

Agency Partner Satisfaction Survey



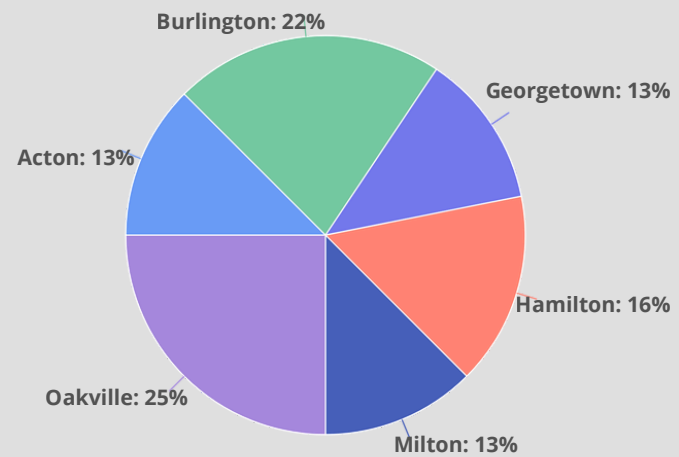
Findings from our Agency Satisfaction Survey - Fall 2025

At Food for Life, we are committed to working alongside our Agency Partners and using their feedback to strengthen our service

Over October and November 2025, Food for Life conducted a Satisfaction Survey with Agency Partners. A total of 32 representatives from 29 partner organizations participated voluntarily. **The survey explored agency resources and capacity, satisfaction with Food for Life's service, food sourcing for programs, the impacts and challenges of using rescued food, and opportunities to expand its use in community programming.**

Agency Partners incorporate rescued food in different ways. For some, food programming is central to their services, while for others it complements existing supports, contributing to variations in how much food is distributed across communities.

Participating agencies came from a range of sectors: *Multi-service Organizations (38%), Food bank, Pantry, Hamper Programs (22%), Shelter, Residence, Housing (13%), Community Development and Social Services (9%), Faith-Based (6%), School, Camp, Daycare (6%), Meal Programs (3%), and Public Institutions (3%).*

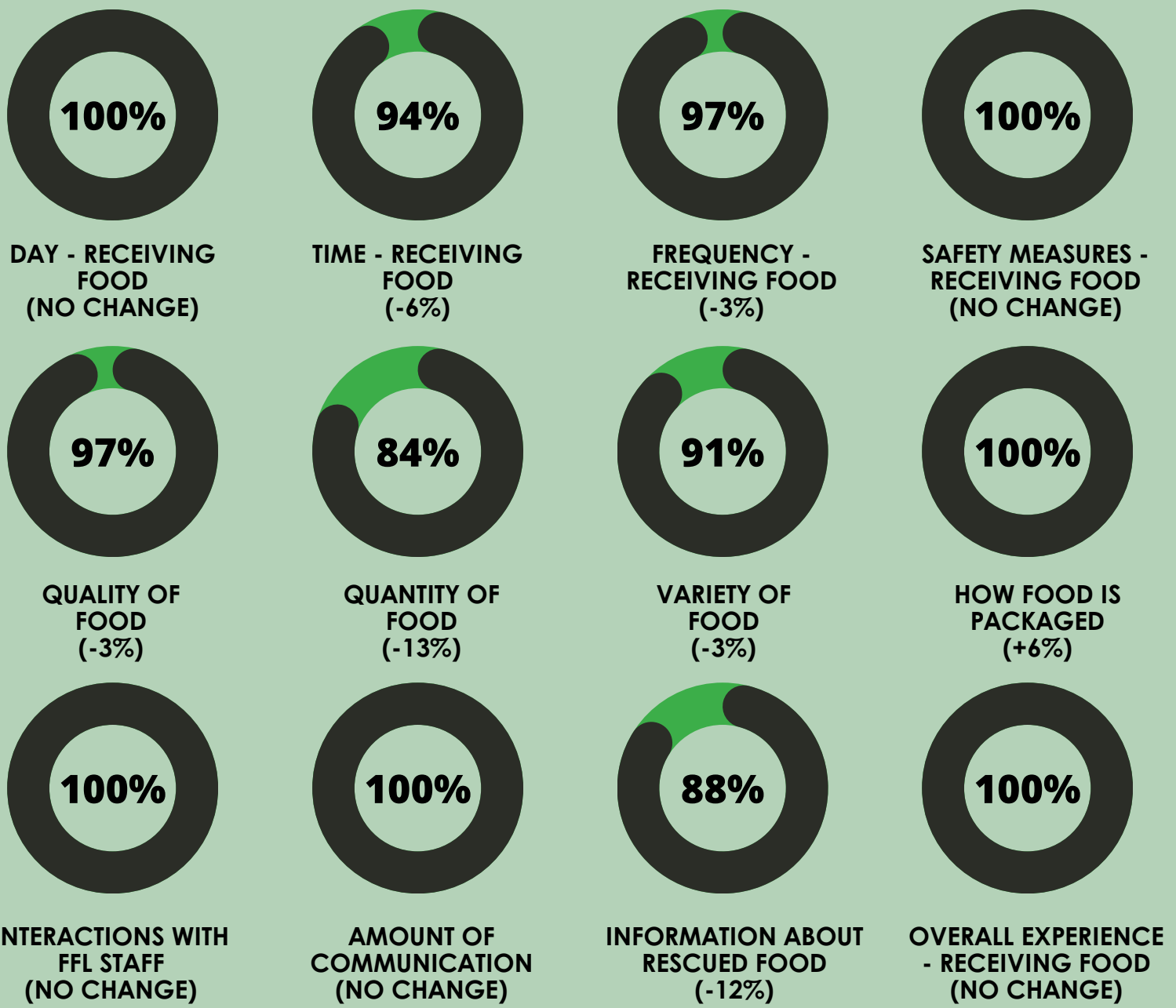


Total Complete Responses by Municipality (n=32)

