

Agency Partner Satisfaction Survey

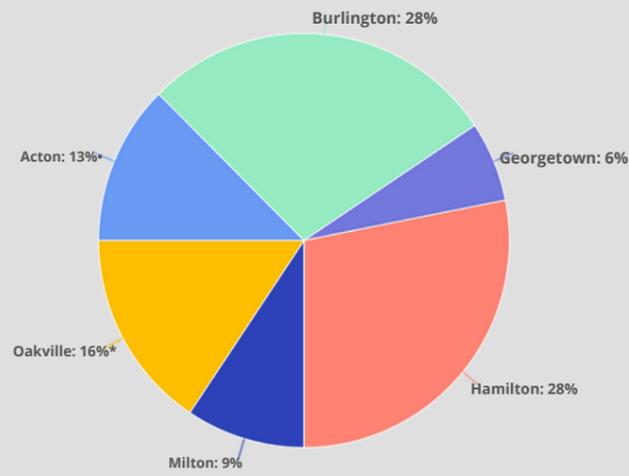


Findings from our Agency Satisfaction Survey - Spring 2025

At Food for Life, we are committed to delivering quality service and using feedback to grow and adapt with our Agency Partners

Between April and May 2025, we carried out a Satisfaction Survey to gather insights from our Agency Partners. A total of 32 representatives from 28 different Agency Partner organizations participated voluntarily. **The survey focused on several key areas, including agency resources and capacity, satisfaction with Food for Life's services, food sourcing for programs, the impacts and challenges of using rescued food, and emerging opportunities to incorporate rescued food into community programming.**

Participating agencies came from a range of sectors: *Shelter, Residence, Housing (34%), Multi-service Organizations (22%), Community Development and Social Services (19%), Food bank, Pantry, Meals (9%), Faith-Based (6%), School, Camp, Daycare (6%), and Public Institutions (3%).*

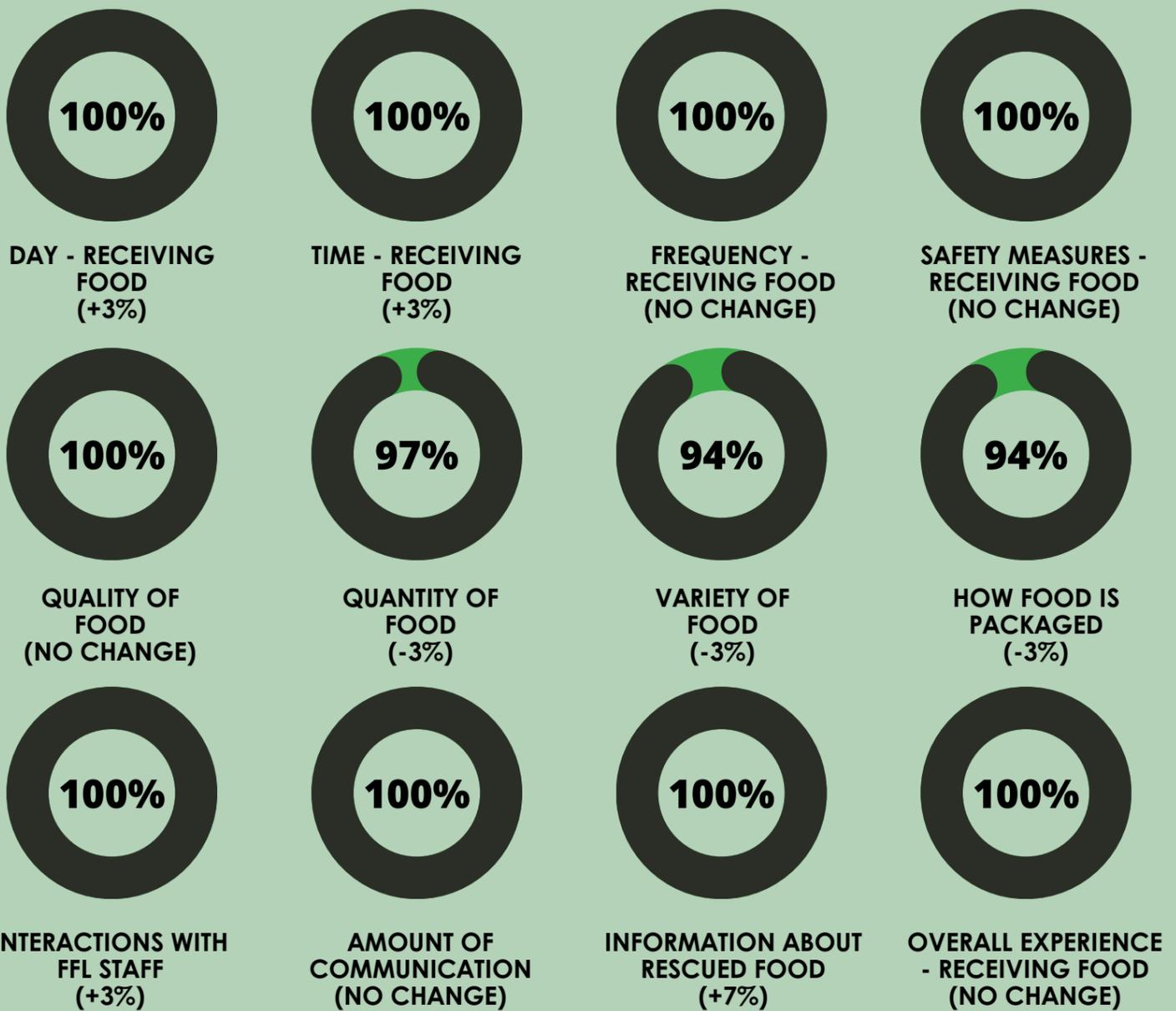


Total Complete Responses by Municipality (n=32)

