



**NORTH YORK
HARVEST
FOOD BANK**



Annual Report
Sept. 1, 2008 to Aug. 31, 2009





2	Message from the Chair	9	Food and In Kind Donors
3	Report from the Treasurer	12	Volunteers
4	Message from the Executive Director	13	Financial Supporters
5	Highlights	15	Financial Information
8	Member Agencies	17	Funding
8	Code of Ethics	18	Who We Are

Our Vision

A community where all members are able to **meet their food needs**.

Our Mission

To **provide** dignified food assistance and support to community members in northern Toronto
To **raise public awareness** and **provide education** regarding hunger and its causes
To **engage the community** in meeting its members' food needs

Our Values

Access and Inclusion

We strive to ensure that diverse members of our community have **full, fair and unbiased access** to our services and are included in decision-making.

Collaboration

We are **dedicated to understanding, learning from, and working** co-operatively with community members.

Integrity

We recognize the **importance of being accountable** and transparent in our actions and decision-making processes.

Excellence

We **strive for the highest quality** in all our work and for the most effective use of our resources.

Message from the Chair



Morley Katz

Over the past year, the North York Harvest Food Bank undertook a re-examination of our mission, vision and values in light of more than 20 years of operation, to determine whether any changes were in order. While it was clear that we continue to exist to help provide food to those who might otherwise experience hunger, as well as to work to reduce the causes of hunger, we felt that there was a need to more clearly and accurately define our mission, vision and values in line with what we have learned over time. The economic and social environments around us have both evolved over the past two decades, and we have had significant experiences and insights and learned much with respect to food banking over that period. Societal evolution coupled with our own seasoned growth led us to significantly reformulate how we define ourselves.

An organization's mission articulates the reason it exists and what it is endeavouring to accomplish. Our new mission has three key elements:

- To provide dignified food assistance and support to community members in northern Toronto
- To raise public awareness and provide education regarding hunger and its causes
- To engage the community in meeting its members' food needs

Our vision, "A community where all members are able to meet their food needs," reflects the ideal state we are striving to achieve, where none of our fellow community members experience want for food in a civilized and caring society.

Our values, "Access and Inclusion; Collaboration; Integrity; and Excellence," reflect our underlying, enduring beliefs and the behaviours we will all strive to adhere to, and for which we commit to be held to account.

In line with our commitment to inclusion and collaboration, the mission, vision, and values were developed over several months in the course of extensive conversations among the Board and staff, and reflecting input from a variety of stakeholders.

We have also undertaken a review of organizational governance, to more clearly define the roles, accountabilities and mode of operation of the Board and Management in view

of our growth and maturity as an organization. This work will continue over the next several months, culminating in a more rigorous and clearly defined governance framework for NYHFB.

There are continually emerging complexities and perspectives in the work of our food bank that refine the way we understand and meet the needs and concerns of all our stakeholders over time. This was brought home to me again in our work over the past year, and continues with the governance review. The simplicity and clarity of the mission, vision and values belie the many deep and nuanced thoughts and conversations on the part of Board members, senior management and staff that shaped the final words. Without this clarity, our organization would drift; with these elements clear, NYHFB greatly increases its focus and thereby its chances of achieving desired ends as defined in our mission and vision.

There is so much more to the work of this organization than meets the eye. The depth of thought and concern for "getting it right" on the part of all concerned is most appreciated, as is the tireless work of all who contribute to NYHFB's success.

A handwritten signature in dark ink that reads "Morley Katz". The signature is written in a cursive style with a long horizontal line extending to the left from the start of the word "Morley".

February, 2010



Report from the Treasurer

Chris Hilborn

I am once again happy to advise our members, donors, community and stakeholders that the North York Harvest Food Bank continues to be in a stable financial position at the end of 2009. Despite the challenging economic conditions in 2009, we balanced our budget and ended the year with an excess of \$46,164 for revenue over expenses for the period.

Summary of Financial Results

Achieving this excess was largely due to revenue exceeding projections by approximately \$75,000. Accordingly, we can with confidence state that our revenue base was not negatively impacted by the downturn in the economy in 2008/09. Our donors continued to be generous and committed to providing food assistance to those in need in northern Toronto.

Expense management at the Food Bank remained strong across all expense line items. Although expenses increased by approximately \$29,000 over projection, this was done in a measured manner as we were better able to manage the organization's finances after the change in fiscal year end (see below). These costs were incurred in response to the increased level of activity in our organization in keeping up with the demand for our services.

Our position remains strong as we have built up a \$207,541 unrestricted reserve. We are slowly building this reserve each year to serve as a contingency fund in the event of a funding shortfall or emergency.

Comparing our Results to the Previous Year

We just completed our first full year of operations using the new fiscal period of September 1 - August 31. The audited financial statements presented in this report are prepared on this basis.

These financial reports ending August 31, 2009 are compared against the reports from our previous fiscal year. The previous fiscal year was a truncated year; an eight month fiscal period from January 1, 2008 to August 31, 2008, instead of the usual twelve month period. This eight month period was necessary to facilitate a change in the start date of fiscal year to September 1.

As discussed in last year's annual report, there were two main reasons behind the decision to change our financial year to start and end in the fall:

(1) The change in the fiscal period to end when inventory (both food and cash) is at seasonally low levels has markedly improved the financial operation of the organization. Moving the largest donation time to the beginning of the financial year (September) has allowed us to evaluate our fundraising efforts early in the fiscal year and thus adjust our program delivery appropriately to ensure we are delivering the maximum amount of programming.

(2) The Food Bank operations have traditionally been slower in the summer and as such this is a much more opportune time for the Food Bank management team to plan the programs and associated budget for the next fiscal period.

Outlook for 2010

We are confident that 2010 will be another successful year and we will continue to increase our services to the community that we serve. We will continue with our financial discipline to stretch our donation dollars.

We will also continue to optimize our financial systems in 2010. This is a step-by-step process that started with changing our fiscal year and continues as we improve our financial policies and our internal accounting.

Thank you to our supporters for your generosity and time in 2009. The Food Bank strives hard to ensure high standards for the stewardship of the funds provided to us. The work of the North York Harvest Food Bank has never been more important.