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 April 2025 data for comparison



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

Overall, 84%+ 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, & how food is packaged
- Safety measures taken while receiving food
- The overall experience Food for Life provides

Areas for improving Agency satisfaction overall include:

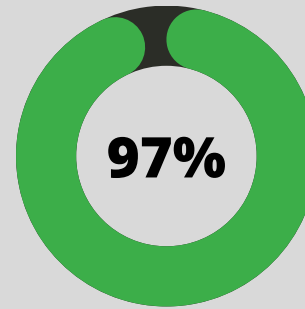
- Improving food quantity & the information provided about rescued food

Areas for improving Agency satisfaction by municipality:

- Hamilton: No noted areas for improvement
- Acton: Improve quantity, variety, & information provided about rescued food
- Burlington: Improve timing, quality, & information provided about rescued food
- Georgetown & Oakville: Increase quantity of food provided
- Milton: Improve timing, frequency, quantity, variety, & information provided about rescued food

Areas for improving Agency satisfaction by organization type:

- Community Development & Social Services, Public Institutions, & Shelter, Residence, Housing Agencies: No noted areas for improvement
- School, Camp, Daycare Agencies: Improve timing of receiving food
- Faith-Based Agencies: Improve frequency of receiving food, & information provided about rescued food
- Food Banks, Pantry, Hamper Agencies: Improve information provided about rescued food, quality, quantity, & variety
- Meal Program Agencies: Improve timing of receiving food & information provided about rescued food
- Multi-Service Agencies: Improve information provided about rescued food, quantity, & variety



Overall Agency experience of being a partner of Food for Life

97% of our Agency Partners are 'Very satisfied' (78%) or 'Satisfied' (19%) 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.

Agency Partner Satisfaction Survey

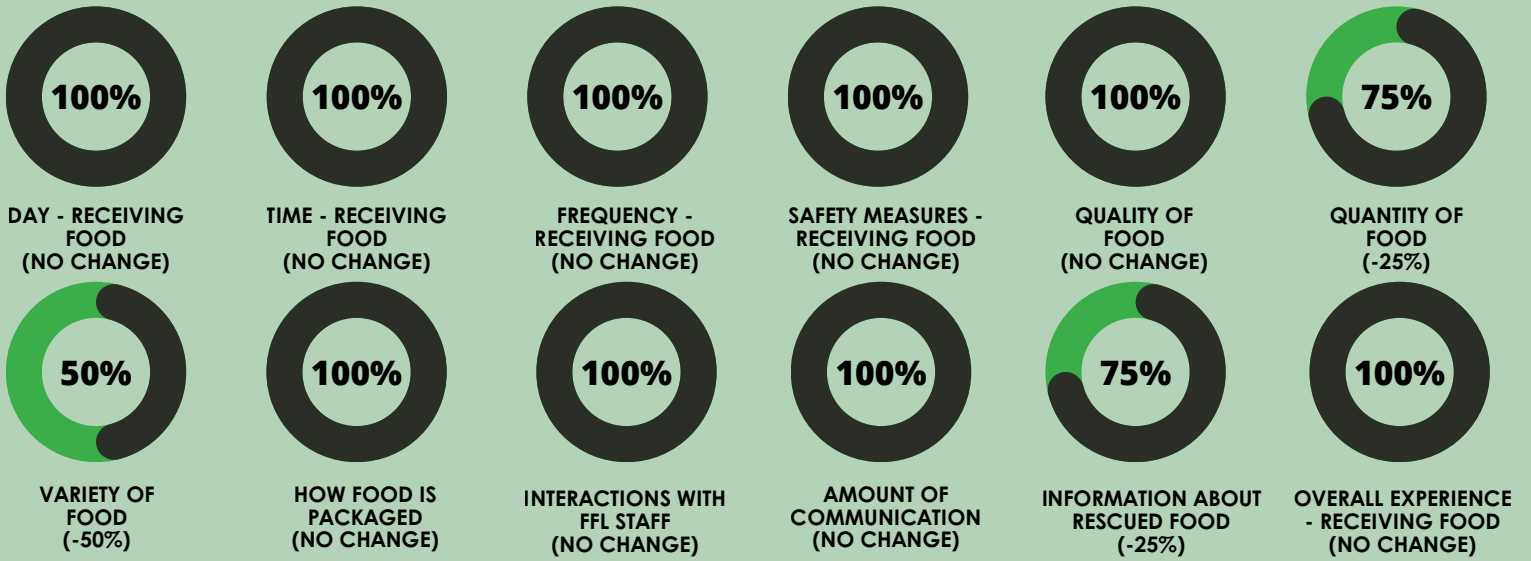


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Agency Partner Satisfaction with Food for Life's Service by Municipality

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Acton Agency Satisfaction (4 Agencies: n=4)