Agency Partner Satisfaction with Food for Life's Service

*Percent of surveyed Agency Representatives who responded as either 'Very satisfied' or 'Satisfied' to the below prompts about receiving rescued food from Food for Life

*Brackets below titles represent October 2024 data for comparison



Food for Life's Agency Partners report consistently high satisfaction with our service

Overall, 94%+ Satisfaction Across All Measures

Key strengths of our service include:

- Quality of food provided
- Day, time, & frequency of partners receiving food
- Interactions with Food for Life staff, amount of communication provided, and the information received about rescued food
- Safety measures taken while receiving food
- The overall experience Food for Life provides

Areas for improving Agency satisfaction include:

- Improving food quantity, variety, and how food received is packaged

Areas for improving Agency satisfaction by municipality:

- Acton, Georgetown, Hamilton, & Milton: No noted areas for improvement
- Burlington: Improve variety and how received food is packaged
- Oakville: Improve quantity of food provided

Areas for improving Agency satisfaction by organization type:

- Multi-Service Organizations, Food Bank, Pantry, Meal Agencies, Shelter, Residence, Housing Agencies, Faith-based Agencies, School, Camp, Daycare Agencies: No noted areas for improvement
- Community Development and Social Service Agencies: Improve food quantity, variety, and how received food is packaged

Overall Agency experience of being a partner of Food for Life

100% of our Agency Partners are 'Very satisfied' (72%) or 'Satisfied' (28%) with their experience of being a partner with us

*All percentages displayed in document have been rounded. Percentages displayed with arrows on bar graphs indicate statistically significant data points for the sample at a 95% confidence level.

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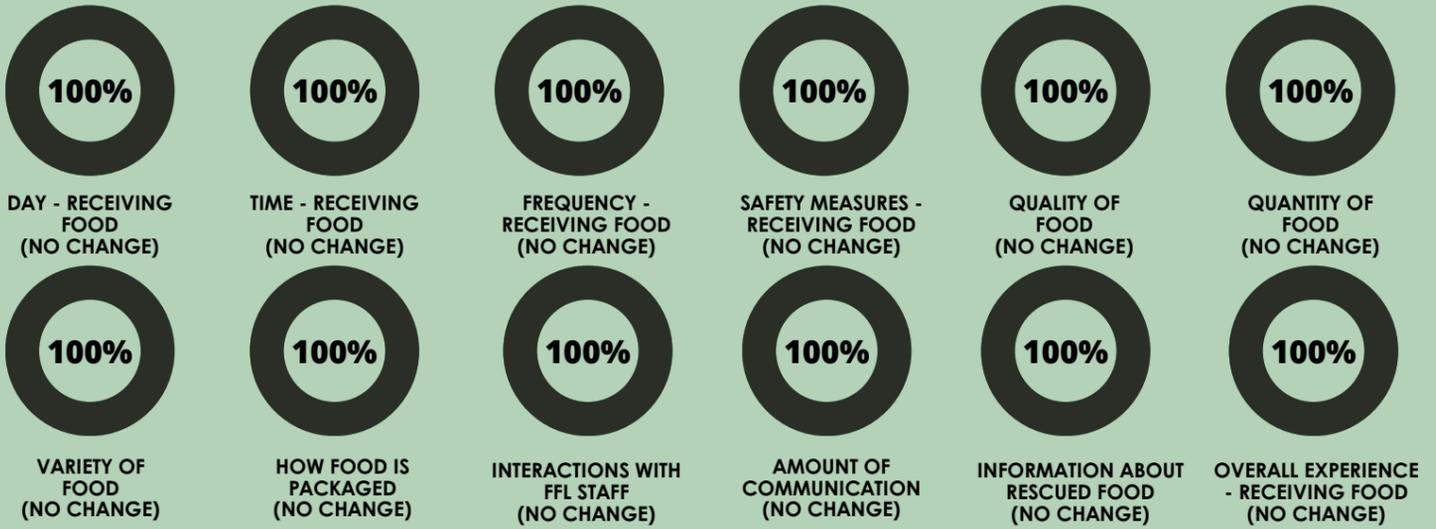
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Acton Agency Satisfaction (4 Agencies: n=4)