February, 2010

Message from the Executive Director

Anette Chawla



Last year was a struggle for many people in our community. The recession hit hard and many more were forced to rely on food banks to make ends meet. Our referral line was busy with calls from people who needed information about how to find a food bank for the first time. I remember vividly speaking to one woman in her mid-50s who called in, immensely embarrassed in having to take this step of calling a food bank. This was a first for her, and she never had imagined seeing herself in this situation of asking for help. But that is what North York Harvest is here for: to help people in need of food assistance – whether for the first time or because their circumstances keep them locked in a cycle of poverty. We work hard to make sure that we meet their need with dignity and respect.

North York Harvest and its network of member agencies saw a 17 per cent increase in demand this year. Resources were a challenge for many of the neighbourhood food banks, such as having enough space to accommodate a larger group of people or ensuring ongoing volunteer support to pack the needed hampers. Yet, food bank staff and volunteers persevered and kept up with this unprecedented need. In this, we were joined by our fellow community members who reached deep in their hearts and pockets and donated both foods and funds. Through this outpouring of support, we were able to get 1.4 million pounds of food to those who struggled with hunger.

Volunteers continue to be an essential part of North York Harvest. They act at so many levels and support us throughout our organization. This year, we were sad to say goodbye to Denis Mailhot who passed away at 78 years, after volunteering with us for over a decade. Denis's dedication, commitment and resilience encapsulate the spirit that our volunteers bring to our organization. Thank you to you all! Your efforts are noticed and valued.

To strengthen our ability to better meet the need for food assistance in northern Toronto, we engaged our organization in a strategic planning process. We are duly proud of the new vision, mission and values as they will better communicate what we are about as an organization and they will provide excellent guidance for our activities in the years to come. These statements are being translated into five goals geared at (1) enhancing our food distribution through increased quantity and quality; (2) building great food programs; (3)

increasing public awareness and education of hunger and its causes and (4) engaging our community in meeting the members' food needs. Underpinning these goals is a desire to further develop a strong cohesive North York Harvest team.

We are on the path to reach these goals. Let me share some successes. We are executing well on food drives, for example, by bringing in twice as much food as planned during the 2009 holiday food drive! The Agency Relations department is about to launch Harvest Academy, a training vehicle for the volunteers and staff at our member agencies. NYH's own neighbourhood food bank has restructured its space and is now able to offer a more dignified way of presenting food hampers to clients as well as a better workspace for our volunteers. Our media coverage has been strong in 2009, helping us raise our profile in the community. We have also partnered with many other community organizations in northern Toronto to better understand and integrate services. Finally, we were fortunate to receive a 3-year grant from the Ontario Trillium Foundation as well as Investing in Neighbourhood grants from the City of Toronto. These have enabled us to bring in needed talent in all areas of our operation.

In many ways, 2009 was a challenge for North York Harvest Food Bank. But we rose to the occasion and further strengthened our ability to support our community.

A handwritten signature in black ink that reads "Anette Chawla". The signature is written in a cursive, flowing style.

February, 2010



Greg Gray used to have a poor opinion of people who use food banks. That is, until he became a client himself last year.

As the general manager for a large distribution company for electronic goods, Gray was upwardly mobile and had been pulling down six figures a year. But then the recession hit and he found himself downsized. "I never expected to be in this position," says the 46-year-old. "I thought I was at the very least secure in my job if everything else went bad."



After losing his job, he spent a year unsuccessfully looking for employment. During that time, Gray decided to volunteer with the North York Harvest Food Bank to remain connected to the community. Within a month – having depleted his savings and still needing to pay rent and child support for his two young children – he found himself becoming a client.

"I had a very negative viewpoint about people who used food banks until then," he says, having thought food bank clients were either lazy or taking advantage of the system. "I had never been unemployed before and I always thought you should be self-reliant."

But having worked with clients who come to the food bank for assistance, Gray's own perception changed. He saw people coming in from a variety of backgrounds and that "they are making the best out of a terrible situation and they are trying to take care of themselves."

After relying on food assistance for about four months, Gray found a new job and is now back on his feet. He remains thankful for the help he got from North York Harvest. "Any charity is worthwhile... but when you can provide sustenance and help people, I think food banks are under-appreciated that way," he says. "Hunger is a very real and serious need."

"Any charity is worthwhile... but when you can provide sustenance and help people, I think food banks are under-appreciated that way," says Gray. "Hunger is a very real and serious need."

- In 2009, demand for food and food assistance programs increased by 17% from the previous year
- 29% of new food bank visitors made use of food programs because they lost their jobs
- 40% of all food bank users were children and youth under 18
- Food bank clients saw their average monthly rent rise to \$975 last year, an increase of 12% from 2008.

Greg Gray was just one of thousands of people in northern Toronto who accessed food assistance services this past year through the North York Harvest Food Bank. In 2009, demand for food and food assistance through our network of community agencies rose overall by 17 per cent over the previous year.

Community Share Food Bank is one of North York Harvest's member agencies, distributing an average of almost 2,000 food hampers each month to the community around Lawrence Ave. W. and Don Mills Rd. Many clients are workers who have been laid off, or have had their hours of work reduced. Newcomers to Canada seeking refuge and just starting to establish themselves here also make use of the food bank. Executive Director Director Bill Hullah says demand for services went up by 25 per cent in 2009 at his agency.

In response, Community Share further strengthened its ties with the community by reaching out to more donors who provided greater support, and to volunteers, particularly young people. "We talk it up whenever we can," says Hullah. "Students relate to the fact they're helping the community when they donate food or volunteer their time."

"It takes a lot of work to strengthen families and our community," says Hullah. "It's not just about giving out food. It's about one-on-one relationships with people, getting to know them and their needs. But mostly it's about hope."

Highlights

Recognizing its role to help provide that hope, North York Harvest set specific goals to further guide its work in the community:

Enhancing food distribution capacity

To meet the needs of northern Toronto residents looking for food assistance, North York Harvest Food Bank prides itself on an integrated and seamless food distribution system based on food sourcing; collecting, sorting and warehousing; and timely and effective delivery to our network of community agencies. None of this would be possible without the many partners upon which we rely.

In 2009, our corporate donors, local businesses, community organizations and faith groups that held community food drives, students and teachers who ran campaigns in their schools, as well as generous individuals, all helped us collect the food to meet the demands of users at our food banks. After our staff and countless volunteers collect and warehouse the donated food in our 8,000-square-foot facility, they review each item for compliance with food handling and safety guidelines. The food is then sorted and packed, before being distributed to our member agencies.