4

ACTON PARTNERSHIPS

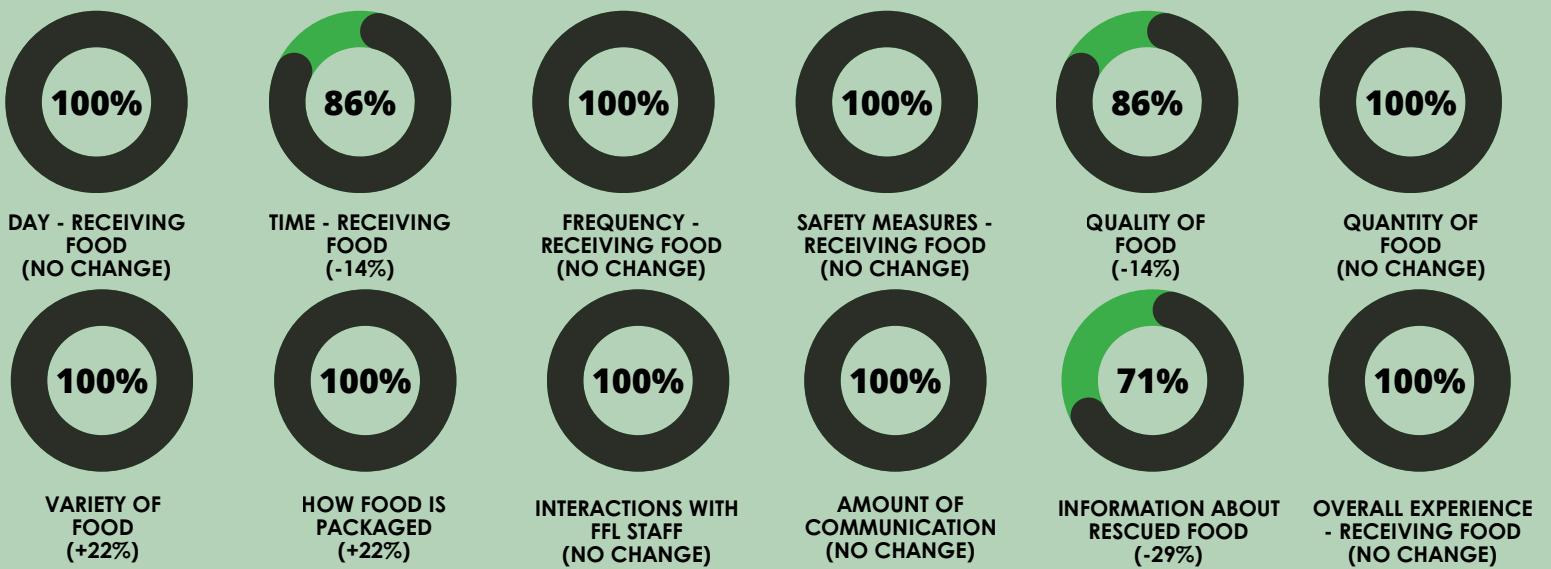
943 lbs

OF FOOD SHARED IN NOVEMBER 2025

\$3,376

DOLLAR VALUE OF RESCUED FOOD SHARED IN NOVEMBER 2025

Burlington Agency Satisfaction (7 Agencies: n=7)



17

BURLINGTON PARTNERSHIPS

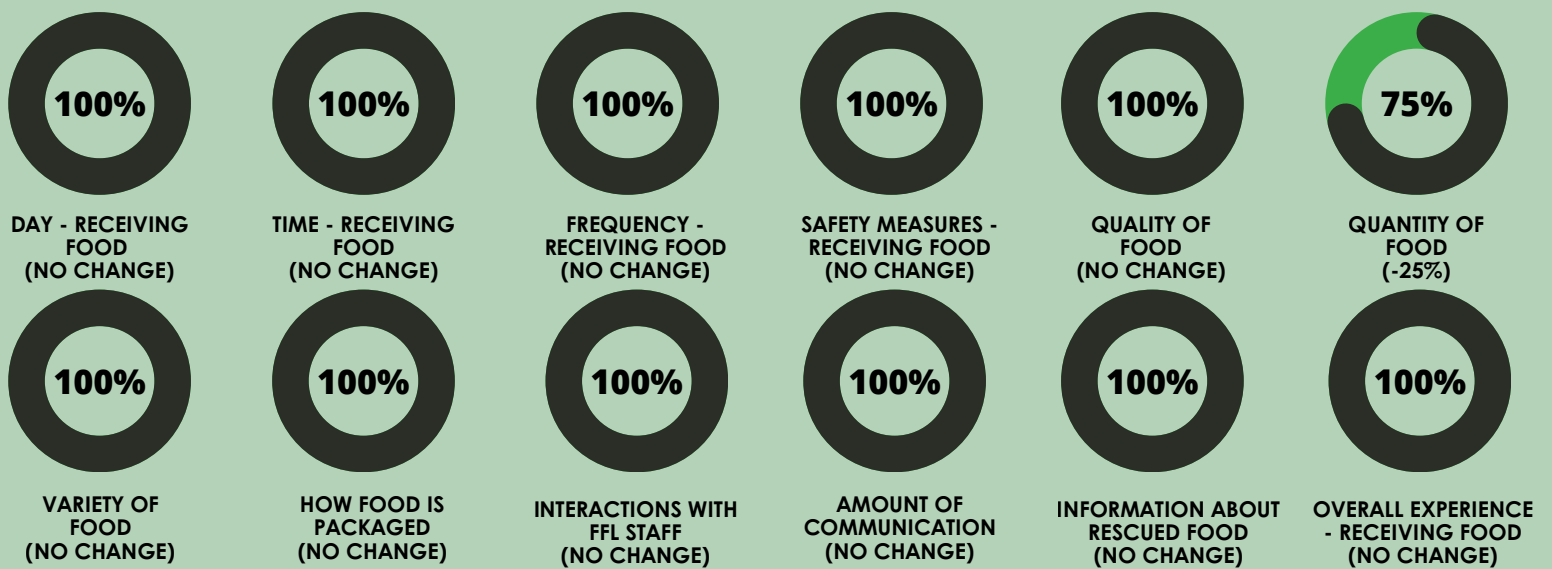
40,099 lbs

OF FOOD SHARED IN NOVEMBER 2025

\$143,554

DOLLAR VALUE OF RESCUED FOOD SHARED IN NOVEMBER 2025

Georgetown Agency Satisfaction (4 Agencies: n=4)