4

ACTON PARTNERSHIPS

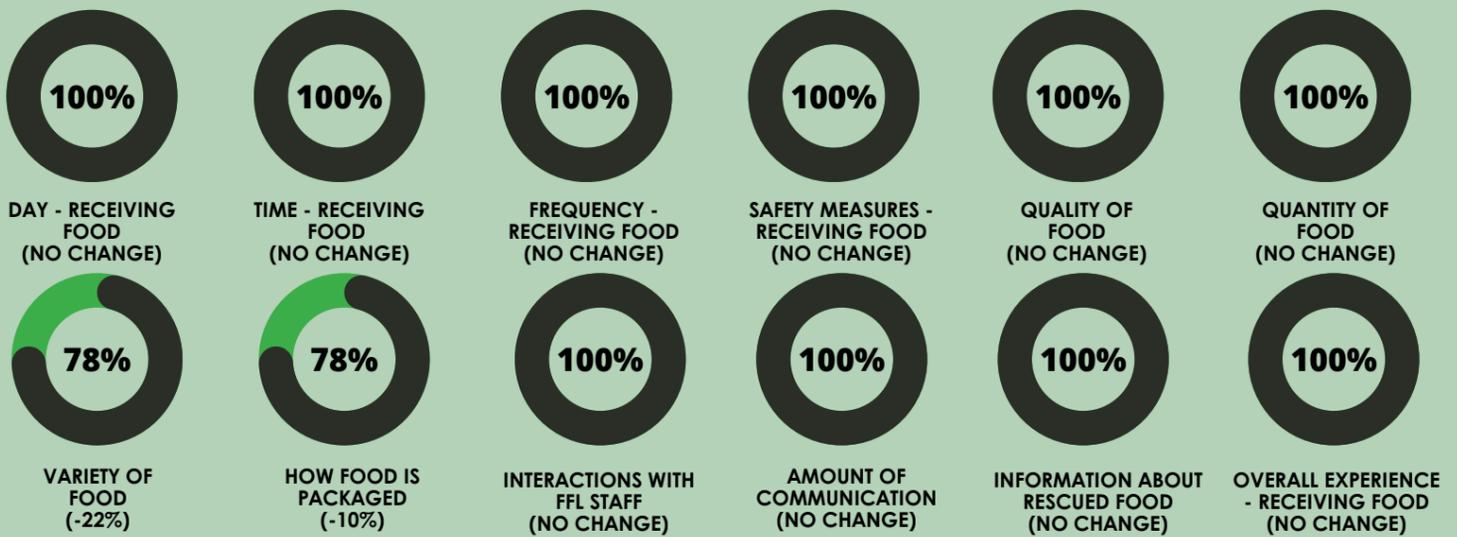
1,266 lbs

OF FOOD SHARED IN APRIL 2025

\$4,532

DOLLAR VALUE OF RESCUED FOOD SHARED IN APRIL 2025

Burlington Agency Satisfaction (8 Agencies: n=9)



17

BURLINGTON PARTNERSHIPS

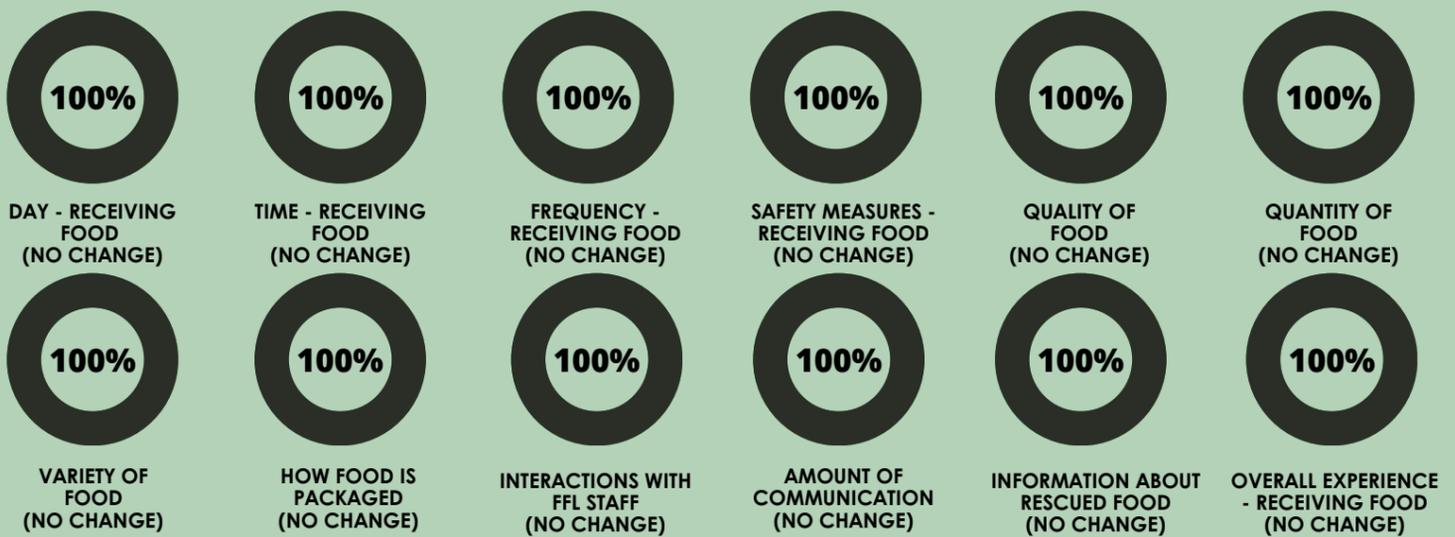
26,543 lbs

OF FOOD SHARED IN APRIL 2025

\$95,024

DOLLAR VALUE OF RESCUED FOOD SHARED IN APRIL 2025

Georgetown Agency Satisfaction (2 Agencies: n=2)