- North York Harvest Food Bank distributed 1.4 million pounds of food in 2009.

Often our donors take on an even more active role in our distribution system. **Hain Celestial Canada**, a natural and organic food company, has been donating discontinued products and items nearing their expiration date to North York Harvest. And their involvement doesn't stop there – their president, Beena Goldenberg is on North York Harvest's corporate advisory board, and her two sons have volunteered their time during food drives. "Donating food to North York Harvest is a win-win situation," Goldenberg says. "It helps us avoid costs of disposing of our surplus food and our employees feel good about our role in making a difference in our community."

- In 2009, North York Harvest Food Bank distributed more than 160,000 food hampers to individuals and families.
- Businesses, community organizations, clubs, neighbourhoods, families and individuals held 267 food drives, helping raise more than 125,000 pounds of food.
- North York Harvest Food Bank relied on more than 1,775 volunteers who donated 15,200 hours of service

To increase our capacity to distribute food effectively, North York Harvest has also put in place a diverse fundraising program. This year, a number of athletically-inclined individuals made North York Harvest's second year participating in the **Scotia Toronto Waterfront Marathon** its most successful yet. This event drew a record number of runners in the marathon, half-marathon and 5K. In 2009, 51 participants ran to benefit North York Harvest Food Bank, up from 28 the previous year, and raised \$44,000 – an annual increase of 60 per cent. Almost 500 individuals pledged their support and made this second year of North York Harvest's participation the best to date.

Building great food programs

To ensure access to fair and dignified food programs for people in northern Toronto, North York Harvest Food Bank works with a network of 42 member agencies in its catchment area. Collectively, they operate 60 diverse programs addressing various needs of our diverse communities. Agencies offer support through emergency food hamper programs, women and youth shelters, and community kitchens, just to name a few. Through them, we distribute more than 160,000 hampers and 120,000 meals and snacks.



Local community food drives are a key part of North York Harvest's food distribution system. At Halloween, instead of trick or treating, brothers Lucas and Alex (pictured) and Chris Casale asked neighbours for food donations. In 2009, they collected 1,200 pounds of food, which was matched by a \$1,200 donation from the RBC Foundation presented by Kristine Washbrook (far right). At left is Natalie Lucas, NYH's food drive co-ordinator, who received the cheque on behalf of the food bank. "I believe it is extremely important to give back to the community," says Alex. "At the end of the food drive when I see all the food together, it truly feels indescribable knowing that all the food is going where it is needed the most."



We continually strive to improve support to these agencies, so they in turn can improve the services they offer for their clients. As a result of our efforts in building food programs, some of our agencies are able to redirect resources towards the delivery of other vital programs to help address the root causes of hunger and poverty.

Community Share Food Bank, for example, also provides a place for people to connect and support each other. After many tradespeople saw reductions in demand for their work last year, Community Share facilitated a session to help a few establish their own co-operative to help promote their skills and find new opportunities together. These types of supports also provide improved outcomes for people in the community.

The re-organization of **NYH's own neighbourhood food bank** was another highlight this past year. The space now offers a more dignified way of presenting food hampers to clients. We are able to provide more variety of food in our hampers by better organizing the way food is stored as well as improving the space in which our volunteers work.

Increasing public awareness and education of hunger and its causes

The North York Harvest Food Bank enjoys strong support from the community. Each time a group runs a food drive or volunteers, they are raising awareness of hunger in northern Toronto.

Through our program **Donation Nation**, not only are students from area schools participating in food drives and making a significant contribution to the community, but they are also learning about our operations, how we respond to hunger and why there is a need in the community in the first place. "Volunteering at the food bank ensures that students do not forget about the large portion of society that relies on non-profit organizations for aid and sustenance," says Sabrina Barone, a teacher with York Memorial Collegiate, whose students have helped out with sorting food. "North York Harvest was able to share the realities of hunger with our younger generation, humbling and inspiring them to do good in the lives of others. Our involvement has helped to shed light on the many ways that students can begin to find solutions to hunger both in their community and their country."

Local residents get a chance to pick their own fresh produce through North York Harvest's Gleaning Trips to farms in the region.

Strengthening ties with our community

- 97 schools took part in 125 separate food drives that raised over 60,000 pounds of food.

North York Harvest Food Bank recognizes the need to play an active role in the growth of our community.

Our **Harvest to Hand Community Garden** program, for example, brings community members together to grow food in support of local food assistance programs. Last year, we provided on-site support for five of our member agencies to develop and maintain community gardens. Our seasonal garden co-ordinator also delivered a series of garden-based workshops throughout the growing season.

The gardens attracted a range of participants from the community, including food bank service users, volunteers, and agency staff. Together, they helped to provide a reliable source of fresh produce for our member agencies while providing opportunities for skill-building and socializing.

Our **Gleaning Trips** also offer local families the chance to pick their own produce directly from farms around the Greater Toronto Area. These subsidized trips are offered free to participants who get to pick crops such as strawberries, peas, squash and corn. In 2009, nearly 200 people participated in these trips. Our gleaning program helps to strengthen the connection between our community and local food producers while providing a fun, family-friendly day for all involved.



Member Agencies



The North York Harvest Food Bank supports a wide variety of programs across northern Toronto through its network of 39 member agencies which collectively provide 60 individual community programs that include:

- Emergency food hampers where clients can walk into their neighbourhood food bank and leave with a three-day supply of food for themselves and their families.
- Supplementary programs to assist individuals and families struggling with systemic poverty. These are designed specifically for lower-income groups in an identified housing or ethnic community where clients receive bi-weekly or monthly food deliveries.
- Perinatal programs which provide groceries and food staples to pre- or post-natal program participants to help prevent low birth weight babies and to foster nutritionally adequate diets from the very beginning of life.
- Meal/Snack programs provided to a range of clients at member agencies that serve individuals in a non-food capacity, allowing them to focus on the primary services they provide.
- Home delivery hamper programs that deliver to individuals who are unable to access their local food bank.
- Community kitchens programs that involve a group of people coming together to prepare nutritious food to consume on the spot or to take home.