5

GEORGETOWN PARTNERSHIPS

5,447 lbs

OF FOOD SHARED IN NOVEMBER 2025

\$19,500

DOLLAR VALUE OF RESCUED FOOD SHARED IN NOVEMBER 2025

Agency Partner Satisfaction Survey



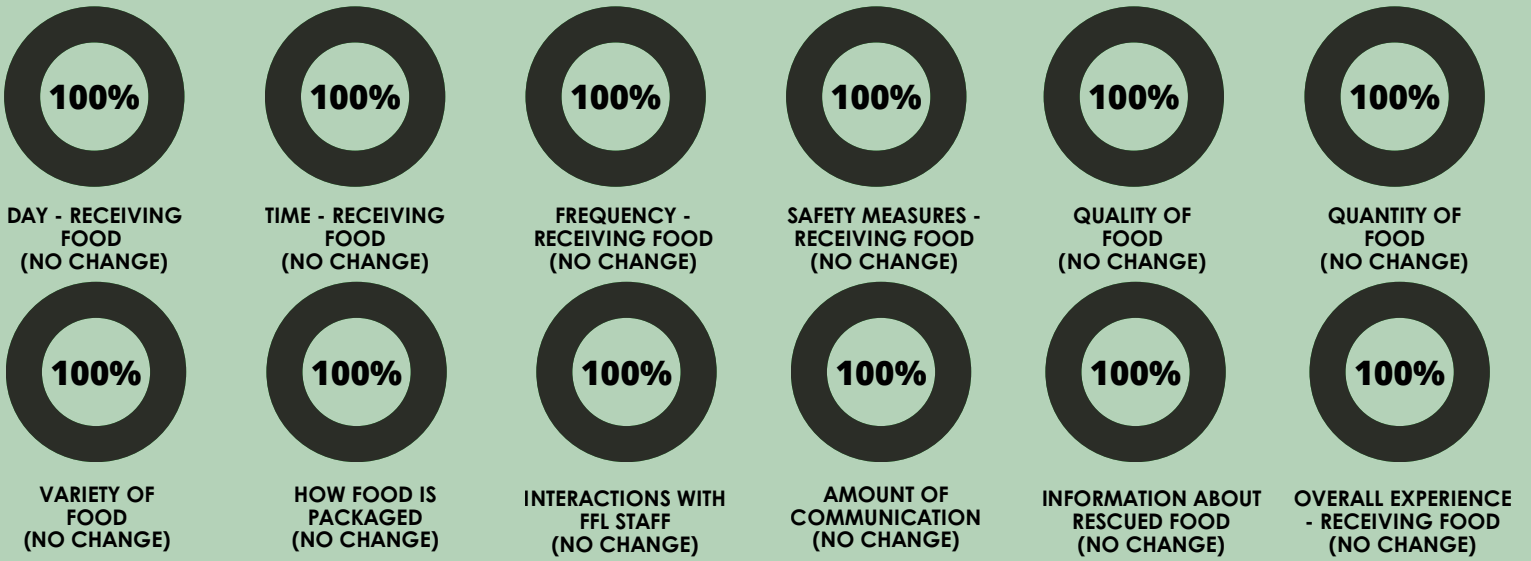
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Hamilton Agency Satisfaction (4 Agencies: n=5)