4

GEORGETOWN PARTNERSHIPS

11,617 lbs

OF FOOD SHARED IN APRIL 2025

\$41,589

DOLLAR VALUE OF RESCUED FOOD SHARED IN APRIL 2025

Agency Partner Satisfaction Survey



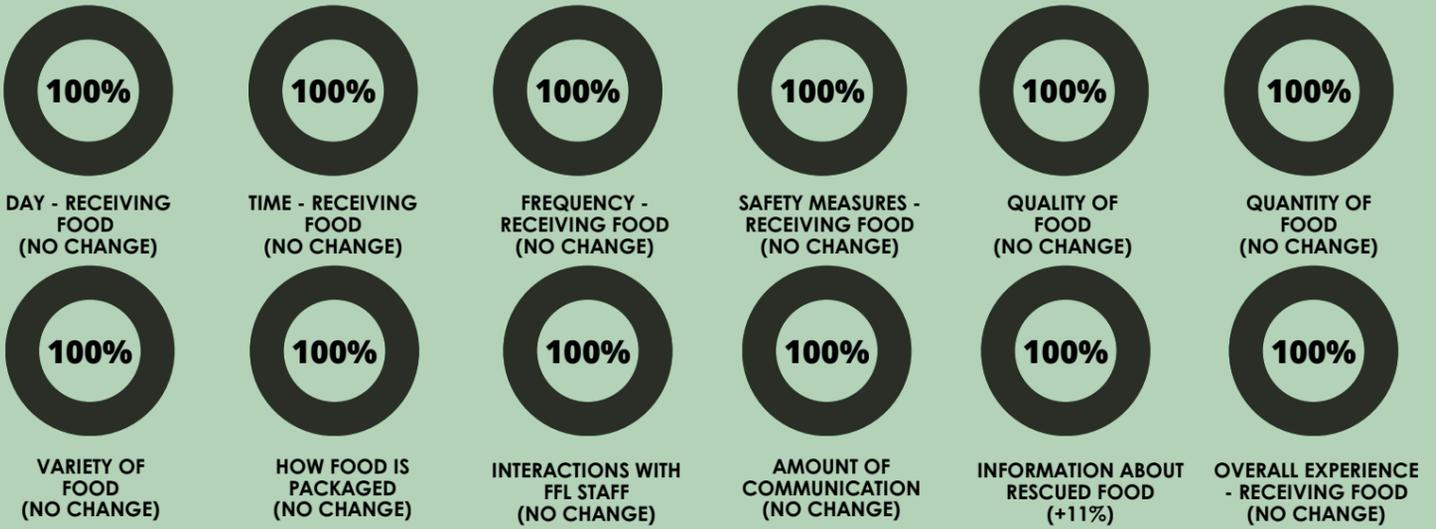
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Hamilton Agency Satisfaction (7 Agencies: n=9)