Apostles Continuation Church

Apostles Revelation Society

Better Beginnings Now

Cathedral of Hope Ministries

Delta Family Resource Centre

Doorsteps Neighbourhood Services

Ernestine's Women's Shelter

Eva's Place

Faith Sanctuary Pentecostal Church

Horizons for Youth

Humber Students' Federation-

Northern Campus

Jane/ Finch Community & Family Centre

Jane Finch Community Ministry

Lansing United Church

Macaulay Child Development Centre

Mount Zion Filipino Seventh-day

Adventist Church

New Heights Community Health Centre

North York Community House

North York Harvest Food Bank

(Community Action Resource Centre)

North York Women's Shelter

Patterson Presbyterian Church

Seneca Student Federation- North Campus

Society of St. Vincent de Paul, St. Thomas

Aquinas Conference

Syme Woolner Neighbourhood

and Family Center

The Community Share Food Bank, Inc.

The Hincks-Dellcrest Centre

The Prayer Palace Church

The Triumphant Church of God

Thistletown Community Services Unit

Tobermory Community Activities

Tobermory Community Housing

Weston Area Emergency Support

Westway United Church

York Community Services

York Memorial Presbyterian Church

York University-Glendon Women

and Trans Centre

York Federation of Students

Youth Without Shelter

YWCA Beatrice House

Code of Ethics



The North York Harvest Food Bank is a member of the Food Banks Canada (FBC) and the Ontario Association of Food Banks (OAFB).

As a member of FBC and OAFB the North York Harvest Food Bank upholds and adheres to the following Code of Ethics:

1. Everyone in Canada has the right to their daily sustenance and an existence which ensures that this condition is possible.
2. Food Banks pledge their work to the ultimate physical and social well-being of low-income persons.
3. Food Banks are committed to the social justice principle.
4. Each Food Bank recognizes its role as the steward of a community pool of food, which it shall strive to make available to all responsible groups providing charitable food.
5. Nationally, Food Banks are committed to an ethic of sharing with those in Canadian regions with less food resources.
6. Food Banks will not barter, sell or trade foodstuffs at any time.
7. Food Banks will have the highest regard for the proper and safe storage and handling of food.
8. Food Banks will know and understand the social service context in which they operate, to ensure that they do not reduce the impetus for improvement to the government social assistance programs.
9. Food Banks recognize their role in alleviating hunger as a temporary response to this crisis, and will devote part of their activities to lessening this role.
10. Food Banks will conduct all of their affairs and associations in a manner that will not trivialize the problem of hunger in any way, or see it used for commercial benefit.



CORPORATE DONORS

ACE Bakery
Atlantic Packaging
APS
Freshlink
Canadian Tire (Foundation for Families)
Cavendish Farms
Gaylea Foods Cooperative Ltd.
Hain Celestial Canada
Hamishe Bakery
Italpasta
Kraft Canada Inc.
Linsey Food & Co.
Loblaws Companies Ltd.
Manoucher Food & Co.
Mars Inc.
Maso Importing
Meewan Foods
Molson Coors Canada
Procter & Gamble Canada
Regina Noodle
Richmond Bakery
Shalit Foods Inc.
Smucker Foods Canada Co.
Sobeys Inc.
United Bakers Dairy Restaurant
N.B. - The North York Harvest Food Bank is also a recipient of food donated through Food Banks Canada's National Food Sharing System and the Ontario Association of Food Banks.

FARMERS & GARDENS

Barbara Toney
Eula Marks
Everdale Organic Farm
Forsythe Family Farms
Gail Mentlik
Grace Stephens
PACT Farm in the City
(Sir Sanford Fleming Academy)
Plan B Organic Farm
Reesor Farm Market
Toronto Botanical Gardens
Whitmore's Berry Farm

DONATION NATION

Amesbury Middle School
Ancaster Public School
Arlington Middle School
Armour Heights Elementary School
Associated Hebrew Schools

Associated Hebrew Schools -
Cayman Education Centre
AY Jackson Secondary School
Bathurst Heights ESL Program
Baythorn Public School
Bayview Elite Learning Centre
Beaumont Heights JMS
Brebeuf College
Cardinal Carter Academy for the Arts
Central Montessori Schools
CH Best Middle School
Cherokee Public School
Claude Watson School for the Arts
Crescent School
Dallington Public School
Dante Alighieri Academy
D'Arcy McGee Catholic School
Daystrom Public School
Denlow Public School
Derrydown Public School
Don Bosco Catholic Secondary School
Don Valley Junior High School
Donview Middle School
Downsview Secondary School
Drewry Secondary School
Dublin Heights Elementary & Middle School
Earl Haig Secondary School
Elia Middle School
Elkhorn Public School
Elmcrest College
Everest College
Fieldstone Day School
Fisherville Junior High School
Forest Hill Public School
Frank Oke Secondary School
Gateway Public School
Glenview Sr. Public School
Gulfstream Public School
Havergal College
Hawthorn School for Girls
Highland Junior High School
Highview Public School
Hillcrest Community School
Hollywood Public School
Humber College
Humewood Community School
John Wanless Junior Public School
Kenton Learning Centre
Lawrence Heights Middle School
Ledbury Park Elementary and Middle School
Leo Baeck Day School -
Holy Blossom Campus

Lescon Public School
Lester B. Pearson Elementary School
Loretto Abbey Catholic School
Maple Leaf Public School
McMurrich JPS
Merit Academia
Merle L. Levine Academy
Montessori Education Centre
Nelson A. Boylen CI
Norman Ingram Public School
Northview Heights Secondary School
Park Lane Public School
Pierre Laporte Middle School
Pleasant View Junior High School
Presteign Heights Elementary School
Ranchdale Public School
Ranleigh Rascals Daycare
Rockford Public School
Scarlett Heights Entrepreneurial Academy
Sir Sandford Fleming Academy
St. Agnes Catholic School
St. Andrew's Junior High School
St. Bonaventure
St. Edward Catholic School
St. Nicolas of Bari School
St. Timothy Catholic School
Stanley Public School
Sterling Hall Academy
Stilecroft Public School
The Mabin School
Three Valleys Public School
Toronto Catholic District
School Board- Psychology Department
Toronto French Montessori
Toronto French School
West Preparatory Junior Public School
Weston C I
Willowdale Link School
Willowdale Middle School
Willowdale Ontario Earlier Learning Centre
Wilmington Elementary School
York Academy of Martial Arts
York University
Yorkdale Secondary School
Yorktown Montessori School
Yorkview Public School
Youth Philanthropy Initiative
Launched in 2004, Donation Nation has evolved into a city wide initiative of community involvement with the intent of building support for the Food Bank amongst the city's youth.