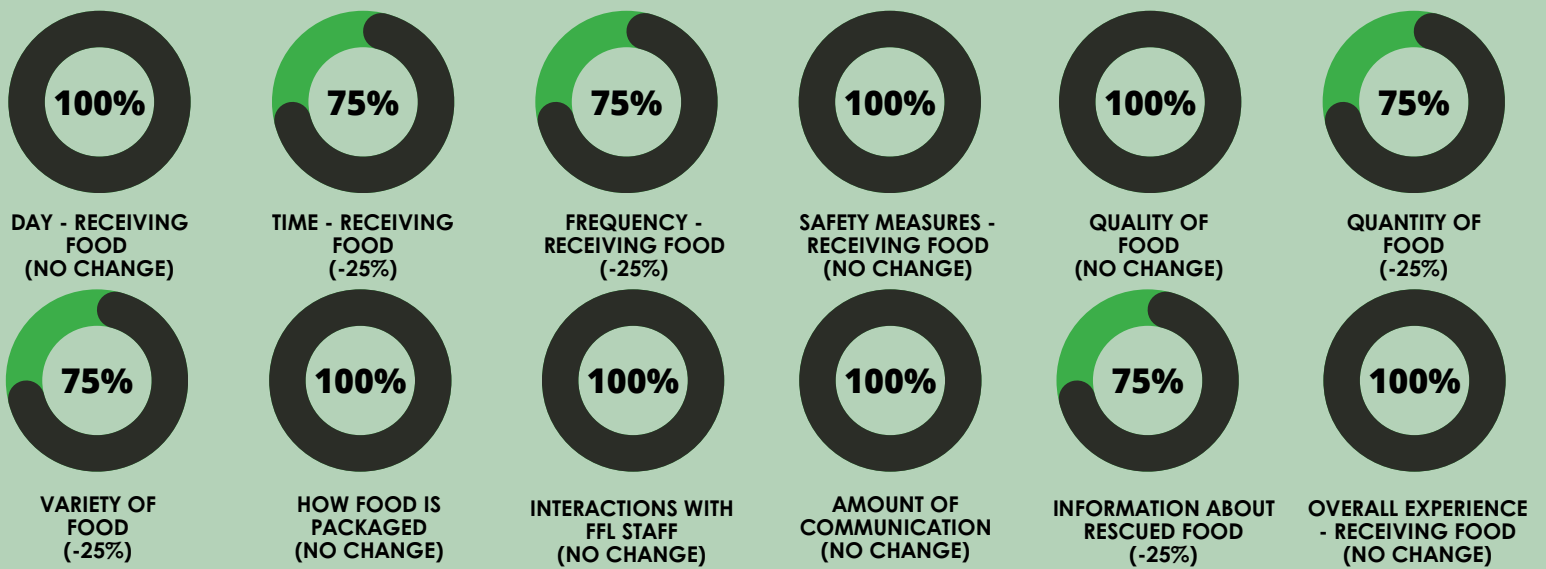


14
HAMILTON PARTNERSHIPS

62,586 lbs
OF FOOD SHARED IN NOVEMBER 2025

\$224,058
DOLLAR VALUE OF RESCUED FOOD SHARED IN NOVEMBER 2025

Milton Agency Satisfaction (4 Agencies: n=4)

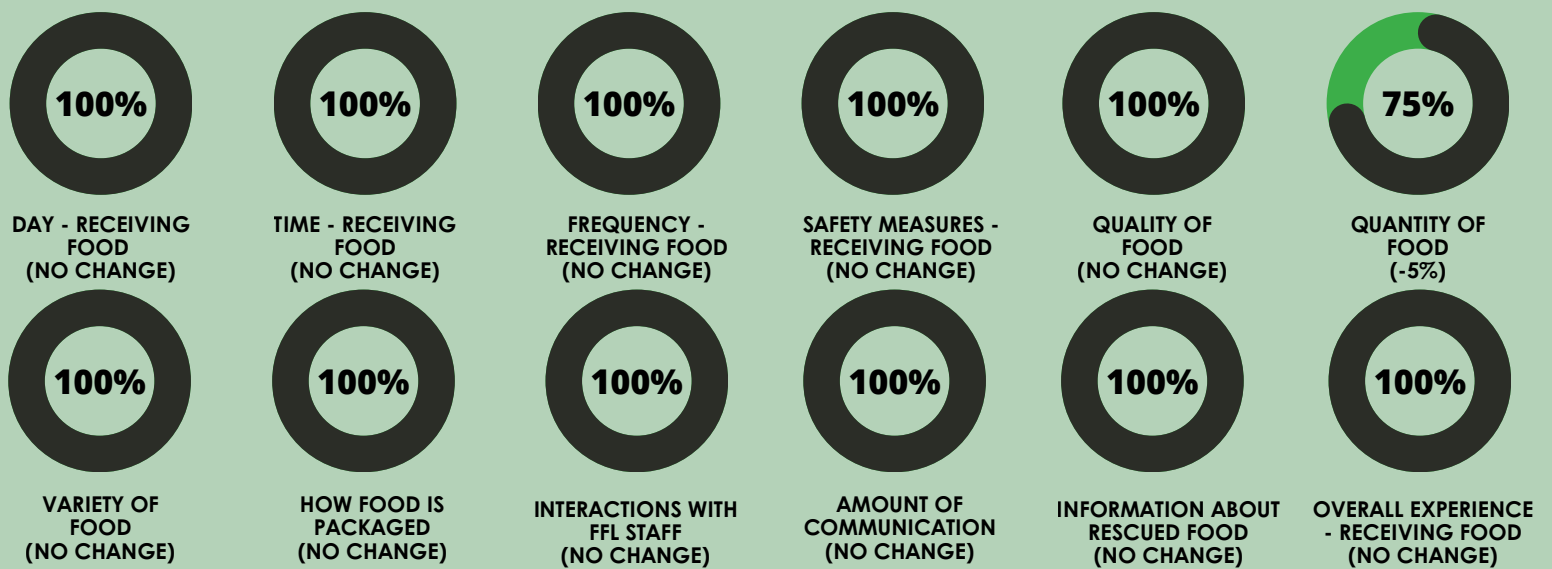


6
MILTON PARTNERSHIPS

5,500 lbs
OF FOOD SHARED IN NOVEMBER 2025

\$19,690
DOLLAR VALUE OF RESCUED FOOD SHARED IN NOVEMBER 2025

Oakville Agency Satisfaction (6 Agencies: n=8)