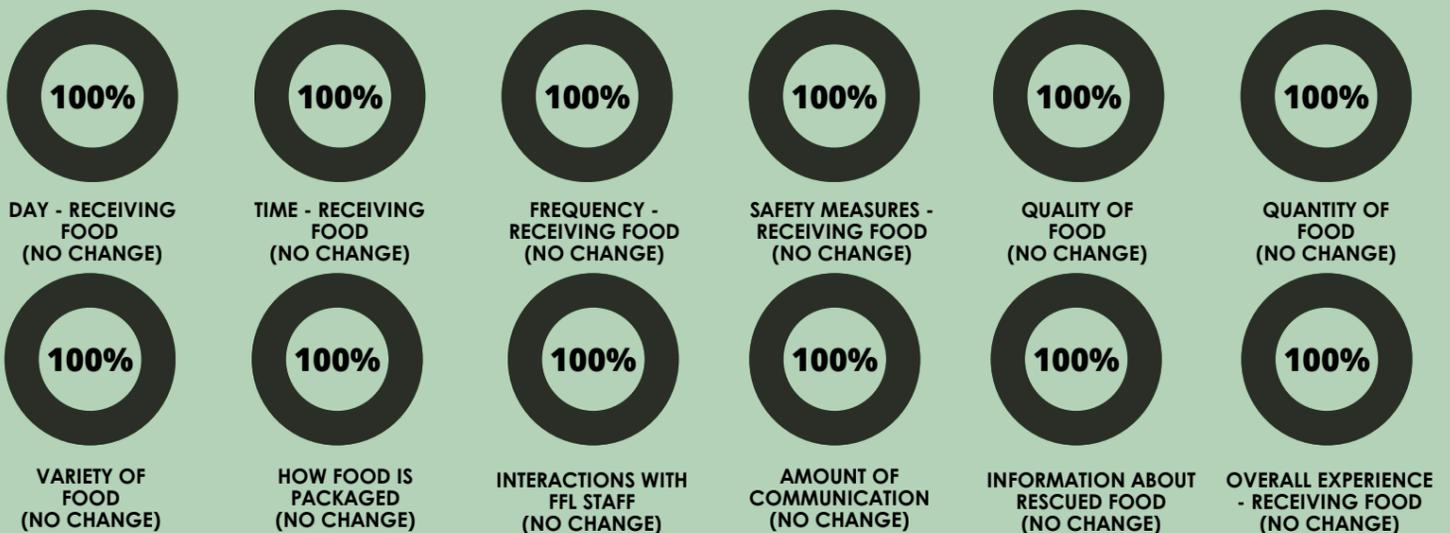


11
HAMILTON PARTNERSHIPS

49,226 lbs
OF FOOD SHARED IN APRIL 2025

\$176,229
DOLLAR VALUE OF RESCUED FOOD SHARED IN APRIL 2025

Milton Agency Satisfaction (3 Agencies: n=3)

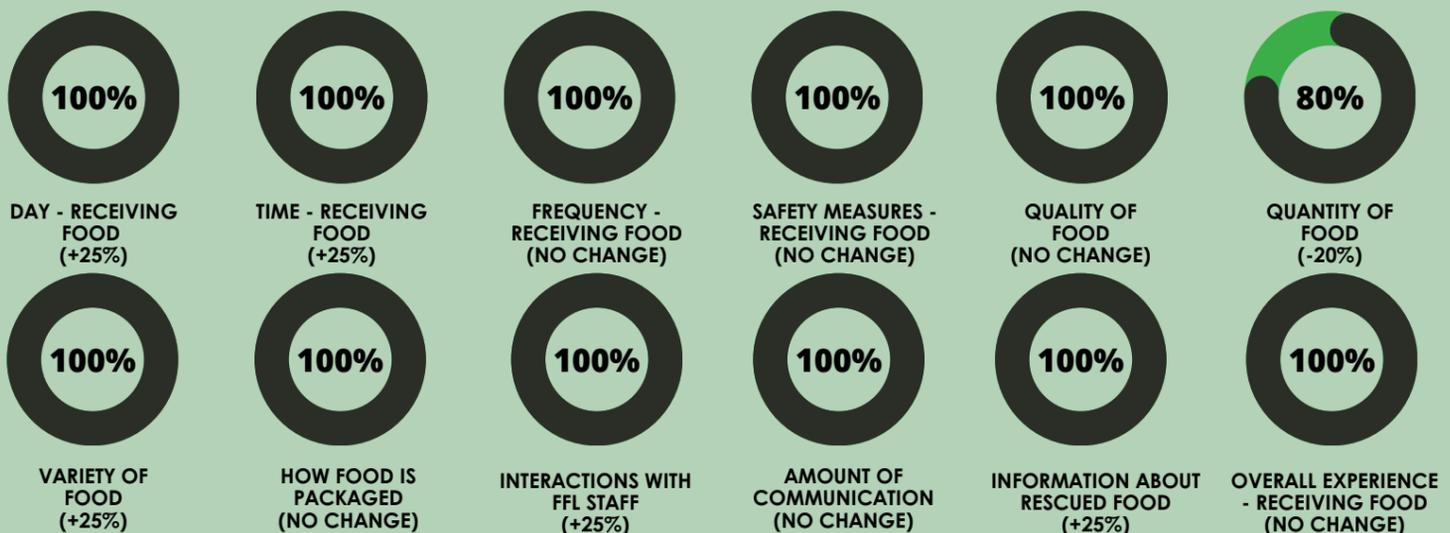


7
MILTON PARTNERSHIPS

4,271 lbs
OF FOOD SHARED IN APRIL 2025

\$15,290
DOLLAR VALUE OF RESCUED FOOD SHARED IN APRIL 2025

Oakville Agency Satisfaction (5 Agencies: n=5)



6
OAKVILLE PARTNERSHIPS

14,314 lbs
OF FOOD SHARED IN APRIL 2025

\$51,244
DOLLAR VALUE OF RESCUED FOOD SHARED IN APRIL 2025

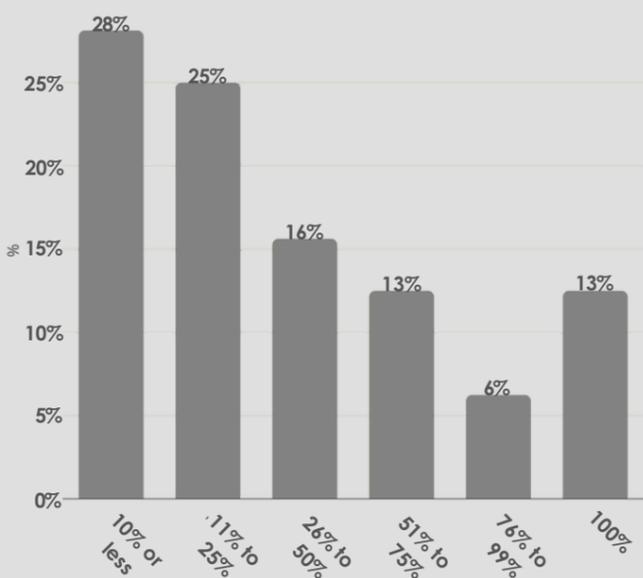
Agency Partner Satisfaction Survey



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Sources of Food & Demand for Service