COMMUNITY DONORS

45th Toronto Cub Pack
 110 Social Club
 150 Graydon Hall (Main Office)
 93rd Scout Troop
 Alterna Savings
 Amesbury Hockey Association
 Apotex Inc.
 Armour Gardens Community Association
 ARS Armenian Community Centre
 Artisan Charity Foundation
 Assessment Solutions
 Baha'i National Centre
 Banana Republic
 (Yorkdale Mall & Bayview Village)
 Baycrest Brain Health Centre
 (Senior Administration Wing)
 Bayview Mews
 Bentall Real Estate Services
 Beth Tikvah Synagogue
 Beth Torah Synagogue
 BMO Fountain of Hope
 Bombardier Aerospace
 Briar Hill
 Canada Revenue Agency
 Canadian Air & Space Museum
 Canadian Institute for Health Information
 Canadian Jewish News
 Canadian Mothercraft Society
 Carillion-Vanbots Social Committee
 Casa Delzotto and Caboto Terrace
 Caterpillar
 CAW Local 112
 Celebration Church
 Central Community Care Access Centre
 Centre for Addition & Mental Health
 (GTA West Office)
 Centura
 Chipotle Mexican Grill
 Christ Commission Church of Faith
 Church of God Sabbath Keeping
 Church Summer Camp
 CIBC
 Cintia De Souza Real Estate Broker
 Circle of Care
 Citco Global Securities (Canada) Ltd.
 Collega Aveda
 COMLA Golf Tournament
 Coppinwood Golf Club -
 Ladies Fall Harvest Scramble
 Cortleigh Place Childcare
 CUPE Local 4499
 Curves International
 Dalton Pharma Services
 Darchei Noam
 Dell Financial Canada
 Delta Beta Calco
 Denison Armoury
 (Dept. of National Defence)
 Dewi Sant Welsh United Church
 The Disney Store (Yorkdale Mall)
 Double Double Pizza Inc
 DRDC Toronto
 Eckler Limited
 Economical Insurance
 Educators Financial Group
 Entertainment One
 Equitable Trust
 Evangel Temple
 Faith Lutheran Church
 Financial Services Commission of Ontario
 First Chiropractic Centre
 Fitness Connection
 Forest Group
 Forest Hill United Church
 Foresters
 Forestry and Recreation Group
 Free The Children
 Galilee Methodist Church
 Gaylea Foods
 Gemma Communications
 Goose & Firkin
 Glendon College Roots & Shoots
 Grace Chinese Gospel Church
 Hain Celestial
 Hewitt Associates LLC
 Highland Farms
 Home Treats Inc.
 Hui Colavincenze
 Humber River Regional Hospital
 Immanuel SDA Church
 Imperial Chilled Juice Inc.
 Indonesian Christian Church
 Infinite Light Amitabha
 Investors Group
 IQOR Canada
 Janna Hagin
 Jing Yin Temple
 John Charles
 K & G Property Management
 Keller Williams Real Estate Service
 The Kempford
 Kerry Stratton
 Kolel
 Korean/Galilee Methodist Church
 KPMG
 Lawrence Park Community Church
 Leons Furniture Ltd.
 Lytton Ladies Lunch Group
 Mackenzie Financial Corporation
 Madison Nails
 Magstar Total Retail
 Markham Baptist Church
 Man to Man
 Manulife Financial
 Markham Christian Community Church
 Medix School
 Mega City Tiling
 Meta Centre
 Metropolitan Toronto Condominium
 Corporation
 MGA Group
 Ministry of Community & Social Services
 Ministry of Government Services
 (BSSB Branch)
 Ministry of the Environment
 Mississauga Southern Chinese
 Baptist Church
 Montgomery Apartments
 Morguard Investments Limited
 Mothercraft
 North York Chrysler Jeep Dodge
 National Council of Jewish Women
 Nestlé Cnada
 North York Chinese Baptist Church
 North York Chinese Community Church
 North York Church of Christ
 North York General Hospital
 OCASI - Ontario Council of Agencies
 Serving Immigrants
 Old Navy
 OLG Slots at Woodbine
 Omni Facility Services Canada Corp.
 Ontario Teachers' Pension Plan
 Oraynu
 PACE Savings and Credit Union
 Parkinson Society Canada
 Pharma Medica
 Pheasant & Firkin
 Plan B Organic Farm
 Procter & Gamble Inc.
 Purolator Courier
 Quantum The South Tower
 Radix Marketing Research
 RBC Foundation
 RBC Mutual Funds Inc
 Registered Nurses Association of Ontario
 (Region 6)
 Reliable Foods



Richmond Hill Chinese Baptist Church
Rodeo Walk Condos
Rosicrucian Order
Sanofi Pasteur Canada
Scarboro Chinese Baptist Church
Schulich School of Business Student Council
Shaarei Tefillah Synagogue
Shermount Condominiums
Skyview On Yonge
Soil Engineers Limited
Spanish Villa
St. George's Church
St. Philip The Apostle Anglican Church
Sunnybrook Health Sciences Centre
(Dept. of Medical Biophysics)
Symantec
Symcor Inc.
Tabi
TD Business Banking (GTA District Office)
TD Canada Trust
Temple Emanu-El
Temple Har Zion
Temple Sinai Congregation of Toronto
(Social Action Committee)
The Nielsen Company
The Real Estate Guys, Keller Williams
Referred Realty Inc.
The Redeemed Christian Church of God
The Shoppes on Steeles
(Wycliffe Property Management Ltd)
Toronto Bethel Bible Church
Toronto Board of Trade
Toronto Chinese Community Church
Toronto Cricket Skating and Curling Club
Toronto Real Estate Board
Toronto Region Conservation Authority
Toronto Star Santa Claus Fund
Toronto Tzu Chi
Total Health Chiropractic
Trick or Treat Food to Eat
Trimen
Tru Tech Door Products

TSCC #1997 Condominiums
Under Armour
United Way Toronto
Volturno Social Club
Wal-Mart Canada Corp.
Weight Watchers
Weston Bakeries / Ready Bake Foods
Winners Merchanta International LP
Wireless Personal Communications Inc.
Wynn Fitness
YMCA North York
York Region Chinese Baptist Church
York University - Meal Exchange
Yorkdale Shopping Centre (Security Office)

Plus others who wish to remain anonymous

IN KIND DONORS

Atlantic Packaging
Ecogenesis
Erb Transport
Il Fornello
Molsons Breweries
PricewaterhouseCoopers Canada
The Stop Green Barn
The Village Green, Terra Edibles
Tippet Richardson Limited

Permanent Drop-Off Locations

Fire Halls with Toronto Fire Services

Many Fortino's, Galati's Market Fresh, Loblaws, Metros and Value Marts

Thank you!