10
OAKVILLE PARTNERSHIPS

19,934 lbs
OF FOOD SHARED IN NOVEMBER 2025

\$71,364
DOLLAR VALUE OF RESCUED FOOD SHARED IN NOVEMBER 2025

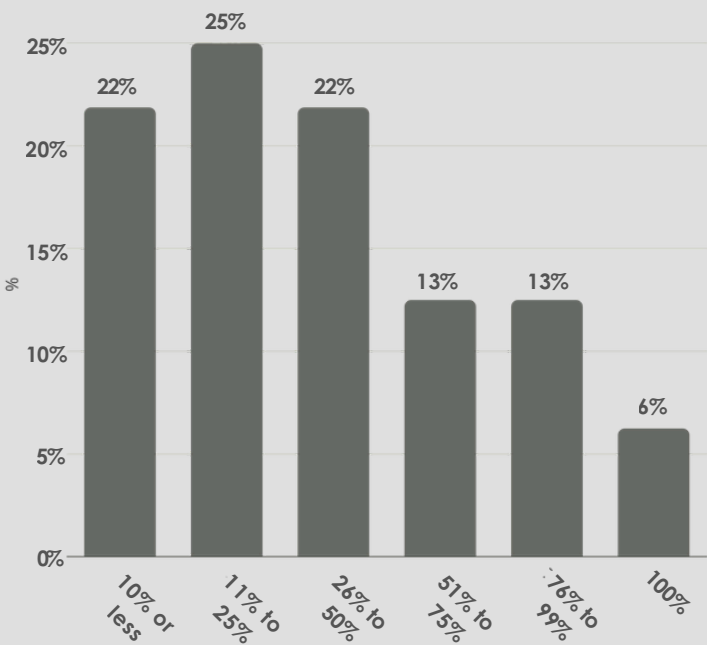
Agency Partner Satisfaction Survey



Findings from our Agency Satisfaction Survey - Fall 2025

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

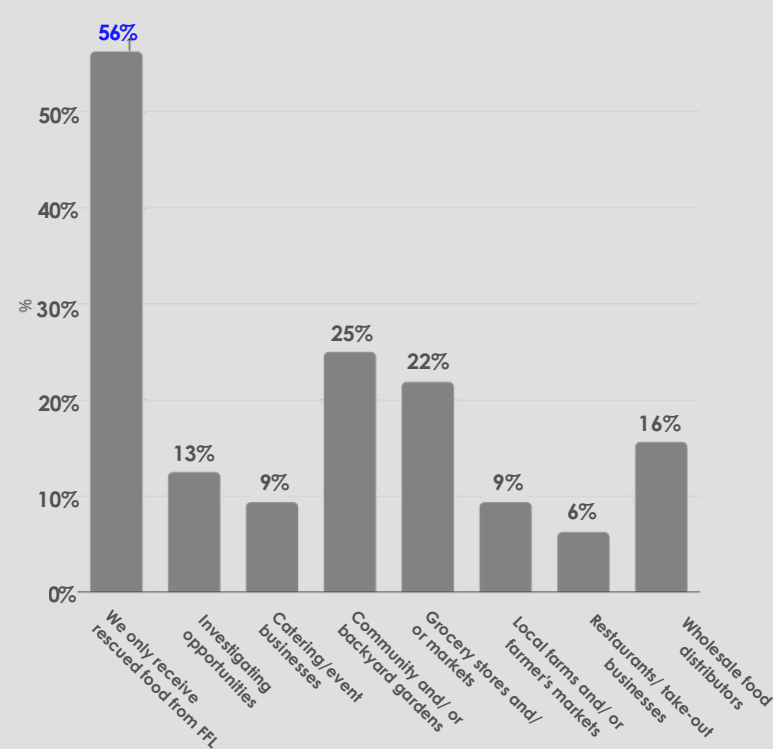
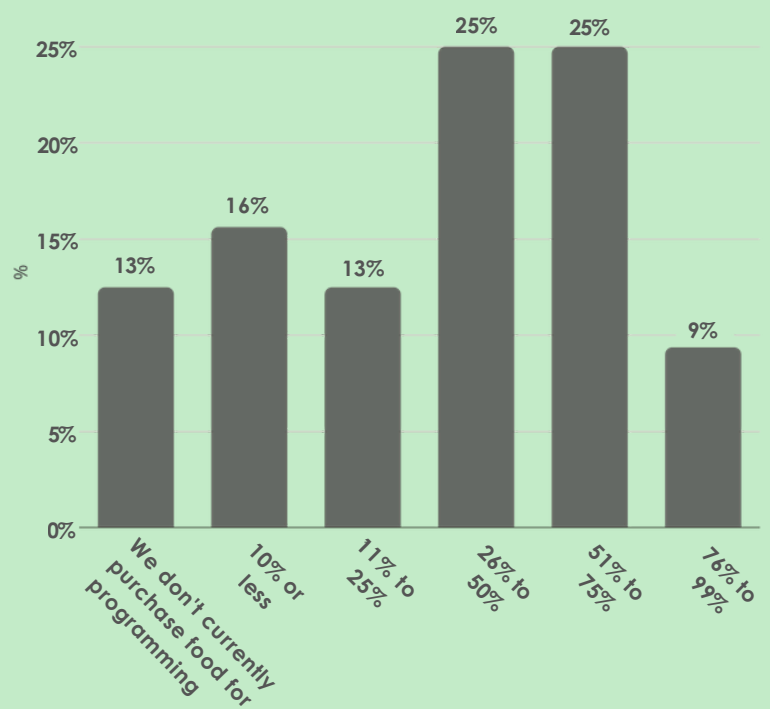
The most commonly reported percentages of food used for agency programming from Food for Life fall within '11% to 25%' (25%), '10% or less' (22%), and '26% to 50%' (22%). Additionally, 32% of partners reported that Food for Life provides '51%-100%' of their food, with 6% reporting receiving '100%' of their food from Food for Life.

- There is variability in the reported percentages of food Food for Life provides within each municipality, but overall, Hamilton shows the most reliance with all agencies reporting between '26% to 99%' of their food for programming is from Food for Life, while Acton shows least reliance with all agencies indicating '50%' or less of food from Food for Life
- Overall, *School, Camp, Daycare* Agencies report the highest reliance on Food for Life, while *Community Development, Faith-Based, Food Bank, Pantry, Hamper, & 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%), and '51%-75%' (25%), and '10% or less' (16%).

