

## Community Connections (Revelstoke Society)

### Outcomes Outreach Services – Results from 66 surveys completed by clients of the Food Bank - June, 2008.

#### Client Survey for Food Bank

1. Does the Food Bank make your life easier?

Yes 100%    No 0%    Somewhat 0%

2. Do you find the vitamins helpful to your diet?

Yes 91%    No 3%    Somewhat 6%

3. Do you find the Kids Snack Program Helpful?

Yes 49%    No 0%    Somewhat 3%    Does not apply 45%    No 3%

4. Do you find the weekly bread, milk and vegetable distribution helpful?

Yes 96%    No 0%    Somewhat 3%    No answer 1%

5. Are you satisfied with the amount and type of food that you receive at the Food Bank?

Yes 96%    No 0%    Somewhat 4%

6. In the last twelve months, did you ever eat less than you felt you should because you couldn't afford enough to eat?

Yes 49%    No 29%    Sometimes 21%    No answer 1%

7. What, if anything would you recommend improving our services? Comments

- Good
- Keep up the good work. Thank you so much
- I love all you do to help me
- Patti does a good job at the food bank
- No I think that everything's great
- Not very much
- Service is great, very organized, volunteers wonderful and cheerful and they really care! With husband on medical EI  $\frac{3}{4}$  years and now playing catch-up with our bills and utilities we really would have been malnourished without the Bank
- Canned milk, something other than tomato sauces or stewed tomatoes because of dietary issues, some people can't have acidic food. Snack Program is a blessing. Thank you so

much for your work in the community – ***Canned milk is provided when donated, large supply currently on hand. Posters have been on display since June 2006 advising clients that food exchanges can be facilitated. Clients are also reminded regularly that we will exchange food items.***

- To have some meat - ***Meat is very costly, however cost and supply is currently being researched and when meat is donated it is fairly distributed***
- More fresh fruits and veggies - ***Vegetables and fruit are available every Friday***
- Meat and eggs if possible - ***Eggs have been supplied on a regular basis since May and 30 dozen eggs are now purchased twice a month from PT Farm Market***
- Keep up the good work
- It takes a lot of dedication to provide for the community and without the food bank lots of people would be hungry
- Good. Thank you!
- All's good
- It was improved better way as it was!
- The amounts of food per families
- I do not feel/believe that this community can do much more at this time in support of the Food Bank program. The services presently offered are complete as they can be allowing for the local economy. This program is well organized.
- Patti you and your crew are doing an amazing job. I can't think of what you could do to improve things but I'm confident you will come up with something! A huge bouquet of spring flowers to you all!
- Job well done!
- Great job!
- The services provided by Patti and the volunteers are excellent, you couldn't ask for anything better.
- You're doing a great job. Thank-you but it is the time in which the rich get richer and the poor get poor
- Doing quite well as is
- Great the way it is
- More milk and eggs - ***Eggs are now provided regularly, milk is available every Friday***
- I'd be dead without it

### **Analysis and Recommendations:**

There were 66 surveys completed and the majority has indicated that they are happy with our services and the amount and type of food that is provided. Clients feel that the Food Bank makes their lives easier. The vitamins and Kids Snack Program have been well received and are a welcome addition which has also helped many people.

This program provides a wide variety of affordable staple food items such as soups, tuna, vegetables, pasta, tomatoes, cereal, snack food and juice to name a few. Bread, milk, fresh vegetables and fruit are provided on the Friday distribution. PT Farm Market continues to be very generous in donating their excess vegetables and fruit. During the summer months we receive many donations of garden produce and fruit that is in season, such as plums, apples and grapes. Southside also donates second grade vegetables and fruit when they are able. PT Farm Market and Southside are also official participants in our Food Share Donor program. Coopers is in the process of investigating whether their head office will allow the local store to participate as well and we will know within a week if this is possible. Milk and bread is available every Friday and there is always table of non staple extra items that include a wide assortment of canned beans, tomato sauces, paper products, ethnic food, personal care items, dried soup mix, dried fruit, cake mixes, baby food and diapers. Personal care products such as toothpaste, tooth brushes, sanitary products and razors are also provided regularly throughout the year. Baby food, formula and baby care products are

always readily available and if necessary specific items are purchased for families at Pharmasave.

The Food Bank provides seasonal items as needed, such as blankets, winter coats and other donated clothing and household items. Other ongoing services include hair cuts, referral to dental services at no cost, referrals to other agencies and backpacks/school supplies for children are provided by the local Credit Union in August of each year. Adults are also provided with backpacks as needed which are purchased by the Food Bank. Furnace fuel is also donated by a local supplier when clients are in a crisis.

On April 21/08 I travelled with six of our regular Food Bank volunteers to the Sicamous, Salmon Arm and Vernon Food Banks. It was a valuable experience and the volunteers felt that our Food Bank does an exceptional job of helping people with the wide variety of food and services that are provided.

Our Food Bank strives to meet the needs of all clients and in discussion with clients and the volunteers who are also recipients it is felt that we provide services that meet their needs and go above and beyond their expectations.

*Patti Larson*

Patti Larson

July 24/08

Date

*[Signature]*  
Executive Director

Date: July 24 08

Recommendations: See notes in italics beside each client comment.