*Percent of surveyed Agency Representatives (Sources of rescued food multi-select question type)



Percentage of Food for Agency Programming - Food for Life

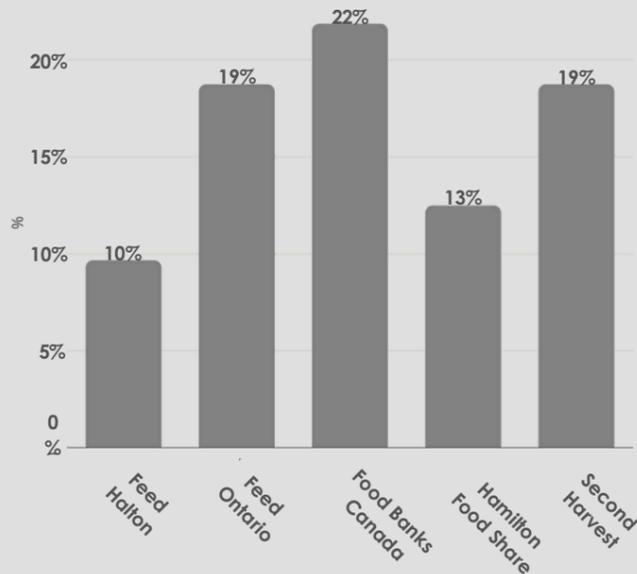
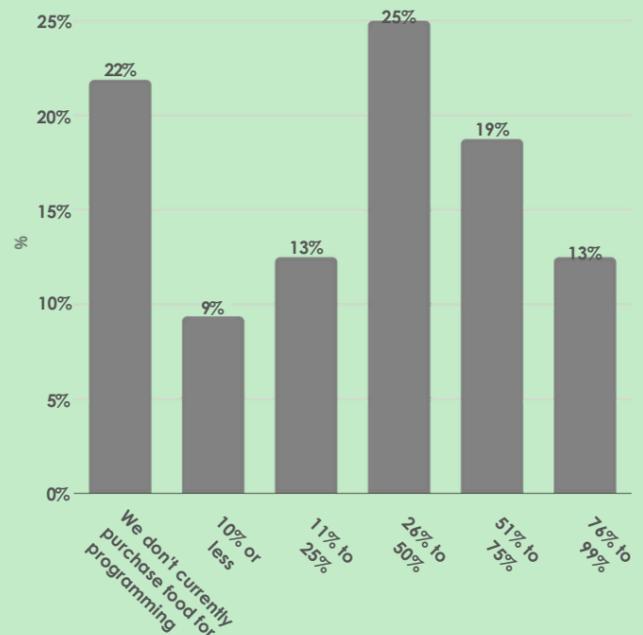
The most commonly reported percentages of food used for agency programming from Food for Life fall within **'10% or less'** (28%), **'11% to 25%'** (25%), and **'26% to 50%'** (16%). Additionally, 32% of partners reported that Food for Life provides **'51%-100%'** of their food, with 13% reporting receiving **'100%'** of their food from Food for Life.

- There is variability in the reported percentages of food Food for Life provides within each municipality, but overall, Georgetown, Hamilton, Milton, and Oakville show the highest reliance on Food for Life with some agencies indicating **'100%'** (G-50%, H-11%, M-33%, O-20%)
- Overall, *School, Camp, Daycare, Community Development and Social Services, Faith-based, and Public Institutions* have the highest reliance on Food for Life, while *Food Bank, Pantry, Meal, Multi-Service, and Shelter, Residence, Housing Agencies* have the least reliance
- The likelihood of reporting challenges with rescued food increases with the percentage of food an agency receives from Food for Life

Percentage of Food for Agency Programming - Purchased

The percentage of food for programming that Agency Partners' purchase varied considerably overall. The most commonly reported ranges are **'26% to 50%'** (25%), **'We don't currently purchase food'** (22%), and **'51%-75%'** (19%).

- Across municipalities, agencies report a wide range in the percentage of food they purchase — some as high as 51% or more, while others report not purchasing any food for their programs
- *School, Camp, Daycare, Multi-Service, and Public Institution* Agency types are most likely to report not purchasing food for programming (SCD-50%, MS-43%, PI-100%), while *Shelter, Residence, Housing Agencies* are more likely to report purchasing **51% or more** (S-81%)
- All other agency types exhibit high variability in purchased food for programming
- Agencies who purchase **51% or more** of their food for programming are more likely to not report challenges with receiving rescued food from Food for Life
- Agencies who purchase **50% or less** are more likely to report challenges with variety, program planning, and client dissatisfaction with food past its best before date