- Across municipalities, agencies report a wide range in the percentage of food they purchase, but overall Acton and Burlington show the highest purchasing reliance and Hamilton the least
- *Public Institutions* are most likely to report not purchasing food, while all other organization types have high percentages of purchasing '26%' or more of the food for their programming
- Agencies who purchase '51%-75%' of their food for programming are most 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 quantity and program planning
- Agencies who purchase '76%-99%' uniquely report client complaints about quality and best before date issues



Sources of Rescued Food for Programming

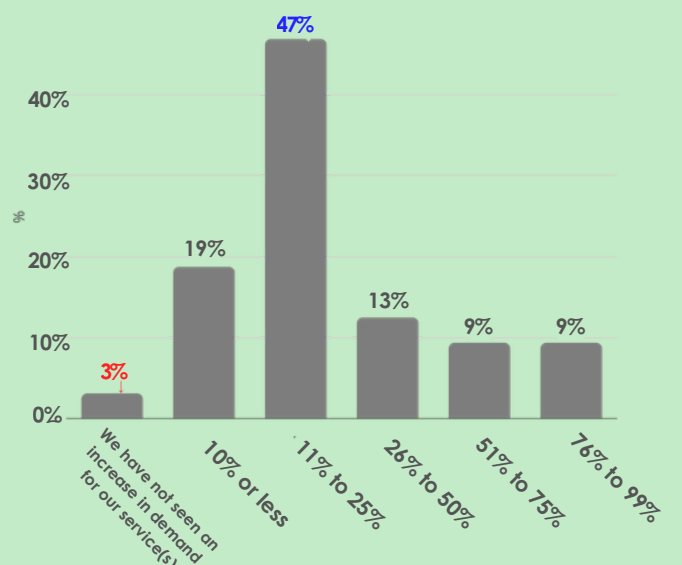
Over half of Agency Partners (56%) reported only receiving rescued food from Food for Life, with another 13% currently only receiving rescued food from Food for Life but investigating additional food rescue opportunities. For the agencies who access other sources of rescued food, 'Community and/ or backyard gardens' (25%), 'Grocery stores and/ or markets' (22%), and 'Wholesale food distributors' (16%) were the top selections.

- Agency partners in Burlington (86%) and Oakville (63%) were most likely to report only receiving rescued food from Food for Life
- Acton currently accesses the widest variety of rescued food sources, with agencies citing utilizing all sources listed
- *Food Bank, Pantry, Hamper, and Multi-Service* Agencies are most likely to utilize multiple food rescue avenues for food resources (all sources noted)
- *Community Development and Social Services, Faith-based, Public Institutions, and Shelter, Residence, Housing* Agencies were most likely to report only receiving rescued food from Food for Life (100%) and not indicate any additional sources

Increase in Demand for Service

Over half (69%) of Agency Partners reported experiencing a **25% or less** increase in demand for service(s), and 31% are experiencing a '26% to 99%' increase.

- All municipalities show variability in increase in demand for service, but overall Acton, Hamilton, and Milton are most likely to report the highest increases (76%-99% increase), while Oakville is most likely to report no increase in demand for service (13%)
- Each agency type also showed variability in increase in demand for service(s) within each category, but overall *Before School, After School, Camp, Daycare* Agencies are most likely to report the highest demand, with 50% citing a 76%-99% increase



"Food for Life has been life changing for the people we support at our organization. These individuals often are living on ODSP and accessing food banks. Food for Life has been able to offer fresh produce and meats that are often not available for the people we support."
- Food for Life Agency Partner

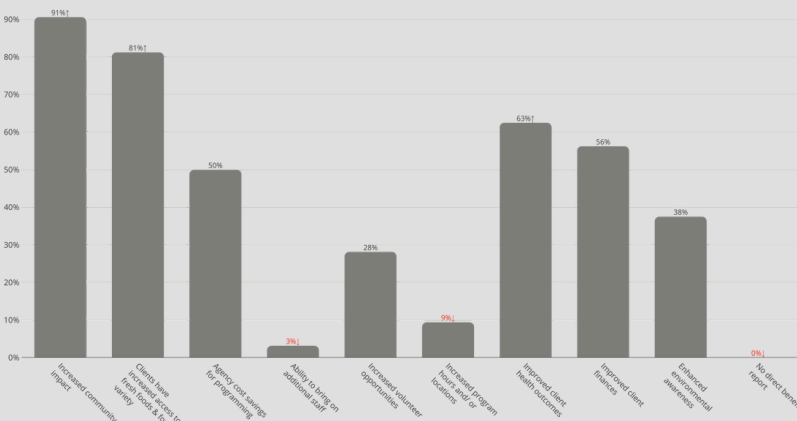
Agency Partner Satisfaction Survey



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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

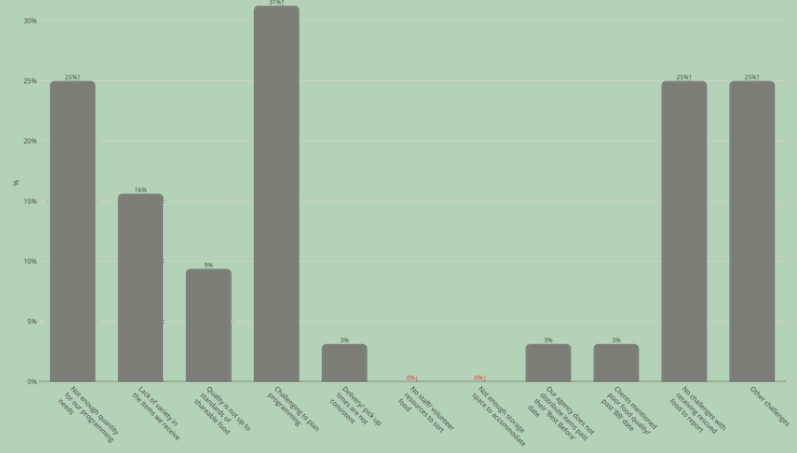
The top impacts of receiving rescued food from Food for Life include: **'Increased community impact (e.g. able to serve more people or give more food to those you serve)'** (91%), **'Clients have increased access to fresh foods and food variety'** (81%), **'Improved client health outcomes (e.g. mental, emotional, and/ or physical health and wellbeing)'** (63%), and **'Improved client finances (e.g. better able to make debt payments, afford other necessities, etc.)'** (56%). 'Ability to bring on additional staff' (3%) and 'Increased program hours and/ or locations' (9%) 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.