Core Volunteers & Groups

OFFICE & ADMINISTRATION

Annie Lee • Bev Leforte • Bill Faith • Cristina Beghian • Dawn Oudorkirk • Doug Seim • Jan Smellie • Jacqueline Perdue • Louise Joseph • Michael Carrier • Miriam Paul • Pam Ward • Patricia Pardo • Serguie Svistounov

COMMUNITY ACTION RESOURCE CENTRE (CAR-C)

Adriana Carta • Alan Hally • Alex Katz • Alessandro Sapienza • Amanda Cummins • Anna Flagiello • Belaynsh Tekeba • Carmen Foster • Carolina Tcaci • Crystal Hollier • Cynthia Whyne • Dantua Ungerson • Daphne Hart • Ellen Osborne • Eyrusalem Afeworki • Glendene Isaac • Greg Gray • Heather Seaton • Jan Smellie • JodyAnn Carpenter • Iryna Yasova • Joseifina Gutierrez • Katerina Leung • Lincoln Lai • Nicolas Rosales • Neesa Mandel • Nubia Flores • Oscar Nora • Patricia Pardo • Rebecca Sheen-Sorokin • Ruth Onyancha • Safiye Baydar • Sam Golabi • Samantha Douglas • Samantha Lewis • Sherry Ocopnick • Susan Walter • Trans Ngo • Valerie Guillaume • Victoria Chaparro • Yusuf Ayyaci • Zhouzhou Guo

TRUCKING & TRANSPORTATION

Andre Bodor • Andrew Webster • Adrian Miko • Ben Cooke • Clive Bannister • George Bodnar • Geffard Wilkenst • Harold Banguero Cortes • Jim Hicks • John Kelly • John Smith • Mark Fusco • Robert Eveleigh

WAREHOUSE

Addila Safi • Agnes Ambrosio • Almaz Gebrhiout • Amanuel Tesfazghi • Barbara Osborne • Barry Cook • Ben Cooke • Chesley Noel • Christina Argyropoulos • Christina Kastia • Dee Edwards • Denis Mailhot • Gail Teabo • George Yeghiaian • Gustavo Vasquez • Habibrahman Safi • Jacques Gravel • Jenny Ng • Joe Addante • John McCormack • Len Andrew • Lilia Snihur • Malia Babakerhail • Mary Elan Alexander • Michael Boyco • Michael Cantera • Michael Mugford • Monika Kaczynska • Nadira Khanai • Nancy Richardson • Olga Kaynara • Orly Aidelman • Patricia Lord • Paul Bordiere • Phillip Jamieson • Peter Randell • Richard Kennard • Richard Vrooman • Roza Ali • Salima Sayany • Serguie Sytcuv • Taras Vovk • Ted LeDrew • Tina Bullock • Vadim Haiduk • Viktor Freiman

FUNDRAISING & COMMUNITY ENGAGEMENT

Cindy Shih • Jerry Leung • Josefina Gutierrez • Maria Soares • Marie Foley • Orly Aidelman • Pablo Juarez • Sameer Naik • Steven Gans • Valerie Chavossy

ORGANIZATIONS (SORTING & SPECIAL EVENTS)

A Circle of Support • Aviva Canada Inc. • Birch Hill Equity Partners • Bombardier Aerospace • Community Living Toronto • Dell Canada Inc. • Durham Alternative Secondary School • Drewry Secondary School • ERA Community Living Services Inc. • HSBC Securities (Canada) Inc. Investment Banking • HSBC Securities (Canada) Inc. Women's Network • Kiwanis Don Mills • Kiwanis North York • Magstar Inc. • META Centre • Montage Support Services • Oraynu • PricewaterhouseCoopers Canada Foundation • Rotary Club of North York • Scotiabank International Treasury Services • Starbucks Bayview Village • Winners Merchants International

* Thousands of additional hours have been generously donated by many, many other individuals and organizations who have volunteered at the North York Harvest Food Bank and who have organized food drives on behalf of this food bank.



Volunteers give their time to help sort food items at our warehouse and are a vital part of North York Harvest Food Bank's food drives.

Financial Supporters



The North York Harvest Food Bank deeply appreciates the support of our many donors. We are truly grateful for every gift of every size. Thank You!

Corporate, Foundation and Community Supporters

\$15,000 and over

CCL Industries Inc. • Commercial Mortgage Lenders Golf Tournament • Green Shield Canada Foundation • Kraft Canada Inc. • MacKenzie Financial Charitable Foundation • Scotia Toronto Waterfront Marathon Charity Challenge • The Catherine and Maxwell Meighen Foundation • The S. Schulich Foundation

\$5,000 and Over

Central Etobicoke Economic Support • CHUM Charitable Foundation • Fleck Family Foundation • Food Banks Canada • IBM Employees' Charitable Fund • ING Real Estate • myNext Mortgage Company Limited • Nathan & Lily Silver Family Foundation • Ontario Association of Food Banks • PwC Canada Foundation • Scotia Capital Inc. • The Toskan Casale Foundation • Thorek Scott & Partners • Tippet Foundation

\$1,000 to \$4,999

ABN AMRO Bank N.V., Canada Branch • Atrium II • Bell Employee Giving • Ben and Hilda Katz Charitable Foundation • Bloomberg • Calea • Canada Protection Plan Inc. • Carick Building Products Ltd. • Carranza Barristers & Solicitors • Carrot Cache • DUCA Financial Services Credit Union Ltd. • Eckler Ltd. • Enbridge Gas Employee Distribution • Humphrey Funeral Home - A.W. Miles Chapel • Investors Group Financial Services Inc. • Knights of Columbus - Blessed Trinity Council 1168 • Lee Tak Wai Foundation • Noor Cultural Centre • North York Church of Christ • RBC Foundation • Richmond Hill Christian Community Church • Sanofi Pasteur • Scarlett Heights Entrepreneurial Academy • Steelworkers Humanity Fund • TD Canada Trust • The George Lunan Foundation • The Mabin School • The Molson Donations Fund • TMX Group • The Printing House Ltd. • Toronto and Region Conservation • Toronto Chinese Community Church • Toronto Chinese Evangelical Ministerial Fellowship • Universal Workers Union, L.I.U.N.A. Local 183 • Winners Merchants International