Percentage of Food for Agency Programming - Distribution Hubs

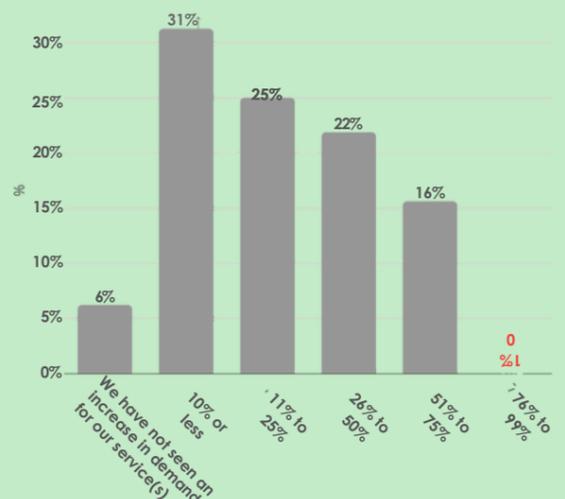
A majority of Agency Partners (81%) reported receiving food from at least one regional, provincial, or national food distribution hub, with **Food Banks Canada** receiving the most selections (22%), followed by **Feed Ontario** (19%), and **Second Harvest** (19%).

- Georgetown is the only municipality that reported not accessing food from any distribution hubs, with the remaining municipalities selecting 2 or more sources (average 2.6 sources)
- Burlington accesses the most distribution hubs, with agencies citing utilizing all sources listed
- *School, Camp, Daycare and Public Institutions* are least likely to report accessing distribution hubs, while *Community Development and Social Services, Food Bank, Pantry, Meal, and Multi-Service* Agencies are most likely to utilize multiple distribution hubs for food resources
- Agencies receiving food from Feed Halton, Feed Ontario, and Food Banks Canada are more likely to report challenges with rescued food, while those sourcing from Hamilton Food Share or Second Harvest report fewer

Increase in Demand for Service

Over half (62%) of Agency Partners reported experiencing a **25% or less** increase in demand for service(s), and 38% are experiencing a **'26% to 75%'** increase. No agencies reported a **'76% to 99%'** increase in service(s).

- All municipalities except Georgetown showed variability in increase in demand for service, but overall Acton, Burlington, and Hamilton are most likely to report the highest increases, while Oakville is most likely to report no increase in service (20%)
- Each agency type also showed variability in increase in demand for service(s) within each category, but overall *Shelter, Residence, Housing Agencies* are most likely to report increases, with 54% citing an increase of 26% or more



"Being a partner of Food for Life and receiving rescued food has had an incredibly positive impact on both our agency and the clients we serve. The support helps us provide consistent access to fresh, nutritious food that many of our clients wouldn't otherwise be able to afford. It eases their financial burden, especially for families, seniors, and individuals facing difficult circumstances." - HMC Connections

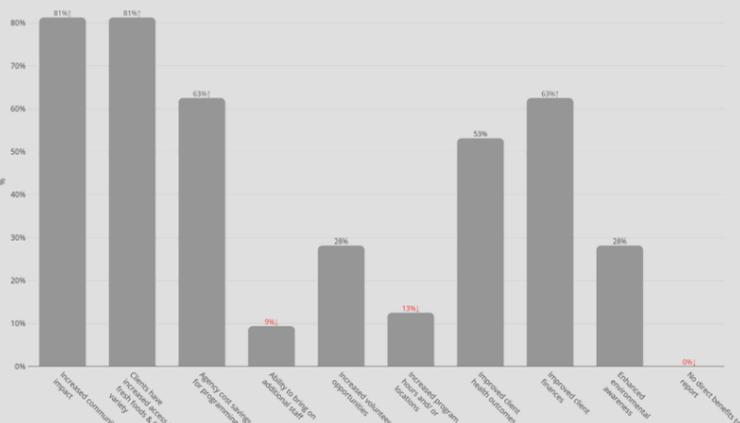
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Impacts & Challenges with Receiving Rescued Food

*Percent of surveyed Agency Representatives who selected the below prompts as 'Impacts' or 'Challenges' about receiving rescued food from Food for Life (Questions were multi-select question type)



Agency Benefits & Client Impacts of Receiving Rescued Food from Food for Life

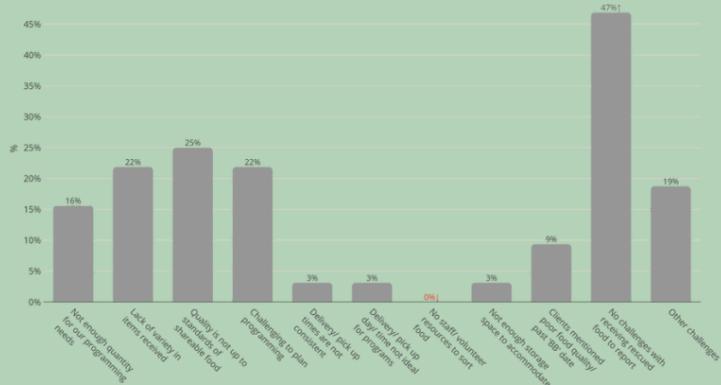
The top impacts of receiving rescued food from Food for Life include: **'Clients have increased access to fresh foods and food variety'** (81%), **'Increased community impact (e.g. able to serve more people or give more food to those you serve)'** (81%), **'Agency cost savings'** (63%), and **'Clients have mentioned economic benefits (e.g. better able to make debt payments, afford other necessities, etc.)'** (63%). 'Ability to bring on additional staff' (9%) and 'Increased program hours and/ or locations' (13%) are the least selected impacts. None of our Agency Partners selected 'No direct benefits to report' (0%), highlighting the positive impacts of receiving rescued food from Food for Life on both the agency and their clients.