Rescued food from Food for Life is helping agencies expand their reach, increase access to fresh and varied foods, and support their clients' health and financial wellbeing

- Acton, Georgetown, Hamilton, and Oakville selected the most impacts (8 out of 9), whereas Milton selected the least (5 out of 9)
- Hamilton was the only municipality to report **'Ability to bring on additional staff'** (20%), and was most likely to select **'Increased volunteer opportunities'** (80%), and **'Increased environmental awareness'** (80%)
- Milton is less likely to report **'Increased community impact'** (50%), **'Improved client health outcomes'** (25%), **'Improved client finances'** (25%), and **'Enhanced environmental awareness'** (0%)
- *Before School, After School, Camp, Daycare, Faith-Based, and Public Institutions* reported fewer impacts, selecting an average of 3 compared to 6.6 among other organization types

Agency Challenges with Receiving Rescued Food from Food for Life

A quarter (25%) of agency partners reported **'No challenges with receiving rescued food'**. The highest selected challenges include: **'Challenging to plan programming'** (31%) and **'Not enough quantity for programming needs'** (25%). No agencies selected **'No staff/ volunteer resources to sort food'** and **'Do not have storage space to accommodate'**. The main challenges reported focus on providing advance notice of items to be delivered/ picked up and increasing quantity where possible.



- Milton is most likely to report challenges with **quantity, variety, and is the only municipality to report best before date challenges**, while Acton and Hamilton are most likely to indicate **no challenges** and Burlington selected the most challenges overall
- *Before School, After School, Camp, Daycare and Faith-based Agencies* are most likely to report **quantity challenges**, while *Meal Program and Multi-Service Agencies* are most likely to report **challenges with program planning**
- *Public Institution Agencies* reported no challenges (100%)

Food for Life works with our agency partners to improve the experience of receiving rescued food, listening and adapting to help ensure communities receive reliable, nutritious food

"Your dedication to rescuing and redistributing food has made a real difference in the lives of the people we serve. The process is always smooth, your team is incredibly responsive and compassionate, and the quality of the rescued food is consistently excellent. We also appreciate the sense of collaboration and shared purpose knowing we're part of a network that values the community. Thank you for the work you do every day to make our communities stronger, healthier, and more connected." - St. Matthew's House

Agency Partners' open comments highlighted several key themes, including the impacts of rescued food on clients and communities, opportunities to expand its use, and areas where service coordination could further support agencies' work

Impact on Clients and Communities

- Rescued food helps agencies provide fresh, nutritious food to seniors, families, newcomers, and individuals living on limited incomes, helping reduce financial strain and difficult choices between food and other essential needs
- Partners shared that rescued food supports meals, food boxes, and community gatherings that nourish both physical and emotional wellbeing - many described food as a powerful connector that brings people together, builds relationships, and fosters dignity, trust, and hope within their communities
- Agencies emphasized that Food for Life's support allows them to reach more people and provide foods, such as fresh produce and meat, that many clients would otherwise be unable to afford

Community Engagement and Collaboration

- Agency partners expressed strong appreciation for Food for Life staff, drivers, and volunteers, highlighting their kindness, responsiveness, and commitment to community wellbeing
- Many described the partnership as essential to their work, enabling programs such as community meals, social gatherings, and support groups that reduce isolation and strengthen connections

Opportunities for Expanding Use of Rescued Food

- With additional capacity, agencies envision expanding meal programs, food distribution, and outreach to serve more people experiencing food insecurity
- Partners also highlighted opportunities for cooking programs, food skills workshops, and culturally inclusive offerings and events that celebrate diverse cuisines while making meaningful use of rescued food

Opportunities to Strengthen Service

- Several partners suggested that advance notice of deliveries or a general list of items being delivered would help agencies support menu planning, supplement missing items with purchases, and help reduce spoilage
- Consistent delivery timing on optimal days, and regular bin pickup were also identified as helpful improvements, particularly for agencies with limited storage space
- Some partners noted that quantity and variety can vary week to week, occasionally making it difficult to plan or meet demand, while others reported receiving large quantities of single items (e.g. potatoes) or foods that do not align with client preferences (e.g. pork products)
- A few agencies mentioned occasional spoilage in produce items and interest in culturally appropriate foods, including Halal options, while acknowledging that rescued food availability depends on what is donated as surplus at the time

Overall, Agency Partners expressed deep gratitude for Food for Life's partnership, emphasizing that rescued food plays a vital role in supporting community wellbeing, strengthening local programs, and helping ensure people can access fresh, nutritious food each week

"We hear all the time, especially from our elderly clients that they would not be able to afford the fresh produce we supply because of your agency. We also hear that they are able to stretch their limited incomes because of this program." - Hamilton Regional Indian Centre