\$500 to \$999

Barrday Inc. • Blake, Cassels & Graydon LLP • Chinese Evangelical Alliance Church of Toronto • Color Steels Inc. • Evergreen Philanthropic Foundation • Kassirer Asset Management Corp. • Manulife Financial • Morguard Investments Limited • Movieposter.com • People of Praise Ministries • St. Theodore of Canterbury Anglican Church • State Farm Companies Foundation • TAO Admin. Corp • The Harry and Toby Jordan Foundation • Toronto Heschel School • Toronto Life - Spring Christian Fellowship • Toronto North Dental Hygienist Society • Twenty-First Century Investments Inc. • Warner Brothers • Willowdale Christian Reformed Church of Toronto



Janice O'Born from The Printing House (left) presents North York Harvest's Development Officer Gloria Baldwin and Community Engagement Senior Manager Daniel Liadsky with a cheque for her company's support.

Government Grants

City of Toronto • The Ontario Trillium Foundation



CORPORATE CONNECTORS CIRCLE

Established in 2000, the Corporate Connectors' Circle is a marketing program and sponsorship opportunity for corporations and other organizations to designate a significant contribution to a specific Food Bank area of service delivery.



"Roving Heroes"
Truck & Food
Distribution Program



The Essential Food
Program



In-kind Donations



Community Action
Resource Centre (CAR-C)



Harvest Circle

Harvest Circle members through their leadership giving demonstrate a true commitment to the North York Harvest Food Bank. Harvest Circle members donate a minimum of \$500 annually to fight hunger. Harvest Circle members understand the power of partnerships and how one individual can make a difference in creating a healthier and stronger community. The continued support of these members will help us fulfil our mission and grow with the needs of the community.

Thank you to the following Harvest Circle Members

- | | | | | |
|--------------------------|---------------------------|-----------------------|--------------------------------|--|
| Nadine Abdullah | John W. Crow | Earl Haslett | Margaret Nightingale | Ambury Stuart |
| Paula Aquilla | Isabel Gomes Da Silva | Bill Hozy | Janet Oates | D'Arcy J. Sweeney |
| Joshua & Karen Auslander | Jose Danobeitia | Herman & Josee Jansen | Elva G. Obukuro | Allan R. Taylor |
| James C. Baillie | Gillian Davidson | Donald K. Johnson | Harold E. Olivier | James Taylor |
| Anupama Bakshi | Clifford Dresner | Monica Johnson | Susan HaywardPayne | John D. Thompspon |
| W.E. Barnett | Emmanuel Investments Ltd. | Douglas M. Jones | James S. Pollock | Helen Tran |
| Sally Basmajian | Henry Ens | Audree Koehle | Mark Pritzker | Jack Uetrecht |
| Joan Beattie | Ernie & Rivette Herzig | Rudy A. Koehler | Edward J. Richardson | Jacob Veenstra |
| Roger Bharath | Joe Essaye | Gloria Kuarsingh | Derek Riley | Vicbar Marketing Ltd. |
| Susan Blue | Gordon J. Feeney | Benjamin Kwan | Clara Robert | Isabelle Wagner |
| Rosa Braga-Mele | Robert Fenn | Ruth Lardner | William Russell | David Wells |
| George Brereton | Abraham Fish | Ho Yin Lau | Zahra Sadikali | Page Westcott |
| Anne M. Carr | Don Fraser | M. Olivia Lee | Rob Schenkel | John Williams |
| Martin Carsley | Colleen French | Harriet Lewis | Malcolm Scott | Marlene Wilson |
| Man Kit Chan | Eleanor George | Joan Mathers | Sheldon Silverberg | Francis Zwiers |
| Michael J. Clancy | Allan Glube | Scott G. Mathers | Ellen Sims | |
| Catherine B. Cockburn | Jane Goldberg | Judith Miller | Henry Solow | |
| Clive and Fiona Cohen | Toddy Granovsky | Michael Milosevic | Glaiser & Josephine Somerville | (and many more generous supporters who wish to remain anonymous) |
| Nancy Cohen | Shirley Grant | Mary Moore | Joseph Sorbara | |
| J. Brian Colburn | James Gregory | Phuong Nhan | Nancy Sprott | |

CORPORATE ADVISORY BOARD MEMBERS

The Corporate Advisory Board (CAB) consists of a team of concerned and established corporate and community leaders who volunteer their time to provide financial support, fundraising outreach and advice on organizational strategic initiatives to the Food Bank. Since its inception in 1994, CAB has successfully worked to advance the mission of the Food Bank.



HARVESTER MONTHLY DONORS

Our monthly donors provide a great comfort to the North York Harvest Food Bank. They help maintain a stable funding base and their ongoing equal monthly payment amounts are critical to ensure that emergency food and other services are never interrupted especially in the lean periods and times of crisis. Thank you to these donors for their outstanding commitment to our organization.

INDIVIDUAL DONORS

On behalf of the volunteers, board, staff and our thousands of clients, we express our sincere gratitude to our wonderful donors who have chosen the North York Harvest Food Bank as recipients of their charitable contributions.

In 2009, North York Harvest Food Bank received more than \$464,000 in donations from individuals.



PRICEWATERHOUSECOOPERS

**To the Directors of
North York Harvest Food Bank**

The accompanying summarized balance sheet is derived from the complete financial statements of North York Harvest Food Bank (NYHFB) as at August 31, 2009 and the summarized statement of operations and changes in net assets for the year ended August 31, 2009. In our auditor's report on the complete financial statements, dated January 19, 2010, we expressed a qualified opinion because we were unable to satisfy ourselves concerning the completeness of revenues from donations and special events.