Receiving rescued food from Food for Life is strongly linked to improved fresh food access, increased agency capacity, and financial benefits for clients—highlighting rescued foods essential role in advancing food security and community wellbeing.

- Acton, Burlington, and Hamilton selected the most impacts (A-9 impact, B-9 impacts & H-10 impacts), whereas Milton and Oakville selected the least (M-6 impacts & O-7 impacts)
- Milton is less likely to report **'Increased community impact'** (67%), **'Agency cost savings'** (33%), and **'Increased volunteer opportunities'** (0%), Acton, Burlington, and Hamilton were the only municipalities to report **'Ability to bring on additional staff'** (A-25%, B-11%, & H-11%), Burlington was less likely to report **'Improved client health outcomes'** (B-22%), and Oakville was the only municipality to not select **'Enhanced environmental awareness'** (O-0%)
- Food Bank, Pantry, Meal and Public Institutions selected the least impacts among agency types (FB-4 impacts & PI-3 impacts)

Agency Challenges with Receiving Rescued Food from Food for Life

Almost half (47%) of agency partners reported **'No challenges with receiving rescued food'**. The highest selected challenges include: **'Quality is not up to the standards of shareable food'** (25%), **'Lack of variety in items received'** (22%), and **'Challenging to plan programming'** (22%). No agencies selected **'No staff/ volunteer resources to sort food'** and only one agency selected that they **'Do not have storage space to accommodate'** (3%). The main challenges reported focus on improving food quality and inspection processes, increasing variety to better meet agency and client needs, and providing advance notice of items to be delivered/ picked up.



- Burlington and Georgetown are most likely to report challenges with **quality and variety**, and are the only municipalities to report **best before date challenges**, while Acton and Milton are most likely to indicate **no challenges** and Oakville selected the most challenges overall
- Community Development and Social Services and Faith-based Agencies are most likely to report **quality and variety challenges**, while Food Bank, Pantry, Meal Agencies are most likely to report **challenges with program planning**
- Public Institution Agencies reported no challenges (100%)

Food for Life remains committed to addressing agency-identified challenges, particularly around food quality, variety, and predictability — by strengthening sorting processes, enhancing communication, and supporting agencies in delivering dignified, nutritious, and reliable food to their communities.

"Rescued food from Food for Life plays a vital role in supporting our programs and events. It strengthens our kitchen initiatives and allows us to promote community health and well-being by creating inclusive, safe, and welcoming environments through engaging, hands-on experiences such as cooking circles and intercultural kitchens. We foster connection, learning, and a sense of belonging for all participants through community events like dinner and movie night and community Saturday." - Food for Life Partner

Agency Partners shared open comment feedback about the impacts and challenges of receiving rescued food, opportunities to enhance its use, and how our partnership supports their agency and community

Impact on Clients and Communities

- Rescued food provides consistent, nutritious support to seniors, families, single parents, and newcomers, helping reduce financial strain
- Access to rescued food allows agencies to offer healthier meals and better meet client dietary needs, often with emotional and life-changing results
- The partnership supports additional programming, such as community meals, cooking circles, and wellness initiatives that promote inclusion and mental wellbeing

Community Engagement and Collaboration

- Agencies praised Food for Life staff and drivers for their kindness, reliability, and dedication to serving the community
- Rescued food has increased program reach and enabled collaboration with other local organizations
- Partners emphasized the importance of working together to meet growing needs and uplifting both staff and clients

Opportunities for Expanding Use of Rescued Food

- Serve more people and expand existing programs (e.g., snack and breakfast offerings)
- Create more inclusive programming with culturally diverse food options
- Introduce educational initiatives like cooking demos and meal prep classes

Suggestions for Improvement

Food Quality & Variety

- Improve packaging and sorting to reduce spoilage, especially for produce and frozen meats
- Increase variety, including culturally appropriate foods like Halal options
- Consider varying contents for agencies receiving multiple deliveries each week

Delivery & Logistics

- Advance notice of what will be delivered would help avoid duplication and improve planning
- A portal or simple notification email could assist agencies in preparation
- Some partners would prefer direct delivery to their location

Storage & Infrastructure

- Agencies noted challenges related to limited cold storage and driver access
- Additional infrastructure support would help expand capacity and service delivery

Agency partners expressed deep gratitude for Food for Life's transformational support, highlighting its essential role in reducing food insecurity, strengthening community connections, and helping them to create welcoming, inclusive spaces for those they serve

"Working with Food for Life has been one of the best and most consistent ways for us to get produce to pack in our food bank boxes. Without Food for Life, it would be predominately canned goods, so the enhancements to our food is very very helpful!" - St. Matthew's House