam Labs
 City of Mississauga
 Community Food Centers Canada
 Dole
 Double N Signs
 East Room
 Eggbae
 First Book Canada
 GlobalMedic
 Govan Brown
 Government of Canada
 International Development and Relief
 Foundation

Khalsa Aid Canada
 Kits for a Cause
 Links for Prints
 Onex
 Oshawa Firefighters
 Raptors 905
 Routific
 Second Harvest
 Spirit of Math
 Toronto Firefighters Toy Drive
 United Trinbago West Indian Association
 United Way Greater Toronto
 UTSC
 Vaughan Mills
 Volunteer Toronto

**and the countless individuals that
 donated to our cause...**



Brampton Fire & Emergency Services



East Room



Govan Brown



Beauty on the Grind/ Winco Park



United Trinbago West Indian Association



Raptors 905



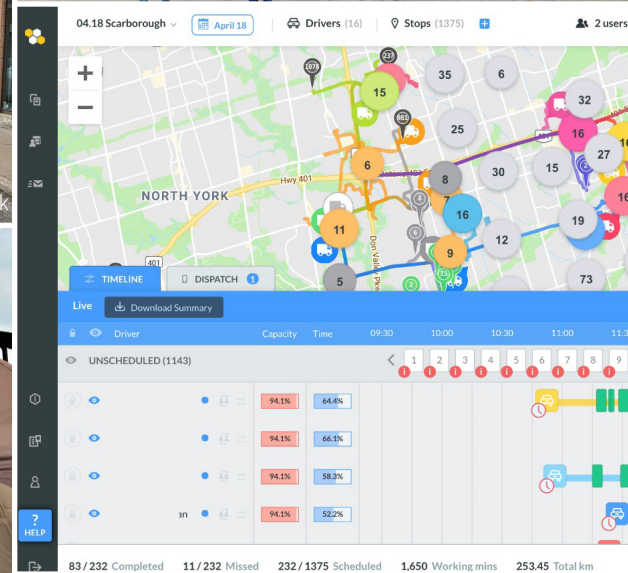
Ivanhoe Cambridge / Vaughan Mills



Oshawa Firefighters



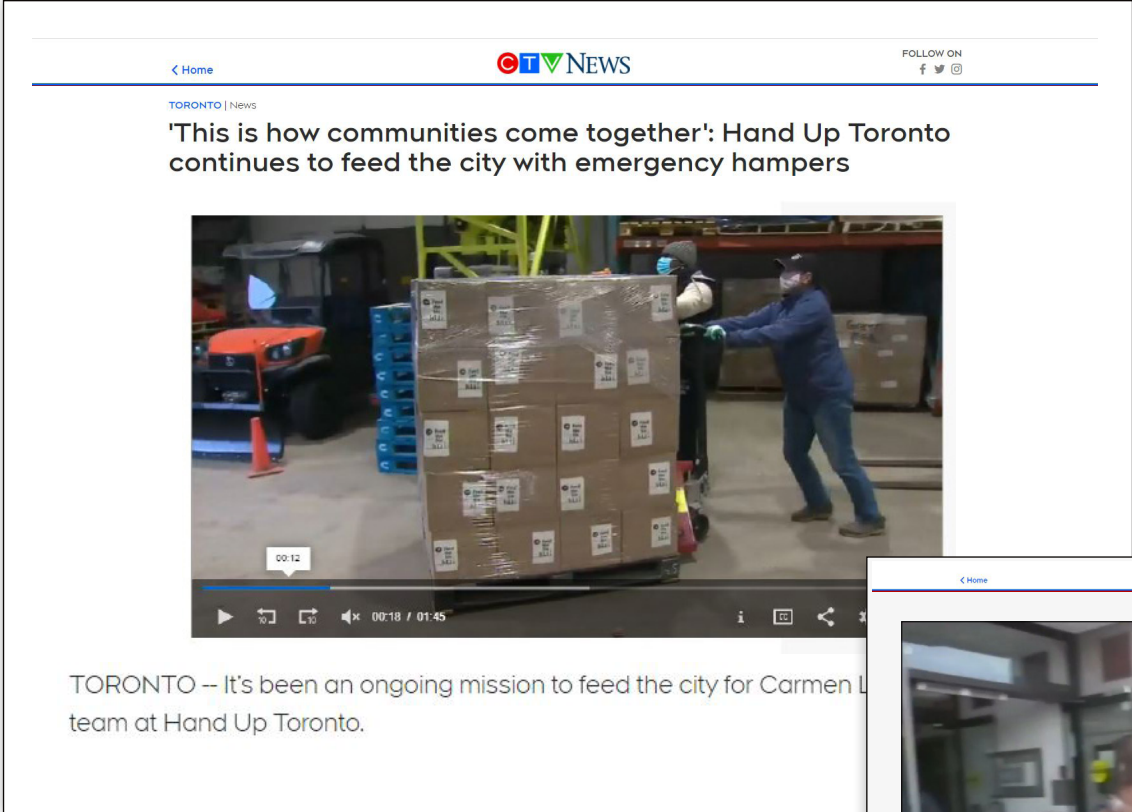
Global Medic



IN THE MEDIA



Mississauga.com
Raptors 905 helping out with weekly food drive
 JUNE 10 2020



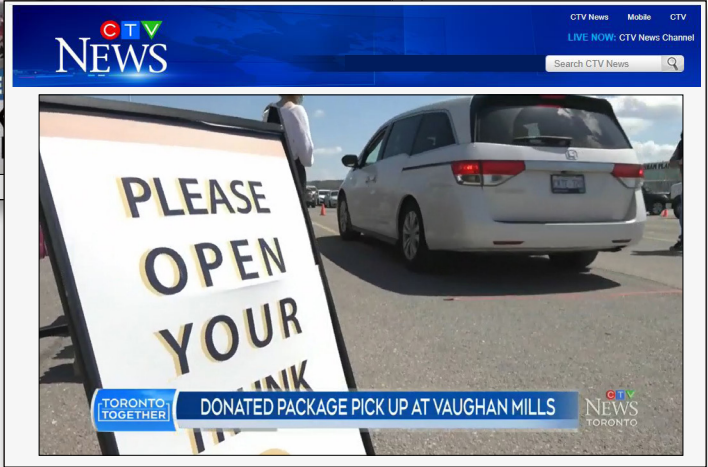
CTV News
Delivering food to families in need
 JANUARY 4 2021



CP24 Breaking News
Drive-thru food bank hands groceries to families
 MAY 3 2020



CTV Live at 6
Delivering food to families in need
 APRIL 11 2020



CTV News Toronto
Volunteers set up drive-thru food bank in Vaughan
 MAY 3 2020



APPENDIX

2019 SANDWICH RUNS

Sandwich Runs is a program that we have operated since the inception of our charity.

This program included packaging ready-made sandwich bag lunches and distributing it to the homeless population at various locations such as Moss Park. Over the course of 4 years, Hand Up successfully served over 15,000 meals to our clients in need. This program has been placed on hold due to COVID-19.





THANK YOU FOR A GREAT YEAR OF SERVICE!

CONTINUE SUPPORTING OUR EFFORTS

[HANDUPTORONTO.ORG/DONATE](https://handuptoronto.org/donate)



HAND UP TORONTO

Registered Charity #834396392RR0001

handuptoronto.org

HAVE QUESTIONS?

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