The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guidelines of The Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements, in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on NYHFB's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

January 19, 2010

Price Waterhouse Coopers LLP

Chartered Accountants,
Licenced Public Accountants

SUMMARIZED BALANCE SHEET

As at August 31, 2009

	2009	2008
ASSETS	\$	\$
Current Assets		
Cash	198,110	47,573
Short-term investment	-	100,000
Prepaid expenses and sundry receivables	32,732	7,235
	230,842	154,808
Property and equipment	161,124	213,737
	391,966	368,545
LIABILITIES		
Current Liabilities		
Accounts payable and accrued liabilities	25,535	13,984
Deferred grants	23,567	15,033
	49,102	29,017
Deferred contributions related to property and equipment	135,323	178,151
	184,425	207,168
Net Assets		
Unrestricted	207,541	161,377
	391,966	368,545



SUMMARIZED STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

	Year ended Aug 31, 2009 (note)	Eight-month period ended Aug 31, 2008 (note)
REVENUES	\$	\$
Donations	712,146	207,203
Foundations and grants	117,954	38,200
Special events	49,970	22,214
Amortization of deferred revenue related to property and equipment	45,088	32,914
Government grants	28,907	30,067
Interest and other	14,180	4,704
	968,245	335,302
EXPENDITURES		
Wages and benefits	610,950	354,772
Office and general	70,942	42,757
Fundraising and promotion	57,623	11,430
Amortization	55,410	39,412
Occupancy costs	48,013	32,009
Food purchases	41,096	23,378
Warehousing and trucking	25,097	17,793
Insurance	6,602	5,442
Volunteers	6,348	4,613
	922,081	531,606
Excess (deficiency) of revenues over expenditures for the period	46,164	(196,304)
Net assets balance - Beginning of period	161,377	357,681
Net assets balance - End of period	207,541	161,377

Note: Change of year-end

During the period ended August 31, 2008, NYHFB changed its fiscal year-end from December 31 to August 31. This adjustment meant the year-end no longer fell immediately after the period when the food and cash inventory were at seasonally high levels. The change enabled NYHFB to better evaluate fundraising and program delivery efforts early in the fiscal year. Accordingly, the financial statements presented for 2009 are for twelve months while the comparative figures are for eight months.

Please refer to the Treasurer's Report on page 3 for an explanation of the results for the eight month period ending August 31, 2008.



HOW WE ARE FUNDED

The North York Harvest Food Bank has a well-developed and diverse fundraising program. We receive funding from a variety of sources, including gifts from individuals, foundations and corporations. We provide a number of fundraising initiatives, food drives and program sponsorship opportunities.

OPERATING REVENUES

Individuals	43%
Corporations	24%
Community Organizations & Foundations	18%
Special Events	11%
Government Grants	2%
Other	2%

Incoming and Outgoing Food 2009

INCOMING FOOD		OUTGOING FOOD	
Corporate	57%	Member Agencies	86%
Food Drives	31%	Other Food Banks	2%
FBC, OAFB & Others	6%	Waste	2%
Farms	3%	Change in Inventory	10%
Purchases	3%		
Total Food Received: 1,400,070 lbs.		Total Food Distributed: 1,400,070 lbs.	



Governance & Staff

BOARD OF DIRECTORS

Executive

Morley Katz
Chair
Managing Director,
Management Matters Inc.

Chris Hilborn
Treasurer
Director, Base Management:
Bell Canada

Brent Lawson
Secretary
Food Services Manager
Youth Without Shelter

Directors at Large

Susan Blue
Health Families Manager,
Toronto Public Health

Julie Callaghan
Program Director,
Bathurst-Finch Community Office,
New Heights Community Health Centre

Doug Hennessy
Director, Total Rewards,
TMX Group Inc.

Boris Kogut
Vice President of Capital Markets
and Treasurer, myNext Mortgage Company

Francois Poirier
Corporate Advisory Board Member

Faye Thorek
President, Thorek Scott and Partners

Peter Zissis
Chief Financial Officer
Birch Hill Equity Partners

Retired

Harriet Lewis
Yuriy Murzin

CORPORATE ADVISORY BOARD

Francois Poirier
Chair
Boris Kogut
Former Chair
Vice President of Capital
Markets and Treasurer myNext
Mortgage Company

Fred Gorbet
Chair Emeritus
and Founder
CIT Chair in Financial
Services, Schulich School
of Business, York University.

Arlene Schecter

Neil A. Jacoby, CFA
President & CEO Aurion
Capital Management Inc.

Swati Patel
Audit and Assurance Group
PricewaterhouseCoopers LLP

Nicole Caty
Director, Investment Banking
HSBC Securities (Canada) Inc.

Ms. Tammy Klein
Principal, M.H. Marketing Strategies

Wojtek J. Niebrzydowski
Vice President and Treasury
Canadian Imperial Bank of Commerce

Beena Goldenberg
President, Hain Celestial Canada

Gregor Vahramian
Global Infrastructure
RBC Dominion Securities Inc.

Mr. Paul Knight
Chairman and CEO of UBS Canada
UBS Canada

Mr. Paul A. Chin
Vice President, Real Estate Debt
Otera Capital

Retired

Peter Zissis
Chief Financial Officer
Birch Hill Equity Partners

STAFF

Executive Director
Senior Manager, Operations & Finance
Development Officer
Senior Manager, Community Engagement
Client Services Intern
Development Associates

Donor Database Assistant
Food Drive Coordinator

Garden Coordinator

Anette Chawla
Brendon Noronha
Gloria Baldwin
Daniel Liadsky
Teya Hollier
Mary Del Bianco
Shirah Stern
Cathy Henry
V. Williams
Natalie Lucas
Bhavana Kapal
Joanna Joergensen
Catherine Cyr

Manager, Agency Relations

Manager, Client Services

Manager, Volunteer Services

Manager, Warehouse
Office Coordinator

Operations Supervisor

Thorek/Scott Fundraising Intern
Warehouse Assistants

Michael Friedman
Irene Banda
Ally Roy
Amy Alexander
Lisa Anderson
Mike Apolito
Karthiga Kulendran
Angela Romita
George Bodnar
Ray Kelly
Amie Banks
Andrew Hillis,
Ikel Maragh,
Harold Banguero,
Jonathan Ng

640 Lawrence Avenue West
Toronto, Ontario
Canada M6A 1B1
T: 416.635.7771
F: 416.635.5599
W: northyorkharvest.com
Registered Charitable #
11906 2495 RR0001



This report is courtesy of a benefactor who wishes to remain anonymous